



Avalon School OOSH Care
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Parent Handbook 2017

CENTRE PHILOSOPHY

Avalon OOSH is a child focused centre providing fun in a safe and nurturing environment. We are committed to maintaining the period of childhood as a unique and valuable stage of life. Children are given the freedom to choose between a range of arts, crafts, sports and games we have available.

The centre encourages parent involvement in decisions on policy and programming issues. We aim to be supportive to our parents and strive for open communication and good relations between children, parents and staff.

SERVICES PROVIDED

Avalon OOSH provides Before and After School Care, Pupil Free Day Care and Vacation Care for children from Kindergarten (school) to Year 6. Enrolment is open to students from Avalon Public School and other schools in the community.

The centre provides both permanent places: those attending regularly on set days, ensuring a guaranteed place for the child(ren), and casual places: those attending on an irregular basis who have not pre – booked set days.

Casual places are available subject to available space only.

Avalon OOSH may be able to provide for children with special needs. Please discuss with the centre coordinator.

Children enrolled for school in January can attend Vacation Care Summer Program prior to starting school.

COSTS AND HOURS OF OPERATION

- Before School Care
7.30a.m. - 9.00a.m. \$12 per child
- After School Care
3.00p.m. - 6.30p.m. \$18 per child
(includes afternoon tea)
- Pupil Free Days
7.30a.m. - 6.30p.m. \$60 per child
(does NOT include food)
- Vacation Care
7.30a.m. - 6.30p.m. \$60 per child
(does NOT include food)

The centre is closed for the Christmas and New Year period. The centre does not operate on public holidays, or teacher strike days. The centre is open for pupil free days on a Vacation Care basis.

Staff can be contacted at the centre during opening hours. Out of hours messages can be left on the voice mail.

We can be contacted via email info@avalonoosh.com.au

REGISTRATION AND BOOKINGS

A full enrolment form must be completed for each Child wishing to attend the service.
This can be done at the following address: avalonoosh.hubworks.com.au

An annual registration fee of \$40 applies per family when you lodge your first form for the year.
Every child must be registered for each new term to confirm the places they wish to hold and to update any information regarding the child and contact numbers etc; and for each vacation care period. Registration forms must be returned to confirm your booking.

CENTRE PROMOTION

From time to time, photos are taken of children during operating hours. These can be displayed in the centre, published in the news to promote the centre. If you don't wish your child's photos to be used for such purposes, please advise the centre co-ordinator. The centre will use a centre base iPad/tablet to document such photos.

FEES AND PAYMENT POLICY

Fees are invoiced two weeks in arrears.
Receipts for payment are issued at the time of payment. Statements can be requested at any time to provide details of your account. Credit Card details must be supplied. Credit Card payments are processed fortnightly. Vacation care bookings can only be taken if all accounts are settled from the previous term.

CHILD CARE BENEFIT (CCB) / CHILD CARE REBATE (CCR)

The centre is an approved child care centre and is approved to offer families the CCB on their fees.
In order to qualify for the CCB percentage deduction fees, the family must register with the Family Assistance Office (FAO) and receive a Childcare Registration Number. This must be supplied to the centre together with Birth date for both Child and Parent Claimant.

NON – ATTENDANCE

Parents are expected to contact the centre if their child cannot attend After School Care. All cancellations made before 9:30 a.m. on the day of intended care will result in no charge for that day. When notification occurs any time after 9:30 a.m. on the booked day, full fee is charged. There is no fee for non – attendance at Before School Care.

Messages can be left on the centres voicemail out of operating hours. Or email info@avalonoosh.com.au

DROP OFF AND COLLECTION OF CHILDREN

Children dropped off at the centre in the morning must be signed in by a custodial adult. The person dropping off the child must ensure that a staff member is aware of the child's presence before leaving, and that any special needs are communicated.

Children picked up in the afternoon must be signed out by a custodial/nominated adult.

Staff are to be informed by the parent if child(ren) are to be picked up by someone other than those nominated on the registration form.

Children must not leave the centre unless alternative arrangements are made by the parents. Children are not permitted to leave the centre unsupervised, unless written consent is received by Parent/Guardian.

Parents / collectors must not collect the children from the centre without informing centre staff.

CUSTODY MATTERS

It is necessary for staff to sight a court order if that order refuses a parent's access to a child.

RELEASE OF CHILDREN TO SCHOOL IN THE MORNING

Year 1 – 6 children are released from the centre at 9:10 a.m. when the first morning bell rings, they are to proceed directly to their classrooms to hang up their bags and then join the children in the playground.

Kindergarten classes in terms 1, 2 & 3 are escorted by a staff member to their kindergarten classrooms at 9:15 a.m. In term 4 Kindergarten children will walk unaccompanied to their classrooms.

AFTERNOON COLLECTION

Years 1 – 6 children walk to the centre from their classrooms. It is recommended for parents of infants to notify class teachers of OOSH care arrangements.

Kindergarten children are collected from the kindergarten area in the kindergarten playground by a staff member in terms 1, 2 and 3, based on the attendance roll for that day in particular. In term 4 we encourage the Kindergarten students to walk up on their own, although we still supervise them doing so.

ROLL CALL AND SECURITY

A roll is taken each morning and afternoon session, to confirm attendance.

In the afternoon, if a child is not present at roll call and is expected, the following steps are taken immediately:

- Playgrounds are searched.
- Class teacher / School office is contacted.
- Contact parents / contact nominated person from registration form.
- 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 OOSH with your child(ren) will help them understand what is expected of them when at the centre.

LATE COLLECTION OF CHILDREN

Parents are reminded that the centre closes promptly at 6:30 p.m.

Parents will be charged an on – the – spot late fee of \$1 .50 per minute per child if they are late. Telephone calls to nominated contacts will be made after 6:35 p.m.

After 7:15 p.m. , if no contact is made with the child's nominated caregivers, DoCS will be contacted and a foster parent organized for the remainder of the evening.

It is understood that unforeseen circumstances arise in everyone's lives. It is the parents responsibility to make contact with the centre in such an event.

TRANSPORTATION OF CHILDREN TO AND FROM CENTRE ON EXCURSIONS.

During vacation care, excursion days are arranged for the children attending. Travel to and from venues is by a bus hired by the centre. A risk assessment form and matrix are used to assess the suitability of the excursion for centre based care. This may be done in cooperation with the venue management.

CENTRE PROGRAM AND ACTIVITIES

The centre has a weekly program for before school care, after school care and vacation care.

The program is displayed on the notice board above the sign in / out table.

The program provides a range of activities such as arts, crafts, sports (weather permitting) and games.

Hats are required for all outdoor activities at all times.

enclosed shoes must be worn outside at all times.

TV / VIDEOS / DVD

Viewing of television will be kept at the discretion of the centre co – ordinator.

Generally, television viewing will be kept to a minimum – usually depending on factors such as weather and general behaviour. Videos shown are mostly 'G' rated. Videos with a PG rating are shown at the staff's discretion.

HOMEWORK POLICY

At approx 5pm during After School Care hours, children who are still at the centre are encouraged by staff to do their homework in a quiet area provided.

It is to be noted that staff will not be available to help children with their homework questions.

MEALS AND SNACKS PROVIDED

(During Before and After School Care)

No breakfast is provided, however staff may be willing to assist in helping children who may need to bring breakfast from home.

Afternoon tea is served after roll call at around 3.45pm

Children are offered a range of nutritious foods following the healthy foods guidelines for child care organisations. Purified water is available and accessible to children at all times.

If this is not sufficient, children may bring extra food from home.

Please DO NOT pack peanut products.

DURING VACATION CARE AND PUPIL FREE DAYS.

Children are to bring their own morning tea, lunch and afternoon tea, drinks and snacks. The centre does not provide food on these days. Purified water is always available. Children need to bring their own drink bottle to be refilled

FOOD ALLERGIES.

Parents are to inform staff of food and other allergies. The centre is always happy to manage these issues.

PERSONAL POSSESSIONS

Please do not allow children to bring lollies, chewing gum or aggressive toys

(such as guns or swords). Articles brought to school as class projects, should be given to the OOSH co-ordinator for safe keeping, not left in bags or played with during the session. Parents should clearly identify children's articles of clothing.

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

MOBILE PHONES AND ELECTRONIC GAMING

Children are not to use mobile phones while at the centre. If a child needs to communicate with parents while at the centre, staff will be happy for them to use the centre phone pending sufficient reason.

Electronic games, Gameboys, ipods etc are strongly advised to be left at home. If they are brought to the centre, we advise that they should be labeled, and handed to centre staff for safe keeping.

DISCIPLINE AND BEHAVIOUR

For the benefit of all children and the effective operation of the centre, a certain level of behaviour is expected from each child.

The OOSH centre has adopted the Avalon School Code of Behaviour which reads:

- Learn all you can
- Respect everyone's rights and feelings
- Be proud of your school
- Be in the right place at the right time
- The centre has also developed its own set of rules which are regularly reviewed with the children and are displayed in the centre:
- We treat everybody with kindness and respect
- We share all equipment
- If you are out of sight of centre staff, you are out of bounds
- We don't use swear words
- We don't bully
- We don't run inside the centre.

In order for staff to maintain a certain degree of discretion with disciplinary matters, staff may deal with situations as they occur. Corporal punishment is not accepted at the centre.

The following sanctions may be imposed on a child as a consequence of inappropriate behaviour:

Time Out

Withdrawal of privileges

If unacceptable behaviour persists, the following actions will be taken:

Privileges withdrawn for an extended period of time

Discussions with the Centre Co – ordinator

Involvement of parents and school principal

If the child is persistently disruptive or injurious to children or staff, as a last resort the child will be excluded from the centre.

For further details on behavioural management policies (and other centre policies) please see the policies in practices folder available for viewing by parents at any time. This policy folder is kept under the sign in sheet.

The centre welcomes and encourages input from children regarding programming and activities. A kids idea box is situated on the sign in/out bench.

Ideas are noted and incorporated if possible, and kept for future reference.

SICK CHILDREN

We aim to provide a safe and hygienic environment that will promote the health of children. As the care needs of a sick child cannot be adequately met without dramatically 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 with infectious diseases will be excluded from the centre for a period recommended by the Dept of Health.

We respect the right of individual parents who choose whether or not to immunise or not immunise their children. However, children who are not immunised will be excluded from the centre for a period during an outbreak of a 'vaccine preventable' disease. Proof of immunisation will be sought at the enrolment stage and recorded in the enrolment form.

We will ensure the safety and wellbeing of staff, children and visitors within the centre and on excursion. In the event of an accident, The centre will make every attempt to ensure sound management of the injury to prevent worsening of the situation. Parent, or emergency contacts will be informed immediately where an accident is serious.

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.

EMERGENCY PROCEDURES

INJURY OF CHILD

In the event of an Injury, your child will be treated immediately by a First Aid Qualified staff member to coordinate and assess hospitalisation if necessary. Your child will be accompanied to hospital by a staff member. You as the Parent/Guardian will be notified immediately.

FIRE

In the event of a fire, the OOSH staff will coordinate the evacuation as outlined in our evacuation plan. This plan is practiced as a drill throughout the year with the children.

HOSTAGE TAKING OR THREAT SITUATION

Our policy is as follows:

Attempt to keep children and staff safe. Attempt to remove as many children as possible from the threat. Call 000 for police.

MANAGEMENT STRUCTURE

The Avalon School OOSH Centre is managed by a committee of parents and Avalon School Staff. This committee is a sub-committee of the Avalon School P&C Association Inc. and therefore reports to the P&C President.

The Management Committee is responsible for the daily management of the centre, and while reporting to the P&C President, ultimate responsibility is to the Avalon School Principal. In accordance with the guidelines for sub committees, the Management Committee is responsible for:

Development and Implementation Of Centre Policy.

Employment of and Supervision of Centre Staff.

Financial Administration and regular reporting to the P&C President.

Provision of an overall quality of service at the Centre.

PARENT INPUT

There is a parent's feedback book placed next to the sign in sheet which parents are welcome to use for any comments on the centre- however, this book is not confidential. All confidential issues should be raised with the coordinator.

All parents are encouraged to provide feedback to the service.

Parents are encouraged to attend committee meetings and become members of the management committee to work in partnerships with the staff to achieve objectives of OOSH.

Parents are expected to show respect to staff and children when on OOSH premises and to support OOSH activities whenever possible.

Parents must ensure they remain financial members of OOSH.

Parents must ensure that the centre is informed and information updated when changes occur such as address, phone contacts and custodial changes.

Parents are expected to be familiar with the procedures outlined in this brochure and are welcome at any time to view the centre's Policies in Practice folder which is kept near the sign-in sheet.

These policies are reviewed by the management committee and a random selection of parents.

COMPLAINTS PROCEDURE

We believe that parents have an important role in the centre and we value their comments. We aim to ensure that parents feel free to communicate any concerns they have in relation to the centre, staff, management, programs and policies without fearing negative consequences; and they are made fully aware of the procedures to do this. Our priority is to do everything possible to improve the quality of our service.

A complaint can be informal or formal. It can be anything which a parent thinks is unfair or which makes them unhappy with the service.

All confidential conversations with parents will take place away from children, with other parents and staff who are not involved.

If a parent has a complaint or comment about the service, they will be encouraged to talk to the coordinator who will arrange a time to discuss their concern and come to a resolution to address the issue.

If the complaint is not handled to the parent's satisfaction at this level, they should discuss the issue with the chairperson or liaison person of the management committee, either in writing or verbally.

The management will discuss the issue with the co – ordinator and develop a strategy for resolving the problem. This would be discussed further with the parent, or if necessary, a meeting will be organised with the co – ordinator and parent to resolve the problem.

The parent's complaint is to be recorded and dated, indicating the issue of concern and how it was resolved.

The co – ordinator or management committee will inform the parent of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of.

This could be done verbally, or if the issue has been dealt with on a more formal basis, then the committee or coordinator

will write personally to the parent.

If any complaint cannot be resolved internally to the consumer's satisfaction, external options will be offered such as unbiased third party.

COMMUNICATING WITH PARENTS

The coordinator provides parents/caregivers with regular newsletters, as well as providing the P & C with twice termly reports and publishing news in the school wavelength magazine.

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 reporting 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.

PRIVACY AND CONFIDENTIALITY

All information e.g. custody issues, family matters, health issues provided by parents/caregivers to the centre is treated with confidentiality. All discussions held with parents are held in confidence.