



Armidale Out of Hours School Care

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Supported by Sandon Public School.



**Armidale Family
Day Care**

Introduction

Welcome to Armidale Out of School Hours Care (OOSH) Service.

Armidale OOSH is located at Sandon Public School; we provide after school care and vacation care for school aged children in our community. Our OOSH bus allows us to collect children and transport them from surrounding schools and transport them to our quality service at Sandon.

We run a play based educational programme as well as implement a range of structured activities based on the children's interest and input to the programme. Our educational programmes are designed to incorporate a balance between indoor and outdoor activities that promote children's independence, decision making, cognitive and physical development.

Management Structure

Armidale Out of School Hours Care (OOSH) services are operated by Armidale & District Family Day Care Ltd, a community based, not for profit Company Limited by Guarantee.

The Nominated Supervisor is responsible for the day to day operation of the service, ensuring that it operates in accordance with the Education and Care Services National Law and Regulation.

The Nominated Supervisor is supported by the Business Manager of the Company, who has the responsibility, on behalf of the Board of Directors, for the financial, administration and compliance processes of the service.

Service Philosophy

As OSHC Educators we believe in:

Fostering secure, respectful and reciprocal relationships.

We will do this by:

- Creating a welcoming environment in our service;
- Nurturing children's optimism, happiness and sense of fun;
- Respecting the wide diversity in the family structures of children who attend the service;
- Being inclusive of all family types;
- Recognising the role of families as the first and most influential educators of children;
- Respecting the rights of families and children to privacy and confidentiality;
- Maintaining a professional relationship and attitude to children and their families;
- Considering situations from the perspective of the individual child and family;
- Respecting the decisions of families in respect of their children;
- Providing accurate information in a professional, supportive and friendly manner;
- Being honest and supportive in our communication with others;
- Collaborating with children and families to ensure that the service provides meaningful experiences;
- Promoting the service as an important resource for the community, and
- Encouraging positive communications and liaisons with community partners.

Forming strong and powerful partnerships.

We will do this by:

- Seeking the active participation and cooperation of families and children in service decision making;
- Recognising the benefits of the service's involvement in community activities;
- Providing children with opportunities to engage with their community;
- Valuing the knowledge and contributions of individual partners;
- Developing and promoting positive, effective and cooperative relationships between management, team members partners and other organisations;
- Respecting the rights of families and children to privacy and confidentiality;
- Acknowledging and supporting the personal and professional strengths that each educator and child brings to the service;
- Maintaining strong links with schools and their leaders;
- Promoting the best interests of children through education and advocacy, and
- Encouraging community participation in the service, where possible.

Maintaining high expectations and a commitment to equity.

We will do this by:

- Recognising barriers to children's abilities to achieving positive self-identity and responding accordingly;
- Challenging practices that we perceive contribute to inequities;
- Endeavouring to provide equitable and effective ways for children to have opportunities to experience a sense of personal worth and to achieve outcomes;
- Supporting the development and implementation of policies and procedures that promote the well being of school aged children and their families;
- Behaving in a manner that enhances the standing of the school aged care profession within the community, and
- Advocating for school aged children and Out of School Hours Care.

Respecting Diversity.

We will do this by:

- Respecting the diversity of families, educators and the community;
- Upholding the rights of children and their families to have their cultures, identities, strengths and abilities acknowledged and valued;
- Developing Programmes which respond to the complexity of children's and families lives;
- Maintaining a service which reflects and respects the diversity of the community;
- Recognising the worth of the cultural and linguistic diversity of educators and families, and
- Ensuring that the service programmes reflect and respect community needs.

Ongoing learning and reflective practice.

We will do this by:

- Working collaboratively with all partners in the examination of current practices, the review of programme outcomes and the generation of new ideas ;

- Building on the skills and knowledge of educators through the provision of a range of professional development opportunities;
- Reflecting upon the evaluations and feedback from families and other partners as part of a continuous improvement process;
- Reflecting the service philosophy into daily practices and relationships;
- Reflecting critically upon service policies and procedures and accepting responsibility for their implementation, and
- Maintaining sound knowledge of current regulations and their practical implications in relation to service provision.

Service Aims

To work in collaboration with children and in partnership with families to plan and develop culturally appropriate programmes that nurture children's wellbeing and learning.

To draw on a range of perspectives and theories to challenge traditional ways of seeing children, facilitating learning and encouraging educators to:

- Investigate why they act in the way that they do;
- Discuss and debate theories to identify strengths and limitations;
- Recognise how the theories and beliefs that they use to make sense of their work enable but also limit their actions and thoughts;
- Consider the consequences of their actions for children's experiences, and
- Find new ways of working fairly and justly.
- To encourage Educators to take a holistic approach to their roles and responsibilities, recognising the connectedness of mind, body and spirit. Educators will focus their attention on children's physical, personal, social, emotional and spiritual well being, as well as cognitive aspects of learning, as it pertains to lifelong learning.
- To be responsive to all children's strengths, abilities and interests. Children's strengths, skills and knowledge will be valued and built upon to ensure their well-being, motivation and engagement in experiences.
- To play a vital educational role in children's lives by creating supportive environments and scaffold learning.
- To provide a welcoming space which reflects and enriches the lives and identities of children and families within the service, in response to their interests and needs.
- To respect multiple cultural ways of knowing, seeing and living, celebrating the benefits of diversity and understanding and honouring differences.
- To collect, document, organise, synthesise and interpret the information gathered about children's well being and enrichment to evaluate the effectiveness of our programme.

Venue

Armidale Out of School Hours Care is generously supported by Sandon Public School, and operates from Sandon Public School Hall, Erskine Street, Armidale.

The safety and security of children, Educators and families whilst at the service is of primary importance. The venue is secure and is maintained in clean, hygienic condition.

Appropriate heating, ventilation and lighting is provided, emergency exits are clearly identified, and Educators position themselves to ensure maximum supervision of children.

Hours of Operation:

After School Care 3.00 - 6.00 pm Monday to Friday

Vacation Care 8.00 am – 6.00 Monday to Friday during School Vacation periods.
Pupil Free Days and /Staff Development Days 8.00 am – 6.00 pm

“My Time, Our Place”

The Council of Australian Governments has developed My Time, Our Place – Framework for School Age Care in Australia, Australia’s first national framework for school aged care, to assist educators to provide children with opportunities to maximise their learning potential and develop a foundation for future success in life.

By working in partnership with children, families and the community, Educators aim to extend and enrich children’s well-being and development. The Framework acknowledges the importance of play and leisure in children’s learning and development and that their learning is not limited to any particular time or place.

Educator to Staff Ratios

Educator: Child ratios in Armidale Out of School Hours Care are one Educator to fifteen children with a minimum of two Educators engaged by the service at any one time. Educators have current First Aid, Asthma and Anaphylaxis qualifications, Child Protection Training and Working with Children Checks.

Enrolling in Armidale Out of School Hours Care

Families wishing to use our service will be directed to the Coordination Unit office. Should our service be able to accept the children into care, we will provide you family an enrolment package, which you should complete and return to us.

As part of the enrolment process you will be asked to provide:

- A copy of your child's Birth Certificate,
- Copies of any court (custody and access) orders as may be in place,
- A copy of a Health Management Plan, prepared by a medical practitioner, for any child with a life threatening illness (e.g. Asthma, Anaphylaxis, Diabetes), and
- Your child’s Immunisation History

Further information is available on the link below:

<https://www.servicesaustralia.gov.au/how-to-get-immunisation-history-statement?context=22436>

In the event your child has any allergy Armidale OOSH requires documentation regarding the allergy so we can ensure each child’s safety.

Family Enrolment Forms must be completed and returned to the Coordination Unit at least two working days prior to the first day upon which care is required in order for your family to be accepted into the Service. Enrolment information is updated regularly; however it is essential that families advise our management of any changes to information supplied.

Child Care Subsidy (CCS)

Child Care Subsidy is a means tested payment provided to families to lower out of pocket costs. CCS is based on your family's combined family income and the number of hours you have been allocated under the Commonwealth's Activity Test.

The link below will give you step by step instructions on how to do their Activity Test:

<https://www.servicesaustralia.gov.au/centrelink-online-account-help-update-your-activity-test-for-child-care-subsidy>

<https://www.servicesaustralia.gov.au/how-to-claim-child-care-subsidy?context=41186#dc-53804-s-209030-209032>

- **ACTION REQUIRED:**
- Log into your MyGov account.
- Select Centrelink.
- Click on the Menu (3 bars top left of the screen)
- Expand Childcare Subsidy.
- Click on Enrolments – check all your children have an enrolment status of Confirmed. Action any that don't by clicking on "Review".

Fee Schedule and Payment Procedures

An Enrolment Fee of \$50.00 is payable by upon enrolment and will be debited to your initial statement of account.

Sessional fees are provided in the Schedule of Fees provided to all families upon enrolment.

Fees for excursions will be debited to family accounts.

Statements are provided to families fortnightly wherever possible.

Debt Recovery: Should AFDC be required to take legal action to recover outstanding fees from a family, the legal costs incurred will be added to the principle of the debt.

Bookings

To ensure adequate supervision is maintained it is important that families book children into care on either a permanent or casual basis. Casual service users must telephone the service's office to request care, and the availability of care will depend on the educator: child ratio for the given day.

Absences from Care (including Public Holidays)

Normal fees are payable for all absences from booked days of care when the service would normally have been open, including Public Holidays. Each child accessing CCS is eligible for 42 allowable absences per year, for which documentation is not necessary. Once the 42 allowable absences have been used, families may be entitled to additional absences for a variety of reasons under Family Assistance Law. Further information is available from the Business Manager.

Arrivals and Departures

In accordance with Government legislation, our service is an animal and smoke free environment. We ask that all family members and authorised pickups:

- a) Do not bring their pets onto Sandon School grounds, and
- b) Refrain from smoking any substance whilst on Sandon school property.

Arrivals

After School Care opens at 3.00 pm and vacation care opens at 8.00 am. For insurance and operational purposes, families and children are not permitted to enter the premises before these times.

Children will be signed into After School Care by an Educator, who will note the time of the child's arrival. You must sign children into Vacation Care. Children are not to be dropped off from a car or to walk from home unaccompanied.

Departures

You will be asked to sign children out of After School Care and Vacation Care, noting the time of their departure. Children will not be permitted to leave the service unless they are signed out and accompanied by a parent, guardian or authorised pick up.

If you arrange for a previously unauthorised person to collect your child from the service, you must confirm this arrangement with us advance. Should an unauthorised or non-custodial person attempt to take any child from the service, the police will be contacted immediately.

If a Parent/Guardian arrives to collect a child in a condition that staff believes are alcohol or drug affected, Educators have the right to take whatever steps seem necessary to ensure the safety of that child and service staff by, for example, phoning another Parent or emergency contact.

Under Department of Education legislation families are prohibited from parking on school grounds until after 4 pm on school days.

If you or an authorised nominee are collecting children prior to 4 pm on a school day, you MUST park off-site. Parking after 4 pm is only permitted in designated spaces on the eastern side of the school.

Failure to Collect Children

If a child remains after 6:00pm, all effort will be made to contact the Parents or emergency contacts nominated on the enrolment form. If by 6:30pm contact cannot be made and the child/children remain at OOSH, the local Police and Community Services will be contacted.

Late Collection of Children

A late collection fee is charged from 6:00pm This fee is charged per \$20.00 for the first 15 minutes or part thereof and \$20 for every 15 If a child remains after 6:00pm.

Cancellations

If you wish to cancel a permanent bookings ,either in after school care or vacation care, you must give two weeks' notice. Families who have made casual bookings must give twenty-four hours' notice of their intention to cancel it.

It is important for families to note that Child Care Subsidy is not payable for first day absences, or for absences from which a child does not return into care.

Notification of Children not attending care

If your child is not going to be attending care on any booked day of care, it is essential that you advise the service of this cancellation.

When we are unaware of a child's whereabouts, it is not only an inconvenience to Educators, it could also indicate a serious child protection issue.

When a child fails to arrive into care, the following procedures will be followed:

- An attempt shall be made to contact the child's family;
- If this is not possible, Educators will contact the child's school (during school terms);
- Should this be unsuccessful, an attempt will be made to contact a family emergency contact;
- If Educators are still not able to ensure that the child is safe, they will report the child's absence to Armidale Police.

A fee of \$10.00 will be added to your family's account for each instance of failure to notify the absence of a child from care.

Transport of Children to After School Care

Children attending schools in Armidale will be transported by the Out of School Hours Care bus, or, where necessary by an Educator in their vehicle. You will be asked to complete an Authorisation for the Transport of Children Form in either instance. Authorisations are renewed in Term 1 each year.

The cost of children's transport is incorporated into your sessional fee.

Note: Under the Education and Care Services National Regulations (Clause 102) transport of children from school to Armidale Out of School Care is a regular excursion, for which a Risk Assessment is conducted.

Vacation Care Requirements

Families using Vacation Care are requested to provide children with:

- a healthy, generously packed lunch, morning and afternoon tea, fresh fruit and a refillable drink bottle,
- enclosed footwear, preferably sneakers if possible;
- sun hats and sleeved shirts - no singlets, please, and
- in winter, plenty of warm clothing and a rain jacket.

Children are encouraged not to bring items of value into our service, as we cannot accept any responsibility for their loss or damage. We also suggest that you label all clothing.

Once enrolled, you will be provided with Vacation Care Programmes and Booking Sheets regularly.

Child Protection

The health and welfare of all children in care is paramount to Armidale Out of School Hours Care. Our management and Educators will act on behalf of children to protect their right to safety and security in accordance with the Child Protection (Working with Children Act) 2012. Educators working with children have an obligation to ensure that all children are safe from harm.

Complaint Handling

Armidale Out of School Hours Care aims to ensure that a positive approach is taken to grievances and complaints, and that they are seen as an opportunity for improvement. Our Complaints Handling Policy has been developed to foster positive relations between the service and its families.

To create and maintain a productive and positive care environment, any grievance you may have regarding the service can be addressed to the Business Manager.

Confidentiality

Armidale Out of School Hours management and staff recognise the importance of confidential information and non-disclosure of personal or private information. Copies of our Confidentiality Policy are available to families upon request.

Excursions

All excursions are conducted in accordance with the requirements of the Education and Care Services National Regulations.

Risk Assessments are completed prior to Excursions, and you will be requested to complete a Permission Form prior to the excursion.

A First Aid Kit, mobile phone and family emergency contact information is carried on all excursions, and Health Management Plans & Auto Injectors, Puffers, etc are carried for all children with serious health conditions.

Food and Nutrition

Armidale Out of School Hours Care provides a variety of nutritious snacks for afternoon tea for children enrolled in After School Care. Weekly food menus are displayed for your information. Drinking water is always available to children. Occasional treats such as Birthday Cakes are offered to children on special occasions, with family permission of families, and children with specified dietary requirements are offered alternative foods.

As mentioned above, you are required to provide your child's food in Vacation Care.

Indoor & Outdoor Play, Resources and Equipment

We believe that physical activity is an important part of being healthy and developing gross motor skills, developing balance, coordination, building strength and keeping active and we ensure that children have access to a range of equipment that is developmentally appropriate, safe and well maintained.

Positive Behaviour Management for children

We aim to guide children towards positive and responsible behaviour to encourage and support the establishment of secure, respectful and reciprocal relationships between children and educators.

We believe that children who are supported to understand themselves in a positive way experience a sense of belonging that nurtures the development of their self-esteem.

Children are encouraged to be considerate and supportive of each other and of educators, and are supported by educators to discuss their feelings and to find appropriate ways of expressing them; Educators encourage positive behaviour in children and give clear, consistent guidelines to children regarding the services expectations and code of conduct.

You will be asked to sign our **Positive Behaviour Management Policy** upon enrolment.

Policies and Procedures

Our Policy and Procedure Portfolio is available to you at the service and our Policies and procedures are reviewed by management bi-annually or as the need is identified.

Programme Evaluation

We believe that continual assessment and evaluation is an integral part of programme planning.

Your children are encouraged to have input into the development of our programmes and a variety of evaluation techniques are used to inform our service delivery.

Environmentally Responsible Programme Planning

Children's environmental awareness is encouraged through everyday experiences and specific activities. Recyclable and reusable materials are used at all available opportunities, including the use of natural materials where possible. Educators and children keep the care environment clean of all rubbish and dispose of all items in an environmentally appropriate manner.

Sun Smart

The sun's UV is both the major cause of skin cancer and the most important source of Vitamin D. Armidale Out of School Hours Care aims to reduce the risks associated with UV over exposure by implementing simple prevention strategies.

1. SLIP on sun protective clothing - that covers as much skin as possible;
2. SLOP on SPF30+ sunscreen and replenish it every two hours,
3. SLAP on a hat that protects children's faces, necks and ears,
4. SEEK shade, and
5. SLIDE on some sunglasses.

Where children have allergies or sensitivity to sunscreen, parents will be asked to provide an alternative sunscreen.

Administration of Medication

If a child has a condition which requires medication, however occasional, you will be asked to complete our **Administration of Medication** documentation as required.

Only medication which is prescribed for that child and has not exceeded the specified date will be administered, and all medication must be supplied in its original container with the original label attached.

The Responsible Person will not be permitted to administer any medication without the above authorisation, including non-prescription drugs.

In the case of non-prescription drugs such as "Children's Panadol", the Responsible Person also requires your written authorisation before administering these drugs. In the event a child requires Panadol, he or she may be sent home if they are not fit for care.

In an emergency when a child's Parents/Guardians are unable to be contacted, medication shall only be administered with the permission of a medical practitioner.

In the event of an Asthma or Anaphylaxis Emergency, the responsible person is permitted to administer appropriate medication following the child's Asthma or Anaphylaxis health plan. The responsible person will then notify your family and emergency services as soon as practicable.

Incidents, Injuries, Illnesses and Trauma

Should your child suffer an incident, illness, injury or trauma, we will ensure that all reasonable attempts are made to notify you, as well as emergency services, as soon as possible. Should the occurrence be of a serious nature, an ambulance will be called. An incident, illness, injury and trauma report will be completed, and you will be provided with a copy.

If a child requires urgent medical treatment the responsible person or a member of the team will make all reasonable attempts to gain the required treatment and we will contact you or an authorised nominee immediately.

Hygiene & Safety Information

We promote appropriate health and hygiene practices such as hand washing and exclusion of educators and children who are sick. We aim to assist children to stay healthy and prevent the spread of viruses by reminding them of this simple 1-2-3 message as outlined in the Sneeze Safe programme:

1. Achoo in a tissue when you sneeze
2. Then put it in the bin, yes please
3. Wash your hands, all done with ease

Children's Illnesses & Exclusion Periods

Sick children must be excluded from care. We reserve the right to exclude a child who we regard as being to be too unwell for us to adequately care for. In this case we will contact you or an authorised person and make arrangements for your the child to be collected.

If your child is suffering from an infectious disease, they must be excluded them from care for the periods prescribed by the NSW Department of Health. Recommended periods of the more common illness infections are available at:

<https://www.health.nsw.gov.au/Infectious/factsheets>