



**FAMILY
HANDBOOK
2019**

**OUTSIDE SCHOOL
HOURS CARE (OSHC) &
VACATION CARE**

RATED

EXCEEDING

NATIONAL QUALITY STANDARD



ABN 16 885 893 431

OWNED AND OPERATED
BY
**ALLAMBIE HEIGHTS
CHILDREN'S CENTRE**

Hours Open:
7.30am - 9.00 am Before School Care
3.00pm – 6.00pm After School Care
7.30am – 6.00pm Vacation Care

Catering for 4 - 12 year olds

Program

Nutritious breakfast and afternoon tea provided for Before and After School Care, and breakfast is served at Vacation Care
Qualified & Experienced team

Contact Details

Address 80 Roosevelt Avenue, Allambie Heights NSW 2100

Telephone 8021 9409

Website www.allambiekids.com.au

Email oshc@allambiekids.com.au
vacationcare@allambiekids.com.au

The service currently has the following places available:

Before School Care: up to 215 places per day

After School Care: up to 215 places per day

Vacation Care: up to 114 places per day (approximately – depending on the activity)

The service caters for children who are currently enrolled at Allambie Heights Primary School only, except during vacation care. The service operates from the Blue Room which is part of the Allambie Heights Public School Hall.

Operating Hours

Before School Care: 7.30am – 9.00am

After School Care: 3.00pm – 6.00pm

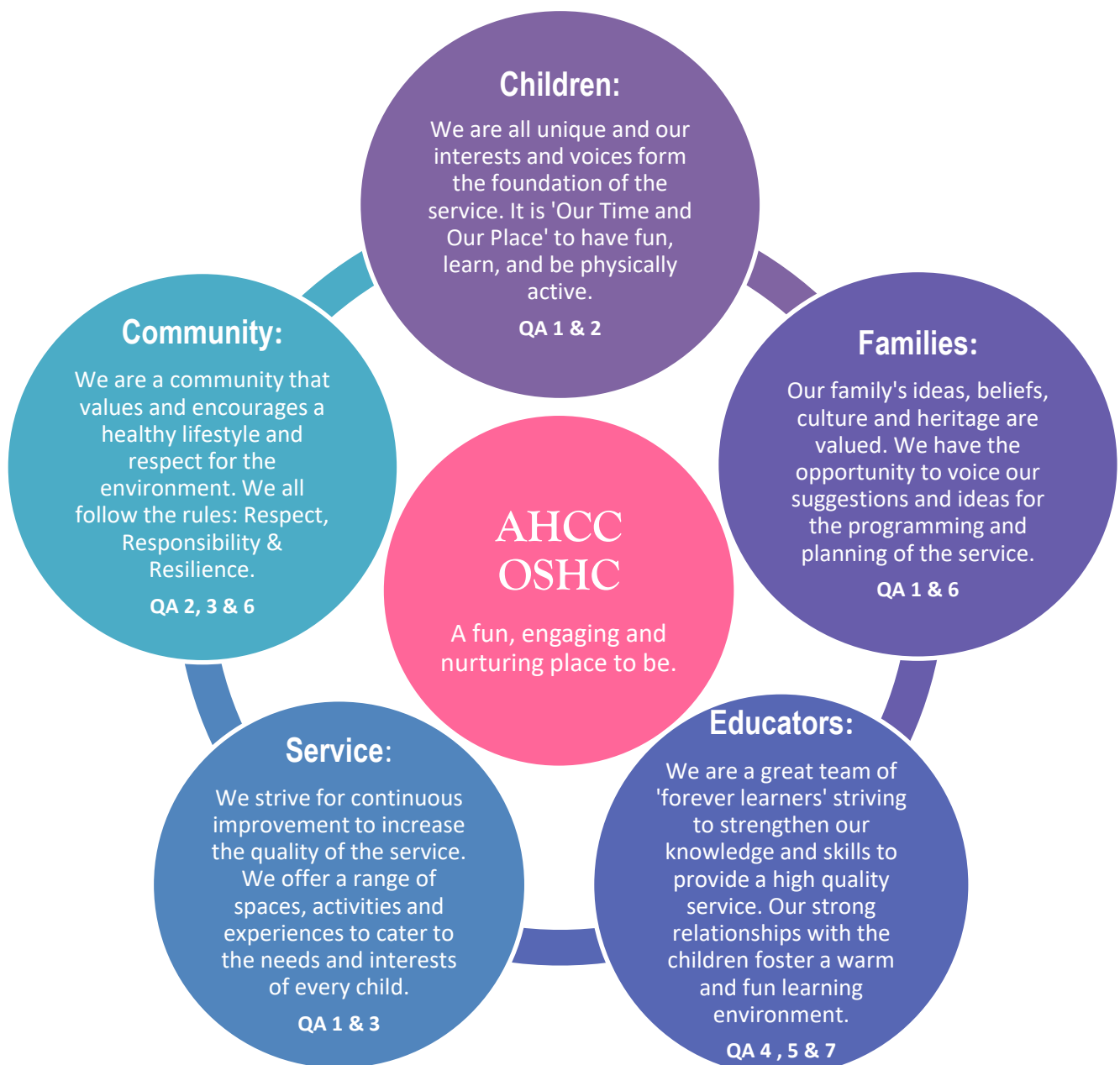
Vacation Care: 7.30am – 6.00pm

About Us

Welcome to Allambie Heights Outside School Hours Care (OSHC).

We are a privately owned family business which provides a before and after school service for Allambie Heights Public School (AHPS). We are part of Allambie Heights Children's Centre – a long day care centre on the school grounds for 2 to 5 year old children. During school holidays we also provide a Vacation Care program which is open to the local community, with preference given to children who attend OSHC.

SERVICE PHILOSOPHY



At Allambie Heights Outside School Hours Care our aims are:

- To protect the children's physical and emotional well being.
- To teach positive social skills and group behaviour.
- To boost confidence and self-esteem.
- To give children the freedom of choice with the limits of:
 - Safety
 - Wellbeing of self and others
 - Available resources
 - Care for service equipment
- To teach children the consequences of their actions.
- To provide appropriate mixed age and mixed gender activities for the children.
- To bring any continuing behaviour of concern to the family's attention.
- To provide children an area and materials to work on their homework if they choose to.
- To teach children to take care for their environment.
- To correctly administer medication at the family/ doctor's request.
- To let children know that while certain behaviour is undesirable, they are valued and respected regardless of their behaviour.
- To discipline children in a calm, non-aggressive way.
- To provide children with permanent behaviour boundaries that are continuously reinforced.
- To entertain the children or provide them with equipment to entertain themselves.
- To get feedback from the children on how the daily routines are run, what activities should be planned and what material should be bought.
- To provide a clean and hygienic environment.
- To employ staff with a positive disposition, appropriate skills and professional attitude.
- To give staff training and to continually improve skills.
- To provide families with accurate information about fee payments and charges.
- To provide healthy and nutritious breakfast and afternoon tea.

Staff Child Ratios

These are in accordance with the recommended national standards of 1 team member to 15 children at the service.

A minimum of 2 staff are on duty at all times.

Vacation ratios are:

- 1:15 for in centre days
- 1:10 for excursion days
- 1:5 for swimming excursion days

Current team

Please refer to the team photo board for the latest information on the current team members.

Staffing arrangements follow the guidelines of the National Quality Framework for Early Childhood Education and Care; including ratios, qualifications and child protection requirements.

Policies

AH OSHC has Policies and Procedures which guide the running and operation of the service. A Policy pack of relevant policies to parents and children is provided to all new families starting at the service. There is a Policy folder containing all service policies on the sign in desk for parents to refer to at any time. Please feel free to comment or provide feedback to the Nominated Supervisor on any of our policies or procedures. You can do this via email or drop off at the service.

Confidentiality

AH OSHC takes confidentiality very seriously and has clear policy and procedures. All matters associated with the service should be considered confidential, and treated in the strictest confidence. Please refer to our Confidentiality Policy in the Policy Book.

Feedback

AH OSHC is continuously working towards improvement to offer a quality program for the children. If you have any suggestions as to how we could better meet your needs, please don't hesitate to speak to the Co-ordinator. If you would like to make a suggestion, please email the service or speak directly to the Nominated Supervisor. If you have a grievance or issue of concern, please discuss this with the Nominated Supervisor who will be happy to speak to you. The service encourages family members to not discuss sensitive issues in front of the children.

Service Closures & Holidays

OSHC is closed on (NSW and National) Public Holidays and AHPS pupil free days. We only charge fees when the service is operating. The service also closes for two/three weeks over the Christmas and New Year period.

Absent children

If your child is going to be absent for an afternoon session, we must be informed. It is important to let the service know if your child is not going to attend ASAP prior to 3pm to avoid time spent unnecessarily trying to find your child. Notification can be given via our app (preferred method) or by leaving a message by phone to 80219409 or via email to oshc@allambiekids.com.au. If no contact is made a fee of \$10.00 will be added to your account to help cover the cost of looking for your child.

Illness

- OSHC is unable to care for sick children. If your child falls ill whilst in attendance, you will be telephoned and asked to make arrangements to have your child collected as soon as possible.
- Children who have a fever of 37.5 c or above, or have vomiting or diarrhoea will be excluded from attending the service for 24 hours from the last occurrence of any of these symptoms.

Please refer to our family policy pack for further details.

Medication

Medicines will only be administered to a child when:

1. A Medication form is completed by the family member or authorised person.
2. The medication is in the original bottle or packaging.
3. There is a letter of written authorisation from a medical practitioner or the medication is labelled with the child's name and the dosage required.
4. The medication shows its expiry date.

Please refer to our family policy pack for further details.

Special Medical Circumstances

If your child for any reason requires medication on an ongoing basis, it is important to follow the following steps.

1. Provide the service with a medical plan.
2. Provide the service with medicines (asthma, Epi Pen etc).
3. Ensure the medicines are at all times within the recommended use by date.

Please refer to the family Policy pack for further information.

Orientation Procedure

To assist new children to settle in to the service we invite families to visit the service prior to commencement. This provides an opportunity for your child to familiarise themselves with the location of OSHC, and to meet them team. At the beginning of each year new Kindergarten children are invited to visit the service at a designated time and date, to meet other children and the team prior to commencing. New families are welcome to visit the centre and look around at any time.

Evacuation Procedures

The service conducts regular fire drills and lock down drills in accordance with the Education and Care Services National Regulations. Signs outlining the procedures are displayed at the centre.

Sun safety policy and procedures

The service has a sun safety policy which promotes protecting children from harmful UV rays while balancing their need for vitamin D. Given our operating hours and the times we are outdoors (3.30pm to 6pm) during term two and three, hats and sunscreen are not required unless there is extreme weather conditions with a UV index above 3. During term one and four hats are worn during outdoor play time. Children who don't have a hat must use sunscreen provided by the service, or bring their own if they have sunscreen allergies. During vacation care, hats will be worn and sunscreen applied during all outdoor activities.

Family Registration Fee

As part of the enrolment process, any family that is new to the service will be charged a Family Registration Fee of \$30.00. This is a one-off payment to cover the administration costs.

Fees Schedule

Daily Fees

	Permanent per child/per day	Casual per child/per day
Before School Care	\$16.00	\$18.00
After School Care	\$29.00	\$31.00

Vacation Daily Fee is:

- \$73 (Incursions that are self-run or with a low fee per child, Category C Excursions such as to Manly Dam)
- \$83 (Incursions with high fee per child, Category B Excursions such as Movies at Fox Studios or Putt Putt)
- \$93 (Category A Excursions such as trips to the Zoo)

Pricing of incursions and excursions are based on the cost to run the activity including the cost of buses and entries to activities where applicable. These costs are subsidised by the Service to minimise the cost to families.

All Vacation care fees are eligible for the Child Care Subsidy

Fee Arrangements

There are two types of fee arrangements for before and after school care – permanent or casual, and special conditions apply to vacation care fees. Accounts are issued fortnightly, and payment is only accepted by Direct Debit through Debit Success. Forms will be provided on enrolment.

Permanent fees:

Two week's (fee paying) notice is required for changes to your child's attendance or to withdraw from the service. If your child does not attend on a booked day, the daily charge still applies as you are paying for your booking not your attendance.

Casual Fees:

Bookings are more expensive, but can be booked with at least one day's notice. If your child is not going to attend, casual bookings can be cancelled with a day's notice without incurring a charge. Casual positions can only be issued if there are spaces available on that day or if the day is full and another child is absent for the day. Casual rates apply for any extra day your child attends even if your child also has other permanent sessions.

Vacation Care fees:

Vacation care spots are booked on a casual basis. Spots can be cancelled any time prior to two weeks before the commencement of the school holidays. After that time fees are not refundable, regardless of the reasons. This includes non-attendance or exclusion due to illness. Bookings made any time after the cancellation period has ended are not refundable.

Payment Options

OSHC and Vacation Care fees policy is included in the policy Pack which is given to all new families. A copy can also be found on the sign in desk in our Policy Folder.

OSHC fees can be paid by direct debit only. Statements are issued fortnightly on Friday for you to check, and to provide time for you to have the available funds in your account for the following Monday. Refer to the calendar provided with the direct debit form for exact dates.

Late Fees

As per our policy if fees are not kept in advance the following procedure will be followed:

2 weeks late: Reminder in writing issued and full payment expected within 7 days.

3 weeks late: Appointment will be made with/by the coordinator to discuss options.

4 weeks late: If no arrangements or agreement can be reached, your child's place at the service may be **withdrawn** and further action to recover outstanding fees taken.

Daily Program

OSHC and Vacation Care provides a program that meets the individual developmental needs of children aged 4-12 through stimulating, interesting and exciting activities which allows opportunities for children to play explore and develop new skills. Our program reflects the recommendations set out in the My Time, Our Place Framework for School Age Care in Australia, which ensures that children in school age care will have opportunities to engage in leisure and play-based experiences which are responsive to the needs, interests, and choices of the children attending the service and contribute fully to their ongoing development

Children are encouraged to participate in program planning by writing suggestions on the "Family Input Sheet" on the sign in area. The day's program can be viewed on the whiteboard and on the program sheet above the sign in sheets. We also encourage parent input into the program. You can email your program suggestions or complete a "Family input sheet" on the sign in desk.

To assist kindergarten children to settle into school and OSHC, staff members will escort BSC children to their class line up in the mornings and collect ASC children from their classroom after school for the duration of the kindergarten year.

Routine

Below is the program of a typical day at the service:

Morning

7.30am service opens

7.30-8.15am Breakfast

7:30 – 8.45am free play and activities

8.40am Children in years 3 – 6 can go to school if they would like to. At this time a teacher is on duty in the playground. (Please advise if you would prefer your 3-6 child to stay)

8.50 - 9.00am Quiet activities or group time activity

9.00am Year 1 and 2 children go to class

9.10am Kindergarten children are taken to class

Service closes

Afternoon

2.00pm A member of staff prepares food for afternoon tea and sets up equipment

3.00pm Two or three staff members meet Kindergarten children on the verandah outside the Kindergarten classes and have roll call and then are brought over to After School Care.

Year 1 – 6 Children come directly to the Blue Room or the art room for roll call

The Staff inform them of any updates and what is happening for the session

Staff checks roll and contacts parents of any absent children.

3.15 – 3.30pm Years 1 – 6 Afternoon tea

3.30 – 3.50pm Kindy Afternoon tea

3.30 – 5.10pm Afternoon activities (see program for further details)

5.10 – 5.20pm Pack away

5.20 – 6.00pm Quiet activities

6.00pm Service closes (late fee applies for collection of children after 6.00pm sharp)

Vacation Care

7.30am: Service opens

7.30am – 8.15am: Breakfast

7.30am – 9.00am: Free play and activities

9.15am : Roll call and discussion of the day's activities

9:15 to 6pm: daily planned activities

6pm : service closes

Breakfast (BSC and Vac Care) and Afternoon Tea (ASC only)

Breakfast is provided to the children each morning between 7.30am to 8.15am. Afternoon tea is provided for the children attending after school care only. The service aims to provide nutritious and varied afternoon teas. The breakfast menu includes cereals and toast, milk or water. Examples of the afternoon tea menu include fruit, sandwiches, toasted sandwiches, salads, hot dishes such as pasta, nachos and rice etc. Consideration is given to children with special dietary needs and the afternoon tea provided is adjusted based on any special needs. Frequently at after school care or Vacation Care an activity will include cooking. Biscuits, pikelets and cup-cakes are often made. Children are able to consume these during the afternoon or take them home. Cooking is always a favourite activity. The Service is an “**ALLERGY AWARE**” service. Peanut butter and other nut-based products and egg and egg-based products are not provided, and we cater for children with special dietary requirements. Morning tea, lunch and afternoon tea are not supplied at vacation care. We encourage Vacation care families to provide healthy, nutritious and nut and egg free food in their child's lunch boxes and provide water to drink where possible.

Conditions of Enrolment

The service aims to provide a quality, caring and safe program for your children. We seek your cooperation by complying with the conditions set out below. Your signature on the Enrolment Form indicates your acceptance of these conditions.

- The Enrolment Form must be completed prior to acceptance of any child into the program. Forms submitted electronically will be taken to be an agreement of these Conditions of Enrolment.
- Accounts in arrears will incur an overdue fee.
- Casual use of the service is dependent on whether there are spaces available on the days required.
- Children must be signed out at the end of the day when they are collected from the service.
- If children are not attending the service for whatever reason on a day they are booked in, the service must be notified. A fee of \$10.00 applies for failure to notify us of non-attendance at ASC.
- Only those persons nominated on the Enrolment Form and over the age of 18 years will be able to collect children. Written permission in the family diary or email permission must be received for someone else to collect your child. In an emergency verbal permission by telephone is required if someone else is to collect a child. This will need to be followed up with retrospective confirmation in writing. If someone is prohibited from visiting the service or collecting your child, you must notify us in writing. A copy of any relevant court orders must be provided.
- A late fee of \$20 per 15 minutes (or part thereof) will be charged per family who is collected after closing time of 6.00pm. Please inform the service if you think you may be late so that your children can be informed.
- If a child's behaviour is such that it endangers his / her safety, or the safety of other children or educators your child's attendance will be reviewed. (Please refer to the Behaviour Management Policy which is available in the Policy Book.)

Non-compliance of any of the above conditions will result in the attendance of a child at the service being reviewed. Non-compliance of any point in this handbook or the service policy manual will result in attendance of the children at the service being reviewed.