OUTSIDE SCHOOL HOURS CARE

FAMILY HANDBOOK
2015

Centre Name: St Joseph’s Outside School Hours Care
Address: 108 Ocean Street, Narrabeen NSW 2101
Phone:
Email: narrabeen.oshc@dbb.org.au
Days of Operation: Monday - Friday
After School Care Hours: 3.00pm – 6.00pm

After School Care weeks: School terms only
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Welcome

Dear Parents,

We welcome you and your child to our outside school hours care centre. The Centre is operated by CatholicCare Diocese of Broken Bay.

Please take some time to read the whole handbook as it contains information which is important and useful to families. It is also useful to store this handbook, along with the enrolment pack in a safe place to refer to in the future. It contains information about the children’s program, fees, settling into the centre, what to bring, policies, and how you can become involved in day to day decisions about the centre.

Parent and educator relationships are an integral part of an effective program that leads to the best experiences and learning opportunities for your child. We value any ideas, suggestions or feedback families have and encourage you to talk to educators and discuss these further.

If you have any queries regarding the information in this handbook please do not hesitate to speak to educators.

We look forward to working with you to create an environment of warmth, care, respect and learning for your child.

Sincerely,
Outside School Hours Care Educators
About CatholicCare Diocese of Broken Bay

CatholicCare Diocese of Broken Bay is a not for profit non-government social care organisation that has provided professional services to the people of the Catholic Diocese of Broken Bay since 1987. CatholicCare provide a wide range of programs to assist children, young people, individuals and families through our Children's Services, Family Centres, and Out-of-Home Care programs in Sydney's North and on the NSW Central Coast.

CatholicCare Broken Bay works with and for people in making a positive difference in their lives leading to:
- improved well-being
- sustained support networks
- a sense of hope for the future

CatholicCare programs are funded by NSW and Australian Governments through a number of Departments, Financial support for CatholicCare services is also provided by the Catholic Diocese of Broken Bay (via the twice yearly Charitable Works Fund) and the Australian Catholic Bishops Conference. Our relationship with other Churches in addition to private donors provides valued support to enable CatholicCare to reach out widely into our local communities.

CatholicCare is also assisted by the CatholicCare Advisory Council. The purpose of the Council is to help enact the vision of CatholicCare in the Broken Bay Diocese by:
- Discerning for the Bishop broad policies and priorities, recommending their adoption to the Bishop and monitoring their implementation once adopted; and
- Tendering advice to the Bishop regarding issues relevant to CatholicCare in the Diocese.

The CatholicCare Council is essentially pastoral in its outlook and operation. It seeks to initiate, encourage, support and promote activities within the Diocese which further the local Church’s mission to provide social services.

CatholicCare Mission, Vision and Values

In line with principles of Catholic social teaching we strive for a world where people are safe, happy, well and connected with each other in inclusive communities.

We recognise that individual wellbeing is influenced by relationships within families, neighbourhoods and the wider community.
Our Mission
To serve in justice and love.
We live out the Gospel by walking alongside people to find and build solutions to their needs; to deliver evidence based services; and to do so with commitment, regardless of the difficulties faced.

To this mission we bring a long history of service and faith, the resources of dedicated staff, volunteers and partners, a willingness to go beyond essential care, and persistence in supporting justice and well-being for all.

Our Values:
Respect
We respect the dignity and worth of all people and embrace difference
Hope
We see strengths in each person and believe that every individual can grow and build a positive future. We respect each person’s right to shape their own future.
Commitment
We build relationships with those we serve and stand in solidarity with them through tough times and joyous times. We dedicate ourselves to their rights and interests.
Professionalism
We are ethical and act with integrity in all we do. We are accountable to the communities we serve, to our funders and to each other. We take responsibility for continual learning and improving.
Excellence
We learn form and act on evidence that works. We maintain high standards and pursue innovative and best practice approaches to effecting change in people’s lives.
Social Justice
We take time to care. We strive for equity and opportunity for all. We speak up for and give voice to those who are vulnerable.

Health Handbook

In your enrolment pack you will find a copy of our Health Handbook for Families. It is important you read this Handbook because it contains all of the policies that are related to your child’s health. These include:

- Immunisation
- Illness and Infectious Diseases
- Medication
- Asthma Allergies Anaphylaxis Diabetes and other Medical Conditions
- Sun Protection
- Nutrition
- Dental Care
- Accident Injury and Trauma
Policies and Procedures

You will find some of the service’s policies and procedures in your enrolment pack. However, a complete copy of all the policies and procedures is available to families at the centre. Please ask the Coordinator or one of the educators where they are located.

The policies and procedures are regularly reviewed and updated in order that they take account of current research, recommendations and practices. Educators and families are able to be involved in these reviews. However, if at any time you have feedback on any the policies you can talk to the Coordinator or send your feedback via email to the centre email address.

Statement of Philosophy

The Philosophy is a statement of values and beliefs that helps to guide our day to day practice. A copy is given to all families in their enrolment pack. It is revised every 2 years and input is sought from all educators and families. Please take the time to read the Statement of Philosophy. Educators will be happy to answer all of your questions.

The National Quality Framework

The National Quality Framework applies to all preschools, outside school hours care centres, long day care centres and family day care services in Australia. Its aim is to raise quality and drive continuous improvement in children’s services.

The National Quality Framework includes:

- A national legislative framework that consists of the Education and Care Services National Law and Education and Care Services National Regulations
- National Quality Standard. This is a set out the national benchmark for the quality of education and care services. There are 7 Quality Areas.
- An assessment and rating system. Services are assessed and rated against each of the 7 Quality Areas.
- A regulatory authority in each state and territory who have primary responsibility for the approval, monitoring and quality assessment of services. In New South Wales this is the Department of Education and Communities
- A national body that guides the administration of the National Quality Framework to ensure consistent implementation across states and territories. This is the Australian Children’s Education and Care Quality Authority (ACECQA).
Up to date information about the National Quality Framework can be accessed on the ACECQA website (www.acecqa.gov.au)

**Educational Programs and Curriculum for Children**

In your enrolment pack you will find a copy of the *Curriculum Planning Policy*. This contains information about the way in which educators go about planning for and keeping documentation of children’s experiences and learning.

The Coordinator will discuss, during the enrolment interview, the way in which educators go about planning for your child’s interests and the types of documentation they will be keeping. This documentation will be available on an ongoing basis for you to view and contribute to. Educators will value any feedback, ideas and contributions you have about the curriculum and your child’s participation.

**Enrolment Policy**

A ‘Waiting List’ is maintained at the centre and is updated annually. Families will be offered places according to the wait list with the majority of places being offered at the end of each year for the next year. Priority will be given to existing children and then to existing families. Once a position at the centre is accepted, a non-refundable holding deposit is required to ensure the position is held. This will go towards your first week’s fees. For further details about Priority of Access guidelines please see the Waiting List, Enrolment and Orientation Policy included in your enrolment pack.

**Information Update Forms**

It is essential we have your most up-to-date contact information. If any of your details change including address, phone number, and emergency contacts please let the Coordinator know as soon as possible. It is important that emergency contacts are informed of your intention to list them so they too can advise you of changes to their details.

**Fee Policy and Procedures for Payment**

You must read the attached *Fee Policy and Procedures* for information about fees for the service. There is also information about how to pay your fees.
If you are experiencing difficulty in paying your fees please speak to the Coordinator and a payment plan may be developed on a case by case basis.

**If your child is going to be absent**

If your child will be absent on their day please contact the centre and inform them as soon as possible. If educators do not know your child will be absent, in particular for after school care, they will expect them to be waiting at the afternoon pick up location. If your child is not there, educators will be concerned and start searching for them.

**Orientation to the Centre**

All families will be required to be involved in an enrolment interview, either in person or over the telephone. This offers the opportunity for families to ask questions and gather all the information they will need about the way in which the centre operates. Coordinators will also discuss the best way of helping your child to settle into the centre.

**What to Bring**

**Before and After School Care:**
- A sun safe hat for outdoor play (see the *Sun Protection Policy*)
- A filled water bottle. This is useful when children are engaged in active outdoor play
- Raincoat/umbrella during wet weather

**Vacation Care**
- A sun safe hat for outdoor play (see the *Sun Protection Policy*)
- Suitable shoes for running and outdoor play (closed-in shoes are preferred)
- Enough food for morning tea, lunch and afternoon tea. (see *the Nutrition and Food Policy*)
- Change of clothes in case they become wet or soiled
- Raincoat/umbrella during wet weather

**Recommended Clothing for Vacation Care**

For children to be able to participate fully in the day’s activities it is important they are wearing appropriate clothing that is suitable to the season, comfortable, non restrictive and safe for play (including messy play). Closed in, non-slip shoes are the safest shoes for children to engage in play.

Please refer to our *Clothing Policy*, contained in the *Health Handbook for Families*, for further information.
Treasures from Home

Occasionally children may wish to bring toys, books and electronic items from home to share with their friends. It is important to remember, that when such items are brought from home, regardless of efforts made by educators, there is the risk that they may be lost, broken or damaged. Therefore, educators would prefer that these are not brought to the centre.

Pick Up and Drop Off

You will find the Children’s Arrival and Departure Policy contained in your enrolment pack. It is important that you read this policy because it contains our procedure for ensuring your child’s safety when they arrive and leave the centre.

These procedures include the following points which you must be aware of:

- Only a responsible adult is to bring in, or pick up a child. Contact must be made with an educator upon arrival and the child is to be signed in/out every day. If a child is absent on an enrolled day, parents must countersign the absence when next bringing the child. This is requirement of child care benefit legislation.
- A list is collected at time at enrolment of those people authorised to collect your child in the afternoon or in an emergency. If another adult is going to collect the child you must provide prior written authorisation. If educators have not previously met this person they will ask for identification before releasing your child.
- The person collecting the child must be 18 years or older except with explicit written permission from the parent. Under no circumstances will a child be released into the care of anyone under 16 years.
- If there are access orders that apply to your child then a copy of the relevant court orders must be given to the Coordinator. If there are changes to the court order, the Coordinator must be advised in writing as soon as possible.
- The hours of operation of the centre are listed on the front of this handbook. While educators may be on the premises outside of these hours they are not licensed and approved to be caring for the children.
- If you are going to be late it is important that you advise educators as soon as possible. If you will be significantly late you will need to arrange an alternative pick up person and inform the centre.
- If your child is to be absent on an enrolled day you must notify the educators. If educators are not notified of the absence, particularly in the case of after school care, the educators will be your child.
- The Children’s Arrival and Departure Policy contains procedures for when a child is not collected after a reasonable period of time. It is important that you read the policy so that you are aware of these procedures.
• **SIGN IN/OUT**: Upon arrival and at time of departure, children are required to be signed in and out and the times recorded. This is an important legal record of children’s attendance and is used in case of an emergency and in the case there is a need to evacuate the premises.

### Excursions

**Routine Excursions**
Routine excursions include any regular outings the children attend outside of the approved centre premises. A Routine Excursion form will be signed at the time of enrolment and renewed each year. Educators will endeavour to notify families of these outings beforehand but at times they may be unscheduled. In these cases we will advise you at pick up time that the visit has taken place.

**Non-routine excursions**
In particular, during Vacation Care educators will organise to take children on an excursion. Parents will be notified ahead of time with details of date, time, location, activities involved, any cost and their permission will be sought.

Please refer to the *Excursion Policy* for further information.

### Illness and Medication

The Health Handbook for Families contains an *Illness and Infectious Diseases Policy* and a *Medication Policy*. It is important that you read these policies.

From time to time your child may get sick and it is important that if you notice symptoms which may indicate your child is unwell, you keep them at home. If your child arrives at the centre sick or becomes unwell during the day you will be contacted and asked to collect your child. Your assistance in this matter is greatly appreciated in our efforts to reduce the incidence of illness at the centre.

As stated in the *Medication Policy*, over-the-counter medication will not be administered without a letter from the doctor. If your child is on Prescribed Medication you will need to bring the medication in the original container and with the Prescription label legible. You will then be asked to fill in the necessary form for our educators to administer the medication.

### Immunisation

At the time of enrolment and before the child’s first day at the centre parents must provide information about their child’s immunisation status. In
accordance with the Public Health amendment (Vaccination of Children Attending Child Care Facilities) Act 2013 this must be in the form of the following documentation:

- An Australian Childhood Immunisation Register (ACIR) Immunisation History Statement which shows that the child is up to date with their immunisation
- An ACIR Immunisation Exemption Conscientious Objection Form (IMMU12) which has been certified by an immunisation provider and a parent/guardian
- An ACIR Immunisation Exemption – Medical Contradiction Form (IMMU11) which has been certified by an immunisation provider or
- An ACIR Immunisation History form on which the immunisation provider has certified that the child is on a recognised catch-up schedule.

The last three documents must be signed by the child’s doctor. You can get a copy of your child’s immunisation details by calling 1800653809 or emailing acir@medicareaustralia.gov.au

**Nutrition and Food Policy**

In your enrolment pack you will find a copy of the *Nutrition and Food Policy* (in the Health Handbook for Families). You will note that all food required for your child’s during before and after school care is provided. Our aim is to provide children with an environment where they can enjoy and learn about nutritious foods. They will be encouraged to eat foods from the food groups recommended by Nutrition Australia and to develop good eating habits. These foods will support children’s overall health, including dental health.

During Vacation Care children will need to bring enough food for the day. Ideal foods to include in a lunch box are fresh fruit, vegetables, crackers, cheese, sandwiches, yoghurt and rice cakes. Food will be stored appropriately while at the centre.

**Special diets**

If a child requires a special diet or is allergic to any food product, you are requested to provide as much information as possible, taking into account culture, religion and individual children’s health. The enrolment form contains questions related to diet and foods to be excluded from your child’s diet. You will also be asked to supply written instructions related to their child’s allergy.

Please see the *Managing Asthma Allergies Anaphylaxis Diabetes and other Medical Conditions Policy* for more information.

**Special Occasions**

Special events and birthdays are celebrated in the centre. This often involves food. During these events educators may provide some special foods but will
keep foods high in refined sugar to a minimum. They will also ensure that no foods are supplied that place children with food allergies at risk. Please remind educators the week before your child’s birthday and they will arrange the celebration.

**Sustainability**

Our centre is committed to teaching children about environmental stewardship and sustainability. The support of families is very important in reinforcing this message and some initiatives are joint projects between educators and families.

In an effort to reinforce our teachings some of the steps we take might include:

- Minimising paper usage by utilising email to send newsletters, daily diaries and other family communication
- Turning lights off whenever possible
- Limiting use of the air conditioning system when possible
- Recycling paper
- Encouraging families to bring items from home which can be reused for art projects
- Gardening
- Science projects about environmental sustainability

**Parent Involvement**

Our outside school hours care centres have an “open door” policy. Parents are always welcome to visit and spend time at the centre and to be involved in ways such as:

- Sharing an interest with the children
- Doing experiences with the children such as cooking
- Providing feedback, ideas and input into the curriculum

You will find our *Parent Participation and Collaboration Policy* in the enrolment pack.

**Parent Resources**

You will find in our outside school hours care centres information and resources on topics that you may find helpful. This includes information about:

- Children’s health such as sleeping, eating, immunisation
- Parenting issues such as guiding children’s behaviour
- Family support services in the community

Please see the educators if there is any information you would like to access.