



Family Handbook

Updated December 2019

Centre Details

Belair OOSH

Rooms 21 and 22
Carolyn Street
Adamstown Heights NSW 2289

Phone: 02 4956 2248
Email: belairoosh@bigpond.com
Website: www.belairoosh.org.au
Facebook:
www.facebook.com/belairoosh

Kotara South OOSH

150 Rae Crescent
Kotara South NSW 2289

Phone: 0499 019 790
Email: kotarasthoosh@bigpond.com
Website: www.belairoosh.org.au
Facebook:
<https://www.facebook.com/Kotara-South-OOSH-Belair-Community-Inc-1632269356918334/>

Belair / Kotara South OOSH
P.O Box 144 Kotara Fair NSW 2289

About us

Belair OOSH is a not for profit community organisation, run by a volunteer parent committee which receives no government grants for running costs and in turn relies on fees and fund raising for all necessary expenditure for running a quality and well needed service.

We have two quality run and well-established Centre's based at both Belair Public School and Kotara South Public School. We offer centre based care for school age children from Kindergarten to year 6 and are approved to offer Child Care Subsidy.

Please read the following handbook to familiarise and understand the formalities within the centre and see staff for any question in regards to the running of the centre

Our Philosophy

We aim to provide a safe, healthy and supportive environment for school age children during their years of middle childhood.

We offer a relaxed and flexible program with an emphasis on fun and free play for children to reach their full potential.

We create an atmosphere where children have the opportunities for self-expression, self-discipline and direction.

Children are encouraged to draw to explore new and individual interest and embrace challenges in a positive manner.

We believe that children, families and staff (educators) have the right to be respected as individuals for his or her feelings, needs, abilities, uniqueness and culture.

We acknowledge and encourage the differing cultural and social backgrounds of our community and support their inclusion into our centre.

Our services aim to follow the 5 outcomes as set out in 'My Time Our Place' and integrate these into daily practices, routines, observations, evaluating and future program planning.

The 5 outcomes which the centre aims to incorporate from My Time Our Place are:

1. Children have a strong sense of identity.
2. Children are connected with and contribute to their world.
3. Children have a strong sense of wellbeing.
4. Children are confident and involved learners.
5. Children are effective communicators

Hours of Operation/ Closure of Centre

Before School Care	7:00 am – 9:00 am
After School Care	2:00 pm – 6:00 pm
Kindy Club (Start of Term 1 only)	2:30 pm – 3:00 pm
Vacation Care and Pupil Free Days	7:30 am – 5:30pm

(Pupil free days fall on the first day of Term 1, 2 and 3 of the year)

Please note that the centre **does not** operate outside of these hours. Please ensure that your child/ren are dropped off and collected **during** the hours of operation.

The Centre is closed for three weeks over the Christmas and New Year period. Other days of closure include; Public holidays and Teacher strike days. No fees are due for these days.

Management Structure

Belair OOSH is an Incorporated Association lead by a volunteer management committee of parent users who manage decisions regarding the overall operation of the centre according to the funding bodies requirements. It ensures that all relevant guidelines, acts, regulations and the constitution are adhered to. Office bearers are elected each year at the Annual General Meeting. The committee consists of Chairperson, Secretary, Treasurer, Public Officer and members. Committee meetings are held monthly except during school holidays. Any questions or concerns may be passed onto the coordinator who will have them addressed at these meetings.

Parent / Guardian Participation

There are many ways you can become involved within the centre and we welcome any new ideas. Please speak to the coordinator if you would like to know how to help out in different areas. We encourage our families to join our committee prior to an AGM election or be involved in the centre activities as advertised through notices and newsletters, look out for these opportunities. Feel free to place your suggestions of any type in our family suggestion box located around the information board.

Priority of Access

In accordance with regulations set by the Department of Human Services, there are 3 priorities of access categories.

1. A child at risk of serious abuse or neglect.
2. A child of a single parent or two parent families who satisfy the work /training /study / requirement.
3. Any other child.

Parents/guardians are eligible for a placement at both Belair OOSH and Kotara South OOSH under these priorities. However there is a possibility that families in the second or third priority category may need to vacate their place should a child in a higher category need care.

Centre staff will advise parents if any problem relating to priority of access arises. The centres waiting list is compiled in accordance to the priority of access stages.

Enroling into OOSH / Enrolment Forms

An enrolment form must be completed prior to your child attending the Centre, along with payment of the enrolment fee when requested. A Booking Form is also required to notify centre of preferred days/sessions of care. Please attach any additional information such as documentary evidence of any legal provision for custody/access of children or a denial of access by a natural parent or other person(s) to the back of the enrolment form. Children must be enrolled on a yearly basis and new enrolment forms completed each year.

Yearly roll over enrolments that do not complete a yearly enrolment form may risk losing their placement if staff need to continuously request these forms prior to the new school year. It is parent/guardians responsibility to notify staff of any changes to their current details throughout the year, this includes phone numbers, address and authorised persons to collect. Enrolment fees are paid in addition to Childcare Fees and CCS does not apply.

Ensure all information within the enrolment form is correct such as, DOB, CRN – (centrelink), Postal Address and Contact Details for both Parents/Guardians and Authorised/Emergency persons.

Incomplete enrolment forms will not be accepted and returned for completion.

Vacation Care (Belair OOSH Site Only)

Hours of operation: 7:30am – 5:30pm, late pick up fees apply if children are not collected by close of business.

These bookings are made separate to before and after school care and are allocated to first in according to the priority of access regulations. The program is also released at the same time. Excursion monies are to be paid separate to fees and paid on the day in the correct cash. The Vacation care policy is also attached to the program for easy reference of rules and guidelines.

Bookings open two weeks prior to school holidays commencing on the Monday and can be made by contacting Belair OOSH via 49562248 speaking to a staff member or in person at the centre. Emails will not be accepted.

Parents/Guardians are to provide children with enough food for the day, this includes morning tea, lunch, afternoon tea and drinks preferably a drink bottle which can be refilled throughout the day.

Families are encouraged to pack nutritional food with the occasional treat such as fruit bar or perhaps small packet of chips.

Children are not to share food and drinks due to high risks of allergies.

Peanut butter and nut products are prohibited from the centre and must not accompany any child/ren to Vacation Care due to some children having severe allergic reactions. Staff have the right to inform children not to eat a product containing nuts from their bag/lunchbox, maybe sat away from the group during meal time depending on severity or an alternate food product maybe supplied by the centre.

OOSH does not provide meals unless programmed for eg. pizza for lunch.

Parents/guardians are encouraged to apply sunscreen to their child/ren prior to attending the centre and supply with a suitable hat as centre policy states no hat, play in shaded area's or inside.

Fees, Payments and Invoices

Enrolment Yearly Fee	\$30.00 per family per year
Enrolment Half Yearly Fee	\$15 per family per second half of year
Before School Care	\$11.00 per child
After School Care	\$14.50 for first child \$13.50 for second child \$12.00 for third / fourth child
Kindy Club (2.30-3.00pm)	\$3.00 per child, per session
Vacation Care / Pupil Free Day	\$40.00 per child, per day

Enrolment fee must be paid prior to a child/red commencing care. Fees can be made weekly, fortnightly, monthly or by the term but must be kept up to date and paid in advance for the following week.

Long-term overdue accounts will result in legal procedures to recover money owed to both Centres.

Any account in debt prior to Vacation Care bookings may be refused access unless settled prior to commencement.

Casual bookings may be refused if accounts are in debt.

Any permanent long-term accounts from either Before School Care, After School Care or Vacation Care that are in debt and not kept up to date, may be at risk of losing their placement of care at OOSH and given to another priority family on the waiting list.

OOSH fees can be paid by either Direct Deposit, Cash or Cheques.

Cheques are to be made out to ***Belair OOSH Centre***, any cheque dishonoured by the bank will be at the expense of the bearer as charged by the bank. Please place cheques in an enclosed envelope with child's name into the Fees Box located in family notice area.

Cash payments should be deposited into Fees Box located in family notice area within an envelope with child's name and amount inside.

Please ensure correct money is deposited as both centres do not give out change, account will be credited in this instance.

Direct Bank Deposit is a preferred payment option for record of payments, for further information regarding direct deposit and bank details please see separately attached sheet **“Payment of Fees Direct Deposit”** or ask centre.

If families are experiencing difficulty in making their payments they should notify the Coordinator as soon as possible to discuss payment options.

Families will not be charged fees over the school holiday periods unless attending Vacation Care.

Any further information regarding fees, payments or cancellations please see our Fees & Cancellation Policy located within the centre or centre website.

Cancellations & Absences of Daily Care

Permanent and Casual bookings – Fees are payable for any cancellations and absence including sports, music, appointments etc throughout the year including sick days on a booked day of care.

Vacation Care/ Pupil Free Day – Fees are payable for any cancellation after any bookings of care is made.

Family Holidays – No fee is charged if two weeks or more written notice is given to the centre for any family holidays.

Late Pick Up Fee

The Centres close at **6pm for After School Care** and **5:30pm for Vacation Care/ Pupil Free Day**. All children must be collected on time or a late fee will incur of \$10.00 per child from 6 – 6:10pm, this fee will then increase with time (please see fee structure for details).

Parents/Guardians must notify staff if they will be late, if no notification is given and Parent/Guardian is uncontactable emergency contacts will be phoned and asked to collect child/ren.

Any late fees will automatically be added to the families account.

In extreme emergency cases it may be necessary to contact Family and Community Services (FACS formerly known as DOCS) or officers at Newcastle Police Station, King Street Newcastle maybe contacted for advise regarding any further action or steps.

Schedule of Fees

Child Care Benefit (CCS)

The Child Care Subsidy is **income tested** and is paid directly to the service to reduce the fees that eligible families pay. You can apply for the Child Care Subsidy in person at any FAO (Family Assistance Office) or for any further information go to www.education.gov.au/childcare

It is the responsibility of parents to apply for this assistance or inform Centrelink of any changes or adjustments particularly financial estimates regarding CCS.

Full fees **will be** charged until necessary information is received from Centrelink, which stipulates the rebate and charges will be backdated automatically by them according to their timeframe. If not you may need to contact Centrelink directly. Those already registered with the FAO from previous childcare may update current information through your Mygov app and have their details adjusted.

Each child is allowed 42 absences known as “allowable absence” within a financial year from the FAO to allow CCS be paid to these fees. After 42 absences parents will be charged full fees for any more cancellations during that period. The number of absences is transferred from one child care service to another.

Please Note : An enrolment notice will be sent to Centrelink on behalf of the centre for new family enrolments or if you notify us regarding your CCS was not applied to fees at any time. You will need to approve this notice through your Mygov account any changes to occur.

Attendance / Placement of Care / Bookings

Children can not attend care until their first day of Kindergarten in Term 1 of the new year.

Permanent Bookings – Families nominate days and sessions their child/ren will attend care each week on initial enrolment. These placements are subject to availability and if are unavailable names will be placed on the waiting list.

Casual Bookings – Families must give the Centre atleast 24hours of notice of what sessions and days their child/ren will be attending care, these placements are subject to availability and are generally different on a daily basis.

Vacation Care – Bookings open two weeks prior to school holidays commencing, Before or After School Care placements do not roll over into Vacation Care. These bookings are made seperately and are allocated in accordance to the Priority of Access Policy.

All bookings are to be made by the Parent or Gardian only if an Enrolment Form is received and approved by centre. Bookings and enquiries are to be made during the hours of business 7:00am – 9:00am or 2:00pm – 6:00pm. Any other messages may be left on the OOSH answering machine during the day.

Bookings : Children are not to book themselves into OOSH. Children that turn up at 3pm without a prior booking will be sent the schools office. OOSH is not authorised without a booking to accept children.

If an emergency booking is required for an afternoon session the following booking procedure is as follows.

1. Ring OOSH during the day and leave a message on the answering machine so as we can check numbers straight away. You must ring back again between 2:00pm – 2:45pm and speak to a staff member otherwise if available the booking will not be approved.
2. Ring the schools office so a message can be sent to your child/rens classroom to attend OOSH.

Waiting List & Relinquishments

A waiting list exists for every After School Care session except for Kindy Club. Any new or current enrolments that wish to nominate or change permanent placements will be placed on the waiting list and notified generally via email as places become available. Changes of contact must be updated at the centre.

Before School Care is also subject to availability and if not availbale at the time will also be placed onto a wait list.

Any permanent placements, which are given up will be required to complete a relinquishment form. A two week notice period should be given, if placement is given up straight away fees apply for a two week cooling off period.

Absent Children

It is extremely important to notify OOSH staff when your child will not be attending booked in care, especially After School Care. This includes your child going home sick, leaving school early or school excursions.

When a child is missing on arrival for After School Care, staff spend a considerable amount of time both searching the school grounds and phoning families to locate the whereabouts child/ren while supervising the other children already in care.

A phone call or voice message left on the OOSH answering machine outside operating hours will eliminate time, worry and anxiety and effect of quality care to other children in the service.

Sign In / Out Procedures

Every child must be signed in and out of OOSH through the ESI (electronic sign in) on the Ipad, as this is a legal and regulatory requirement and document. Child Care Subsidy also requires families to sign as proof of attendance. Children are not to sign themselves in or out of OOSH this includes using the Ipad for Electronic sign in.

Sign In

It is our centre policy that children are not to be left at the centre prior to opening hours. (7.00am morning session and 7.30 am vacation care).

On arrival the person bringing the child/ren is responsible for signing the child/ren in. No child is to walk from their point of drop off into OOSH unaccompanied without an adult.

Sign Out

If the parent/ guardian noted on the enrolment form is not picking up the child/ren, the centre should be notified of the person/s that will be picking up the child/ren prior to session. The person picking up the child/ren must be stated on the enrolment form as an authorised person, and if not, written permission eg. email must be given to staff prior to collection including mobile number as this person will need to be added to the software program for electronic sign in.

The authorised person is responsible for signing the child/ren out and stating a time of departure next to the correct day.

Please notify staff if your child/ren will be collected later than usual as we can inform child/ren to avoid any anxiety.

No sibling or other child is to pick up and sign children from the centre under the age of 16 years (eg. a year 6 child will not be given permission from the committee to collect and sign a kindergarten child from OOSH).

Only names authorised on the enrolment form will be given access to collect children from the centre. Names different to the enrolment form can be given in writing to the coordinator if authorised persons are unable to collect on that day. In cases of emergencies a phone call to the coordinator will be required by parent/guardian giving details of person to collect including name and physical description.

Please state on the enrolment form if there are any custody or court order arrangements that may impact on the collection of your child/ren and supply relevant documents.

Centre Guidelines / Rules

- Children are responsible for packing away their games and activities.
- Children are to respect each other and staff.
- Children are responsible for their own belongings eg, bags, hats, toys and games from home.
- Children are to wash their hands with soap before eating and after toileting.
- Children are to use tongs when picking up food.
- Shoes are to worn at all times, unless permission is given from staff eg, to play twister.
- Children are to enjoy themselves and have fun.

Our Program

Children's interests are of prime consideration in planning the program with an emphasis on age and stage appropriate activities. The program is varied to meet the needs and differences in the children.

Children are consulted as to activities and themes they would like to explore. A weekly program is posted on display for all to see in both OOSH Centres, this program is evaluated and recorded at the end of each day by the staff.

Please be aware that children are observed whilst at the centre by staff for programming and evaluation purposes. If you wish for this to not occur see yearly enrolment form and tick the permission box.

The program includes indoor and outdoor activities such as arts, crafts, sports, board games, outdoor activities, computers and G or PG rated movies. The afternoon tea menu is also included.

Please feel free to give feedback of the program on the comments section at the bottom.

Activities are supervised by the staff and encourage independence and free choice among the children.

Daily Routine for Belair OOSH Centre (These times are a guide only)

Morning Session

Hang child's bag on a hook outside before signing child/ren in.

7.00 - 8.30 Child/ren join morning activities eg. Board games, craft, construction.

8.30 Primary children pack away what they are playing and can go to school

8.40 Infants children pack away their games and toys. A short group activity may be played

8:45 All children can go to school

During the first few weeks of Term 1 Kindy's are walked down to their classrooms at approx 8:50am by staff to help them adjust to the routine of walking from OOSH to classrooms. The rest of the year these children walk to their classroom unaccompanied by staff as this transition assists with independence.

Afternoon Session

Kindy club generally operates for the first 4 weeks of Term 1 according to school's timetable. Children will be collected from their classroom at 2:30pm by an OOSH staff member. If a child stays on for a normal afternoon session i.e. beyond 3pm, the afternoon fee is also charged.

2.55pm Children walk to OOSH hang bags on a hook and go to the desk to be signed in.

3.00pm Children choose a quiet indoor activity or game while every one arrives

3.10pm Every effort is made to locate unattended children. ie phone calls, searching etc

3.15pm Afternoon tea is put out. Children are asked to wash their hands and encouraged to have something to eat and drink.

3.25pm Outdoor activities begin and some days children may be able to go to the school Play equipment with a staff member. The play equipment is not an everyday activity. Outdoor activities include free choice equipment and play, group activities eg. Soccer, capture the flag and Guest incursion's

3.45pm Craft / Art activities

4.55pm Children come inside and craft/ art is packed away

5.00pm An after 5pm activity is played with the children including colouring ins, board games and circle games until children are collected. Second afternoon tea may also be available depending on left overs.

6.00pm Centre closes

Daily Routine for Kotara South OOSH Centre (These times are a guide only)

Morning Session

Hang child's bag on a hook inside or place on shelf before signing child/ren in.

7.00 - 8.30 Child/ren join in morning activities set up inside, at 8:00am children are allowed to play small ball games outside on concrete, which educator supervision

8.30 Children pack away all activities and sit down for short group game and/or discussion

8:35 Children can go to school

During the first few weeks of Term 1 Kindy's are walked down to their classrooms at approx 8:40am by staff to help them adjust to the routine of walking from OOSH to classrooms. The rest of the year these children walk to their classroom unaccompanied by staff as this transition assists with independence.

Afternoon Session

Kindy club generally operates for the first 4 weeks of Term 1 according to school's timetable. Children will be collected from their classroom at 2:30pm by an OOSH staff member. If a child stays on for a normal afternoon session i.e. beyond 3pm, the afternoon fee is also charged.

3:00pm Children walk to OOSH hang bags on a hook or on shelf and are signed in by an OOSH educator

3:00 - 3.10pm Every effort is made to locate unattended children. ie phone calls, searching school grounds etc

3.00 – 3:20pm Children wash their hands and sit down for afternoon tea outside on mats, weather depending

3.25pm - 4.55pm Inside / Craft / Outdoor activities begin children are able to choose which area they would like to play depending on what is programmed

4.55pm Children come inside and craft/ art is packed away

5.00pm Quiet activities are played with the children inside including colouring ins, board games, reading and small group games

6.00pm Centre closes

Meals & Nutrition

Belair OOSH & Kotara South OOSH aims to provide children with a nutritional balanced menu, and foster good eating habits and take into account cultural considerations and children with food allergies.

It also aims for the promotion of healthy snacks, encourage discussions with the children about the healthy eating pyramid and offer relevant pamphlets and information brochures when available.

Peanut butter and any other nut product is a prohibited food from before and after school care and vacation care due to some children's severe allergic reactions and will not be used at the centre including cooking recipes.

Morning Session:

OOSH does not provide children with breakfast. However children are able to bring some along if there is no time at home for breakfast. Please pack something which requires little or no assistance from staff, and be aware of allergies children may have at the centre.

Afternoon Session:

A nutritious afternoon tea is served for the children also taking into account cultural considerations and children with food allergies. This consists of fruit platters, savoury biscuits and sandwiches with various spreads ie. vegemite, honey and cheese. Drinking water is readily available at all times.

The weekly menu is on display within both centres with the program and can be viewed at any time. We also include cooking experiences into our program and are open to any menu suggestions. These guidelines vary sometimes with special occasions such as party food at Christmas etc.

Children are to use food tongs to pick up food from each platter. This helps to fight the spread of infections etc (tongs are supplied by the Centre). It is also centre policy for children & educators to wash their hands with soap before preparing, serving or eating food. If your child has any particular food allergies please list these on your enrolment form.

Food Allergies & Dietary Requirements

Parents will be asked to inform the centre of any allergies or dietary requirements the child may have at the time of enrolment via enrolment form. If a food allergy exists, parents/guardians will be asked to supply any particular diet if required. In cases of severe food allergies and/or specific dietary requirements parents are to provide the child's afternoon tea or other meals for every session of care attended. The child will not be permitted to eat from the selection of foods provided for the rest of the children during that session. ie. after school care.

A Risk Minimisation Form must be completed (this can be obtained on enrolment or at request by asking Coordinator)

Anaphylaxis Awareness

Anaphylactic children attend this centre. To eliminate some risk the centre adheres to its **nut free product** centre policy. The centre stores an Anaphylaxis Epi Pen in the case of an emergency due to an unforeseen allergy or reaction. Permission is sought on the enrolment form. Any other reactions which may result in an emergency reaction that your child/ren has must be informed to staff and their own epi pen and action plan supplied.

If your child has anaphylaxis please provide the Centre with an Epi-pen (or equivalent) with your child's name clearly marked on the container. The parent, should supply this at the time of enrolment, or when the Epi-pen expires.

An Anaphylaxis action plan must be provided by your child's doctor, the centre also requires a Risk Minimisation Form must also be completed (this can be obtained on enrolment or at request by asking Coordinator).

Grievance Procedure

We encourage parent / guardians to feel free to communicate any concerns they may have in relation to the centre, staff, management, programs or policies. Our aim is to do everything possible to improve the quality of our service. A complaint can be informal or formal and can be anything, which a parent thinks, is unfair or which makes them unhappy with the service.

Procedure is as follows:

1. Talk to the coordinator who will arrange a time to discuss the concern and come to a resolution to address the issue. Where possible all confidential conversations with parents will take place in a quiet place away from children, other parents or staff not involved.
2. If the complaint is not handled to satisfaction at this level the issue should be discussed with the Chairperson of the management committee and put in writing addressed to :

The Chairperson
Belair OOSH Po Box 144 Kotara Fair 2289
marked Confidential
Or Email: committee@belairoosh.org.au

Evacuation Procedure

The safety and wellbeing of the children is of high priority at all times. Emergency evacuation procedures may be found on yellow signs near the main entrance and exit of each room used by the centre, please take the time to look at them. Children and staff will practice the procedure at least once a term.

Emergency Evacuation Plan is as follows:

A whistle will blow 3 times and staff will remove children in an orderly manner by the nearest safe exit.

Children will be taken to the assembly point of the School Oval and if seen as unsafe through the schools gates to Hudson Park. Staff will call the roll of children and account for staff. Coordinator will call 000.

More detailed information can be found on the yellow plans in the rooms or in the policy and procedures folder.

In the case of a lockdown children and educators will remain inside the locked room until advice is sought of any further instructions or deemed safe.

Staffing / Staff Ratios

Belair OOSH operates with the appropriate staff to children ratios of 1:15 for before and after school care and vacation care, 1:8 vacation care excursions and 1:5 swimming. Experienced and qualified supervisors and assistants are employed to provide quality care for our children. Staff are committed to programming and implementing a variety of activities that facilitate fun, excitement and discovery within a safe and caring environment. Belair OOSH complies with the Working With Children Check as required by the Office of the Children's Guardian.

Medication

If your child requires medication whilst they are attending the Centre please inform staff as you will be required to complete a medication form. Medication **must** be labelled clearly and in it's original package. No medication will be administered without a completed medication form and a phone call may be made informing our refusal to medicate.

Asthmatics – please provide the Centre with a Ventolin Inhaler (or equivalent) and a spacer with your child's name clearly marked on the container. The parent, should supply this at the time of enrolment, or when the inhaler expires.

An asthma action plan provided by your child's doctor must also be supplied, the centre also requires a Risk Minimisation Form to be filled out (this can be obtained on enrolment or at request by asking Coordinator).

Illness & Sickness

Please do not send your child to OOSH if they are sick. This puts other children and staff at risk of illness.

Please notify staff of any contagious illnesses. A child is not to attend the Centre if they have untreated head lice. Staff must be notified.

If your child becomes ill during care, parents or emergency contacts will be informed, and in some instances, asked to collect their child immediately.

Sick children are not to be dropped off to OOSH by parents/guardians at 3pm and left for the afternoon session.

Immunisation

It is Department requirement that all new Kindergarten enrolments be immunised against infectious diseases prior to starting school. The same applies when attending the Childcare Centre as it is a policy of Child Care Subsidy that children are to be immunised in order to access Child Care Subsidy's. Please bring a copy of your child's immunisation records with the enrolment form.

As a parent/guardians right to not immunise against some infectious diseases, please be aware if an outbreak occurs unimmunised children will be asked to not attend the centre during the infectious stages according to policy.

This is for the safety and well being of the unimmunised child.

First Aid

In the case of a sick or injured child, qualified First Aid staff will attend to the child. Medical attention and/or ambulance will be called to attend to or transport the child if required.

Parents/ Guardians will be notified of action and the incident recorded in the accidents record folder. Every care will be taken without delay, to ensure the safety and well being of the child and any other's involved. There is a staff member present with a first aid certificate during each session.

Sun Safe

Children must wear a hat if playing outside those children who do not have a hat will play in shaded area's or indoors.

Centre will incorporate skin protection awareness within the program.

Sunscreen will be encouraged and our centre provides sun cream for the children, however if your child/ren require specific brands please bring to centre with your child/ren name clearly labelled on the bottle or supply in your child's school bag.

Discipline

The aim of the Centre is to encourage the children in self-discipline. Staff have regular discussion to establish and remind children of acceptable guidelines and consequences for behaviour when they are attending OOSH. These guidelines are on display in the Centre. Corporal punishment is never used. Staff are seen to act as facilitators and guides. Strategies for changing inappropriate behaviour are negotiated between children, staff and families.

In an ongoing situation where a child's behaviour does not improve a meeting will be arranged with the child's parents/guardians, the coordinator and a committee member as deemed necessary.

Belair OOSH Centre Inc reserves the right to suspend or expel any child from the Centre who displays ongoing unsafe or disruptive behaviour or affects the general well being of the children attending the Centre. It is in the interest of every child to play in a safe and non-threatening environment.

Further information see our " Behaviour Guidance " policy.

Acts of serious violence from a child or family using the service can result in immediate suspension from the centre until further notice in consultation with management.

What to bring to the Centre

Every child must wear a hat for outdoor play. Those children who do not bring a hat will play indoors or in a shaded area or use a spare hat which is up to the child if they would like to or not.

Vacation Care: Parents/Guardians are to provide children with enough food for the day. This includes morning tea, lunch, afternoon tea and drinks. Parents are encouraged to provide nutritional food with the occasional treat.

Lost Property

Lost property is kept at both centres, parents should check that their children have all their belongings when they collect their children. OOSH management and staff advise that children should not bring any personal or valuable items to the Centre as they may be stolen, broken, or lost. The Centre and staff **do not** accept any responsibility for the disappearance or damage of these items. The children should be encouraged to look after such items.

Homework

Whilst children will be encouraged to complete homework due to parent instruction when they are attending OOSH they will not be forced. Staff will offer children guidance and assistance but individual tutoring is not appropriate as staff are unable to focus all their attention on one child for a long period of time.

Parking

It is a requirement by Belair Primary School that parents/guardians/carers of Belair OOSH **do not** park in the schools car park for drop off or pick up of children as teachers need to access the car park unless the car park is free of teachers cars.

Parking for Belair OOSH Centre is available on Terence Street and on Bender Parade for Kotara South OOSH Centre.

When dropping off or picking up children please observe surrounding parking restrictions and speed zones for safety. Also be aware of cars etc when entering OOSH with young children.

Website / Facebook

Visit and utilise these social network tools regularly as they contain relevant and important information including newsletters, changes to policies, management issues etc. It is parent/guardians responsibility to collect information to help keep up to date with current centre issues, activities and policies. Address's maybe found at the top of this handbook.

Family Information Area

Is located near the sign in/out desk for both centres. Current and upcoming community information may also be available through posters and flyers as well as centre information.

Social Media

Children may not access a social networking site whilst at the centre and may only use electronic media at the times specified by staff. DS games etc. must be G or PG rated only. Mobile phones are to be left in school bags and those wanting to contact children may ring the centre direct. Children must take responsibility for any electronic devices they bring from home & is used with staff permission. *Further information see Social Media Policy on website.*

National Quality Framework (NQF)

National Quality Framework ensures quality Before, After and Vacation care. It is a detailed accreditation process consisting of 7 quality areas.

The 7 quality areas are;

1. Educational program and practice,
2. Children's health and safety,
3. Physical environment,
4. Staffing arrangements,
5. Relationships with children,
6. Collaborative partnerships with families and communities and
7. Governance and leadership

This is an ongoing process involving staff, management, community, children and their families. OOSH will be assessed at least every 3 years on these areas. For further information about NQF surrounding the 7 areas and how you can help please speak to staff.

National Regulations

Belair OOSH adheres to the national regulations which support the legislation and provide detail on a range of operational requirements for an education and care service including: health and safety.

The education and care services national regulations and national law act 2010 is available in the parent information area for viewing.

Staff Training and Professional Development

Staff members undergo in-service professional development training and meetings throughout each year, sessions include training regarding current issues within childcare, child development and community issues. Staff meetings also include updates and follow-ups from previous meetings and current daily issues and topics.

Policy and Procedures Folder

Our centre Policy and Procedures folder is available for parents to view by request. The folder consists many of these areas including transport, discipline, emergency and management policies in more detail. Please ask a staff member for more information or they may also be located on the website.

Privacy Statement

All information supplied to Belair OOSH Inc. is treated as confidential. We maintain families personal information in a safe and secure way. You may access your records at any time in arrangement with the Coordinator. We only collect and use information needed to operate the service.

OOSH receives no government grants for running costs and in turn relies on Fees and Fund Raising for all necessary expenditure for running a quality and well-needed service.

Thank you & Welcome to Belair Community OOSH Inc