

# Northmead Before and After School Care Family Handbook



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### **1. Policies**

A series of policies have been developed for the centre to assist with the smooth running of practices. These policies and procedures are reviewed regularly to ensure they are relevant, current and still meeting the needs for children, families, staff and the community.

A copy of the policy manual can be found in the centre.

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## 2. Welcome

We hope you and your child/ren enjoy your time at Noosh. Your child/ren will make friends and participate in new experiences and you will meet others and be a part of experiences at Noosh

## 3. Centre information

- 1988 Northmead Before and After School Care Service (NBASC) was established to cater for the needs of working parents/carers in the Toongabbie area, whose children attend school. The children's ages varied from 5 to 12 years old. The Centre was sponsored by the Toongabbie Community Services Association.
- 1991 On the 20<sup>th</sup> September the Centre became incorporated and the association with Toongabbie Community Services then ceased. A Management Committee consisting of volunteer parents/carers became responsible for the operation of the Centre. Although having a close and continuing relationship with Northmead Public School, the Centre's management and operation is completely independent and continues in this fashion to this day.

The centre is an approved centre therefore families entitled to CCB can claim this

Before School Care	70 places per day
After School Care	120 places per day
Vacation Care	40 places per day

#### Operating hours

Before school care	7am - 9am
After school care	3pm - 6pm
Vacation care	7am - 6pm
Pupil free days	7am - 6pm

#### Contact details

Address	Cnr Moxhams Rd and Kleins Rd Northmead 2152
Phone	9630 1199
Centre Mobile	0425 387 275
Bookkeeper	0406 154 726
Fax	9630 2960
Email (centre)	<a href="mailto:nbasc@bigpond.com">nbasc@bigpond.com</a>
Email (accounts)	<a href="mailto:accounts_noosh@bigpond.com">accounts_noosh@bigpond.com</a>

#### 4. Enrolment

Enrolment is an important process as it allows families to share family information with the centre. All information collected is entered into the centres data system and used to collate important and relevant documents for educators to refer to such as dietary requirement charts, allergy charts etc that will be used in the centres routine and program to support children.

This information can also protect children in circumstances where they may be custody arrangements, medical conditions etc

It is necessary for staff to sight and receive a copy any relevant court orders for custody arrangements.

Medical action plans must also be provided.

This information also allows for families to be contacted and communicated with in the case of emergencies and through general centre correspondence.

Any details missing from the enrolment form will be followed up by management.

#### 5. Conditions of enrolment (as recorded on enrolment form)

For the Centre to run effectively, Parents/ Carers should note the following points:

- ✓ If a permanently booked day falls on a public holiday, fees will still apply.
- ✓ I must give 1 weeks (5 working days) written notice to cancel permanent bookings.
- ✓ I must contact the centre if my child will be absent on a booked day.

- ✓ If there is not a place available for my child/ren, my child/ren will be placed on a waiting list.
- I accept and will follow the policies, procedures and Education and Care Services National Regulations that the centre implements. These ensure the smooth running of the centre for the children, educators and families. It is my responsibility to read these policies. I am aware that all policies can be accessed at the centre and are subject to change.
  - I am aware that the centres handbook is available for me to access. I have received a copy along with the enrolment form.
  - The centres Management Committee, employees or persons authorised by them will not accept responsibility or reimburse families for the loss or damage of personal effects of my child/ren. This includes marks/stains on clothing and school uniforms due to craft activities and play.
  - I have enclosed details of my child/ren's additional needs and/or medical history that may affect my child's well-being whilst at the centre.
  - I accept responsibility for, and if deemed necessary by the Management Committee, will compensate the Centre for any loss or damage that may result from my child/ren's actions.
  - I acknowledge that the educators and Management Committee reserve the right to implement the Behaviour Management policy which may result in suspension.
  - I authorise the educators or Management Committee to obtain medical, hospital and/or ambulance assistance for my child/ren as required, and therefore accept financial responsibility thereby incurred.
  - Fees (as advertised in the Centre) are subject to review annually. I understand that I am responsible for all fees and agree to pay in accordance with the centre policy stating **fees must be paid within 3 days of receiving a statement**. Failure to do so may result in my child's/children's placement being suspended. I accept that a late fee, as displayed in the centre, will be payable should I collect my child/ren from the Centre after 6 p.m. I understand that I am liable for payment of fees even if my child/ren do not attend.
  - I understand that Northmead Before and After school care is a committee run centre and I must attend one meeting per year, excluding the A.G.M.
  - I understand that Northmead Before and After School Care collect only enough information from families that are required for the

smooth operation of the service. This includes providing some personal details to the book-keeper so family's payments can be processed. Families personal information will only be passed on to another party with your written consent or where required by law.

**Non - compliance of any of the above conditions will result in the attendance of your child/ren at the centre being reviewed. Non - compliance of any points in the parent handbook or the centres policy manual (located in the parent library) will result in the attendance of your child/children at the centre being reviewed.**

## **6. Child Orientation**

We endeavor to make our enrolment as stress-free and comfortable as possible. Upon enrolment of your child, the Director or designated staff member will show you and your child around the Centre. You will also be shown the facilities of the Centre and what the Centre offers. The geographical boundaries will be shown to you as well as the daily routine explained. All the staff will be introduced to you and your child. On your child's first day we will ensure that your child has a "buddy" to show them around NOOSH and interact with him/her

## **7. Priority of access**

One of the main reasons the Australian Government funds child care is to meet the child care needs of Australian families. However, the demand for child care sometimes exceeds supply in some locations. When this happens, it is important for services to allocate places to those families with the greatest need for childcare support. The Australian Government has Priority of Access Guidelines for allocating places in these circumstances. These guidelines apply to centre-based long day care (LDC), in home care (IHC), family day care (FDC) and outside school hours care (OSHC) services. They set out the following three levels of priority, which child care services must follow when filling vacant places:

- Priority 1 – a child at risk of serious abuse or neglect
- Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the *A New Tax System (Family Assistance) Act 1999*
- Priority 3 – any other child.

## **8. Philosophy**

At Northmead Before and After School Care we believe in providing an environment that is safe and secure. We strive to give our children, families and educators a voice that is both heard and respected. We follow the National Regulations, Quality Area guidelines and laws as well as centre policies that reflect our daily practices.

We refer to My Time, Our Place as the foundation for our curriculum in conjunction with community input and value the diversity of our community. Our service is dedicated to continuous improvement through reflection and feedback from our community. We believe it is important to provide an environment where children feel confident, respected and valued, promoting confidence in independent explorations and they are given the opportunity to learn through play.

It is our belief that through dedication in building trusting, respectful relationships with all our children, families and educators, we can successfully cater a curriculum that supports and extends the "whole" child for "every child".

### **9. Parent Committee**

Our Centre is “Committee run” which means that parents such as you help make decisions towards the running of the Centre to make it best for all families. A new Committee is elected by the parents at the AGM usually held in April each year. The Committee operates under the guidelines of the Centre’s Constitution. A copy of the Constitution can be provided upon request.

*The committee consists of a Chairperson, Vice Chairperson, Secretary, Treasurer, Public Officer, Staff Liaison and members. The committee meets during the term and all parents are welcome to attend meetings. Meetings are advertised via email and notices displayed around the centre.*

*Please refer to our parent notice board for information on the current members.*

### **10. Our Staff**

The Management Committee employs a trained and qualified Director, Financial Administrator and Assistants according to ratios set by Network of Community Services. All staff employed at the Centre has current working with children checks. The centre ensures the appropriate number of educators is first aid trained following regulations. Staff Members are encouraged to undertake training advancement courses to maintain the highest standards of service for the Centre. Please see parent notice board for information on the current staff.

### **11. Fee information (setting fees , payment, payment options and overdue fees)**

#### **Centre Fees**

	<b>Permanent</b>	<b>Casual</b>
<b>Before School Care</b>	<b>\$12.00</b>	<b>\$14.70</b>
<b>After School Care</b>	<b>\$17.00</b>	<b>\$18.90</b>
<b>Vacation care/ pupil freeday</b>	<b>\$38.00 (not including excursions/visits)</b>	<b>N/A</b>
<b>Late fees</b>	<b>\$30.00 for every 15min or there part of</b>	
<b>Annual enrolment fee</b>	<b>\$40 for the first child and \$20 each child after</b>	

We aim to provide a quality service that is affordable. Fee levels will be set by the Management Committee each year on completion of an annual budget and according to the centre’s required income. Fees are to be set on an annual basis by the Committee, based on the annual budget and ensuring that the required income will be received to run the service efficiently.

Fees may be reviewed each term based on attendance and the centre’s ability to meet the running costs. Parents will be given at least two weeks notice of any changes in the fees.

An annual non-refundable enrolment fee per child is payable once a position is confirmed. The enrolment fee must be paid before care begins.

Fees can be paid fortnightly, monthly or by the term but must be kept up to date and within policy guidelines. A weekly invoice will be emailed to all families.

Casual and emergency care must be paid for on the day of care where possible.

Fees are to be paid for the days the child is booked into the centre, including times when the child is absent due to illness, holidays and for public holidays. CCB is paid for sick days, up to 42 days allowable absences per session per year. 12 of these allowable absences are public holidays.

### Methods of Payment

1. Direct Deposit      This is the preferred method of payment, as credit cards incur a high bank fee. Payments can be made through internet banking using Pay Anyone. Please put child/ren's last name as a reference.

**Account details - Northmead Before and After School Care**  
**BSB - 062 471**  
**ACC - 10026935**

2. Credit Card      MasterCard or Visa cards are accepted.  
Please contact the bookkeeper to make credit card payments by phone on 9630 1199. A current mobile number is displayed in the centre.
3. EFTPOS      No extra cash out facility is available.
4. Cash/Cheque      Cash/cheque payments are accepted methods of payment.  
Please note that we are unable to give change or refunds so that monies paid in excess of your fee will be shown on your receipt as a credit.

Please contact the centres book keeper to make any alternative arrangements on **0406 154 726**.

A dated invoice will be provided for each payment.

### Overdue Fees

If families are experiencing financial difficulties, we here at NOOSH welcome open communication and encourage families to address any hardships with our Director or Chairperson to implement a payment plan.

If no previous arrangements have been made regarding overdue fees, the following procedure will be followed by the centre:

#### **1 week overdue (7+ days):**

An Overdue Account letter will be issued requesting payment within three (3) working days after being in arrears for seven (7) days or more. Notice of an overdue account will also include methods of payment & contact numbers for the NOOSH Director & Chairperson should the family be experiencing financial difficulties. If the

outstanding amount is not paid by the due date then 2nd Notice of Overdue Account letter will be issued.

**2 weeks overdue (14+ days):**

A 2nd Notice of Overdue Account letter will be issued documenting the amount due. This amount must be paid within two (2) working days of receiving the Notice. This Notice informs the family if the account is not settled then the Child/ren's place will be terminated & no longer available. The Notice will also include methods of payment & contact numbers for NOOSH's Director & Chairperson should the family be experiencing financial difficulties.

If the outstanding amount is not paid or a payment plan not made by the due date then Termination due to Outstanding Account letter is issued.

**3 weeks overdue (21+ days):**

If no arrangements have been made to pay any or all of the outstanding fees, then the family will be issued with a Termination due to Outstanding Account Notice. The notice will inform the family that the child/ren's place has been terminated and a debt collection agency may be contacted to recover the outstanding amount & any associated costs. Once account is paid in full the Child/ren will be placed on the waiting list until a position is available. Priority of access will be followed at all times.

If the above procedures are not effective, details of unpaid fees will be referred to the Committee to commence debt recovery procedures.

**Penalty Fees**

Any parent who collects their children after 6:00pm during After School Care or Vacation Care will be charged a penalty fee as set by the NOOSH Committee.

This charge will be \$30.00 for every 15 minutes or part thereof, as two (2) Educators are required to stay back with the child/ren.

Wherever possible, parents should advise the centre when they will be late to collect their child. If management deems it necessary, a meeting will be held with a Committee Member, the Director/ Assistant Director and parent to discuss concerns regarding consistent late pick-ups.

**Additional costs**

In school visits/excursion costs will be added to your term fees (providing you have signed a permission form or attendance list for your child to attend). If your child later doesn't attend the visit/excursion and is at Noosh on those days, fees are still payable (as you have already signed a permission form/attendance list). You will not be charged if your child is absent from school on that day.

**12. Childcare Benefit (CCB)**

As Northmead Before and After School Care is an approved service, all families in our service are eligible to receive a reduction in fees if eligible with Family Assistance. It is important to remember even though the subsidy is means tested; you may be entitled to 50% of your out of pocket expenses back quarterly or yearly.

**1. Up front weekly fee reduction**

For our Service to reduce fees you must first apply to the Family Assistance Office (Ph.13 15 60) to arrange an income assessment. Using the information

you provide, the FAO will inform you of the percentage deduction we can make on your fees. You will need to provide us with a copy of the confirmation letter from FAO stating your percentage rate.

They will need our Customer reference number which is

**Northmead Combined OSHC**  
**555 006 858V**

All parents are then required to provide centre with parent and child's reference number (CRN) to formalise enrolments

**2. Lump Sum Payment - deduction on your tax at the end of the financial year**

Families, who wish to claim the deduction as a lump sum once they submit their tax, must also register with the FAO. You will need to fill out a Notification of Full Fee Paying Customer form.

Families may be entitled to a 50% rebate, which they can claim at the end of the financial year or quarterly. Contact the Family Assistance Office for a form.

**Child care rebate**

**As of July 2010 families are able to claim back 50% of out of pocket expenses for child care for each child to a maximum of \$7500 per year. This is claimed via the taxation system and can be paid quarterly or as a lump sum payment at the end of the year.**

**13. Absences / Allowable absences**

If your child is going to be absent from a booked session, it is essential that you inform the centre either by phone, txt, fax, email or by recording it in the parent diary (initialling all entries). If your child is absent after roll call, a staff member will follow the centres missing children policy. If the child is not located the parents will be notified immediately.

**Allowable absences** - Child Care Rebate is paid for up to 42 allowable absences per child each financial year. Additional absences beyond 42 days for certain reasons may be approved and paid. A public holiday is counted as an absence if the child normally attends the child care service on that week day, and fees are charged for that day for the child.

**Additional absences** - There is no limit on these days but you may be required to provide documentation to support the absence.

The additional absence days reasons are:

- illness (with a medical certificate), or another absence due to sickness of the child, a parent or sibling, supported by medical certificates
- rostered days off / rotating shift work
- temporary closure of a school or pupil-free days
- period of local emergency - the service is closed or the child is unable to travel to the service

- shared care arrangements due to a court order, parenting plan or parenting order
- attendance at preschool
- exceptional circumstances.

#### **14. Bookings**

1 weeks prior notice in writing is to be given to the Director for any changes to the booked days of care or cancellation of care. The Director will up date required changes. A final account will be issued to families leaving the centre. If no notice is given then equivalent fees are to be paid.

If a fee account is in credit at the completion of care, a refund will be given.

For all casual bookings the centre should be contacted in advance if able to and casual places will be allocated depending on availability and staffing ratios.

#### **Cancellations to vacation care bookings**

The centre will specify to families on the vacation care enrolment form the final date for cancellations to be made to confirmed vacation care bookings. **Cancellations received after this date will continue to be charged fees if the position cannot be allocated to and accepted by another family on the waiting list. Fees payable may also include the extra costs of incursion/ excursions and bus fares.** Cancellations need to be made in writing to [nbas@bigpond.com](mailto:nbas@bigpond.com)

#### **15. Ratios**

The ratio at before and after school care is 1:15. It is essential that we comply with this ratio at ALL times. Management has a duty of care to ensure staff/child ratios are always correct.

- Excursions the ratio becomes 1:8.
- Swimming the ratio becomes 1:5.

#### **16. Rules/ rewards for children**

We have adapted with the schools rules of being Safe, Respectful Learners.

Some of the daily rules are:

- Make friends
- Try new things
- Ask a staff member to go to the toilet, your bag or another play area
- No hat , no play
- Listen and follow instructions
- Respect others by being polite, cooperative and friendly
- Pack away equipment when you have finished playing
- Keep your hands and your feet to yourself
- When you hear a staff member clap or blow their whistle it means stop, look and listen

We believe it's very important to praise all children for their efforts and achievements. The centre implements the following reward system to do this;

**Star of the week** – children receive a certificate and their name is recorded on our chart located at the children’s notice board along with their photo.

### **17.Children’s involvement**

It’s very important to have feedback and involvement from the children. We encourage the children to be involved in our centre by giving them opportunities to have their say in the program, resources, menu, centre rules/consequences etc. by implementing a suggestion page each week in our centre floor book, brainstorming sheets, group meetings, wish lists and surveys. We implement these strategies throughout the year.

### **18.Delivery and collection of children**

Only persons authorised on the placement application form aged 16 years and over are allowed to pick up your child/children.

Please ensure that when you drop your child off you sign him/her in and when you pick them up you follow the same procedure. The sign in sheet is a legal document at must be signed at the beginning and end of every session.

Noosh staff take the K – 2 children to school in the morning. The K -1 children are supervised until teachers arrive and the year 2 children are able to go to their line up areas. In the afternoon the K -1 children are collected from class and brought back to the centre/hall.

Noosh staff also take children to extra curricular activities including school discos only once permission is received in writing by parent.

### **19.Changes to Details**

It is essential that if any of yours/child’s details change i.e. work number, email address, mobile, address , medical conditions etc. that you inform the centre immediately. In case of an emergency we need to have up-to-date details in our system.

Changes to children’s health needs are also very important to ensure we are providing the best care for their needs. It is best to make all changes in writing.

### **20.Family Communication/input**

Come and talk to our friendly staff at any time about issues concerning your child. Within the Centre, above the sign in book, there is a diary for communication where you can write messages for staff.

We have suggestion box placed on the table which is for parent’s suggestions or complaints. When you have a suggestion or complaint the issue will be dealt with quickly and confidentially following centre policy

Various parent surveys will be circulated from time to time. Please complete these surveys to help us to continue to improve our quality of service.

Centre invoices and newsletters and updates on centre operations will be emailed to families.

### **21. Parent participation**

The Centre encourages Parent/Carer participation at all levels in the running of the service. This may include:

1. Membership of the Management Committee
2. Attend Committee meetings (it is a condition of enrolment to attend one meeting per year)
3. Offer suggestions about the Service
4. Assist in fund raising activities
5. Volunteer for working bees
6. Sharing information about your child with the Director/ staff (ideas, interests etc.)
7. Completing parent surveys to get feedback about different aspects of the service so that we can improve our service to better cater for your needs
8. Using the suggestion box suggest ideas of what you would like to see happen in the Service.

### **22. Complaints and Grievances**

If you have a complaint or grievance, please discuss it with the Director. If you would like the matter to be addressed by the Management Committee, please fill out a grievance/complaint form and place it in the suggestion box. The matter will be brought to the Committee's attention. The result and plan of action will be discussed with you or you will receive a written response.

Information and Enquiries Early Childhood Education and Care Directorate NSW Department of Education can be contacted on **1800 619 113** for serious complaints or grievances regarding the centre if unable to be resolved at the centre.

### **23. Sick /Injured Children**

As the care needs of a sick child cannot be adequately met without reducing the level of supervision to other children, or risking another child's health, parents are asked not to bring sick children into the centre and to collect children who are unwell. All care and consideration will be given to the child who becomes unwell whilst at the centre.

*Children who are too sick to be actively involved in the daily activities at Noosh should not attend. If children arrive at Noosh unwell, parents will be notified immediately.*

If a child is injured while at NOOSH, first aid will be applied and parents will be contacted depending on the severity of the injury. An accident /incident report will also be written ready for parents to sign at collection of their child.

### **24. Roll call and security**

If a child has not arrived at the service in the afternoon session, and is expected, the following steps are taken immediately:

- Ask teacher if available.
- Contact parents / contact nominated person from registration form.
- Contact school office.
- Playgrounds/classrooms are searched.

- Parents, school representative and OOSH staff decide on action taken to locate the missing child.
- Police contacted.

If you expect your child to be away, or not attending the centre, please ensure that you inform the centre.

Discussing the routine between school and Noosh with your child/ren will help them understand what is expected of them and to help them comply. A roll is taken each morning and afternoon session.

### **25. Nutrition - menu and cooking**

Our centre aims to provide quality nutritious food for the children incorporating the 5 food groups. The centre menu is reviewed as required asking for feedback from children, families and staff. A copy of the centre's menu is displayed at the sign in table and in the kitchen.

Our centre is a nut aware environment thus following school policy with regards to allergies. We do have some children attending the centre with anaphylactic allergies.

Breakfast and afternoon tea is provided along with beverages (water and occasionally juice)

Consideration is given to children with special dietary needs. Please inform the Director of these needs during enrolment, so we are able to organise the relevant precautions and procedures.

### **26. Program**

We aim to provide a varied program of developmentally appropriate and stimulating activities for the children in our care. Our program includes both indoor/ outdoor play, opportunities for individual /group games and free play I always encouraged.

We cover all developmental areas, such as art and craft, cooking, science, music and movement, multicultural activities, dramatic play, fine and gross motor. Each term we aim to have a variety of in school visits, excursions and community visitors.

### **27. Daily Routine**

#### **AM**

Year 3 - 6 children are released from the centre at 8:40a.m. when the first morning bell rings as a teacher is on supervision duty at that time. They may play in the designated playground areas once signed out from Noosh.

K- 2 classes are escorted by staff to their classrooms at 8:55 a.m.

#### **PM**

During after school care years 2 - 6 children walk to designated NOOSH area. Kindergarten and Year 1 children are collected from their classrooms by a staff member all year.

It is recommended for parents of infants children to notify class teachers of Noosh care arrangements.

#### **OUR ROUTINE**

7:00am – 8:00am	Hand washing. Breakfast is served. A last breakfast call is at 7:45am. Breakfast is packed away at 8am. Cereal will be offered to children who arrive after 8am. Indoor programmed/free play activities provided.
8:00am – 8:30am	Outdoor play provided
8:30am	Outdoor play packed up Last toilet call
8:40am	Pack away equipment/ tidy room Yrs. 3 – 6 children signed out by staff K – 2 children have roll call (signed out by staff). Group time occurs ( games / news)
8:55am	Yrs. 1 - 2 children are walked by staff to the school play ground Kindergartens are walked to class
9:00am	Centre closes
3:00pm – 3:30pm	Children arrive and signed in by staff K -1 collected from class by staff Hand washing. Afternoon tea is served
3:30pm – 3:40pm	Group time – Staff tell the children what activities are on for the day. Any special messages are also discussed.
3:40pm - 4:45pm	Programmed activities offered in the Hall and outdoors
4:45pm – 5:30pm	Indoor play provided.
5:30pm – 6:00pm	Free play offered/ group game. Tidy up. Centre closes 6:00pm

### **28.Vacation Care**

Our centre offers a vacation care program to children enrolled at Noosh and Northmead Primary School. The program provides a variety of experiences covering all the developmental areas including indoor and outdoor play. Throughout the program the children also participate in excursions, shows and performances from community visitors. We offer places to pre - school children during the January holidays if they are enrolled at the primary school.

Each school holidays a new enrolment must be completed to apply for a position. Positions are confirmed in writing from the director once a completed enrolment form has been returned. Confirmations may be jeopardized if fees are not kept up to date. Families with outstanding fees will not have their application accepted until fee accounts are paid up to date.

Late fees apply if children are collected after 6pm as per the centres clock.

Parents must ensure that children have a sufficient amount of food for the day including breakfast, morning tea, lunch, snacks and a refillable drink bottle, as the centre does not provide meals except when stated on the program during party days. Drinking water is made available at all times.

Children should be dressed in sun safe clothing; this includes a hat, sleeved shirts and closed in shoes.

The centres policies and procedures are also followed during vacation are.

### **29.TV/DVD/electronics and mobile phones**

Viewing of television will be kept at the discretion of the centre staff. Generally, television viewing will be kept to a minimum – usually depending on factors such as weather and relevance to the program. DVDs and games that are viewed at the centre are G and PG rated. PG DVDs are advertised to families before being viewed, however G rated movies can be viewed at any time

### **Mobile phones/ electronics**

Children are requested not to use mobile phones while at the centre. If a child needs to communicate with parents while at the centre they will be able to use the centre phone.

Mobile phones must be kept in school bags or can be given to staff to be placed in the office.

Electronic devices are not to be brought to the centre during before and after school care, however are except during vacation care period.

If electronics are brought to the centre during vacation care, we advise that they be clearly labelled and handed to an educator for safe keeping.

### **30.Homework**

Children are able to do their home work at Noosh. Table space is available for children to sit and work on their school work.

It is to be noted that no designated educator is available to assist children with homework. Support is given to children with homework where possible.

### **31.Embracing Diversity**

Our centre embraces diversity in a number of ways including programmed activities, resources, room displays, visitors/ excursion experiences and our menu. The centre also celebrates a range of multicultural events such as Diwali, Thanks giving, Halloween, Easter and Christmas to name a few. We believe it's important for the children to embrace and learn about diversity.

### **32.Hygiene**

All children are to wash their hands with soap and water before eating and after toileting. These resources are always made readily available. All children are taught safe food handling techniques during meal times and when participating in cooking activities. Educators teach the children these techniques to develop life skills and good hygiene practices.

Food handling professional training is made available to staff to ensure correct handling of food at all times.

### **33.Transportation of Children to and from centre excursions**

During the school term and vacation care, excursion days are arranged for the children attending. Travel to and from venues is either done by a bus hired by the centre or by walking if the venue is close enough and safe to do so.

### **34.Personal belongings**

Children are able to bring in their own toys, however we encourage all items be labeled and to not bring in excessive amounts of toys as the centre has many resources available for the children to access while in care. Lollies, chewing gum,

remote control or aggressive toys (such as guns or swords) are not encouraged and if brought to the centre will be placed in the office and will be returned when leaving..

Articles brought to school such as class projects and band instruments will be placed in the office when possible for safe keeping, however this is not always possible and may have to be placed with school bags. Parents should clearly identify children's articles of clothing and other items brought to the centre.

Staff cannot assume responsibility for children's clothing or other personal belongings. A lost property box will be kept on the premises.

### **35. Health and Safety (cleanliness of resources & centre, sun safety & emergency procedures)**

We aim to provide a safe and hygienic environment that will promote the health of children, staff and families.

The centre is cleaned daily. Craft materials and cleaning products are appropriately stored in locked cupboards.

The centre has emergency procedures, which are displayed at the main entrance door. Drills are done twice a term, one for before school care and one for after school care.

Our centre promotes sun safety; therefore we have a no-hat / no-play policy. If your child does not have a hat then they will be asked to play under a shaded area or inside. Sunscreen will be offered to all children daily.

Staff implements the following practices to ensure the safety of all staff, children, families and visitors; Daily indoor and outdoor safety checks, annual environment safety check, manual handling chart in place, practice emergency drills and sun safety ( hats sleeved shirts and sun cream)

### **36. Infectious disease**

Upon enrolment you will be asked to provide the service with proof of immunisation. If your child is not immunised, in the event of an outbreak your child will be excluded from the centre for the duration of the infectious period.

Children with infectious diseases will be excluded from the centre for a period recommended by the Dept of Health.

### **37. Administration of Medication**

Parents are responsible for making any relevant medical matter related to their child known in the enrolment form.

Parents are required to complete and sign medical forms available in order for staff to administer medication to children. This includes details of the medication, time to be administered and dosage. Prescribed medication or medication accompanied by a signed letter from a doctor will be administered. All medications should be in date and labelled clearly with child's name.

All medication will be kept in a secure place.

If your child/children require medication to be administered on an ongoing basis, it's important to;

- Provide a medical action plan or letter from doctor (asthma plan etc.)
- Provide medication (asthma ventolin, epi pens etc.)
- Ensure the medications are at all times within the use by date

### **38. Child Protection**

The centre believes that the welfare of all children is of paramount importance, and that the centre has an obligation to defend the child's right to care and protection.

Staff and management have a responsibility to take action to protect children they suspect may be abused or neglected.

Our centre will carry out responsibilities of mandatory reporters as indicated under legislation. This responsibility involves following the procedures as outlined by the NSW Dept of Community Services and Commission for Children and Young People.

### **39. Child Management**

We want every child to enjoy their time at Noosh. For this to occur we expect a certain level of behaviour from the children.

Our centre implements a variety of strategies such as redirection, quiet time and 4w forms to support children's behavior.

During Noosh the "**Four W's**" will be issued to a child if they are observed doing one of the following:

- Violent actions towards others - forceful push, punch, kick, bite and spitting at someone purposefully
- Leaving school grounds and designated play areas without permission
- Swearing at others
- Bullying
- Deliberately endangering the physical safety of staff or children ( throwing objects); or
- Not following instructions that may harm others, staff or yourself
- Touching others inappropriately

When the **Four W's** are issued, staff and children must complete the **Four W's** form and parents will be notified.

### **Procedures for children receiving a 4W**

**Step 1** - Child is issued with the 4W and a staff member informs parent. If parent cannot be approached that afternoon a staff member will ring parent to inform them.

**Step 2** - If a child receives **Two (2) x 4W's** in a year an interview will be made with director and parents to discuss an appropriate behaviour plan (at this time, external support may be requested at the discretion of the Director). The child will not be allowed to participate in special events. E.g. school visits/excursions.

**Note:** The parent interview must be within two working days of the second 4W being issued. During those two days, the child cannot receive their third 4W.

**Step 3** - If a child receives their **third 4W** within that same year the parent will be notified and informed that if their child receives one more 4W within the year they will be placed on suspension.

**Step 4** - If the **fourth 4W** is received within the same year the child will be **suspended** for one week (5 days). Re-entry of the child is provisional upon a corrective action plan being implemented by parents and NOOSH.

**No fees will be charged to the suspended child during the suspension period. Any siblings will still be charged regardless of their attendance at the centre during this time.**

**Step 5** - After a return from suspension if a child receives another **two 4Ws** (within the same year) a second suspension of two weeks (10 days) will occur.

**Step 6** - When the child returns from their second suspension if they receive a further **two 4W's** the child will be excluded from the centre for 10 school weeks (which may continue into the next school year)

**Step 7** - If a child receives a further **two 4W's** after a return from exclusion the parent committee will meet to discuss a further exclusion. Parents will receive a letter from committee regarding decision.

*If the child receives no further 4W'S for 12 months after returning from Exclusion the child will begin the new school year at Step 1 of the policy.*

#### **40.Privacy and confidentiality**

All information e.g. enrolments, custody issues, family matters, health issues etc provided by parents/caregivers to the centre are treated with confidentiality. All discussions held with parents are held in confidence. Only authorized persons will have access to this information following the centres Confidentiality policy.

#### **41.The National Quality Frame work - My time , Our Place**

My Time, Our Place – Framework for School Age Care in Australia will form part of the Council of Australian Government's reform agenda for childhood education and care and will be a key component of the Australian Government's National Quality Framework for childhood education and care. It will be incorporated in the National Quality Standard in order to ensure delivery of nationally consistent and quality school age care across sectors and jurisdictions.

The Framework will ensure 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.

It will support and provide guidance to educators working with school age children in outside school hours care, long day care, and family day care settings.

The National Quality Framework became effective as of January, 1<sup>st</sup>, 2012.