



FAMILY HANDBOOK

Welcome | Our Family Handbook explains important information to assist you and your child's transition into care at Bligh Park OOSH

We strongly recommend you read the provided information and ask questions to confirm your understanding of how our Service operates. You will be required to sign and return the form on the last page of the handbook to confirm you have read and understand the information you have been given in your enrolment pack.

Bligh Park OOSH Philosophy

We acknowledge the traditional custodians of this land, the Darhug and Darkinjung people and pay our respects to Elders both past, present and emerging. We promise to respect their land, its people and elders.

Bligh Park OOSH is committed to providing a quality, fun program that allows the children and young people to choose how their time will be spent at OOSH “My Time Our Place” (MTO) framework.

Bligh Park OOSH is a place where children and young people, families and staff are treated as equalled and valued individuals. Every child and young person are accepted regardless of cultural background, gender, religion and additional needs.

Sustainability: Educators are committed to reducing, reusing, recycling in as many ways as possible to be role models for our children, families and the community. Our service gives children and young people the opportunity to observe, interact and learn about animals. It can be valuable part of a child’s and young person’s education and care experience, enriching their learning about nature, ecology and relationships.

BP OOSH offers a comfortable, caring and happy environment with acceptance and support, and to additionally nurture development and uniqueness of every child and young person. Our environment will encourage children’s and young person’s choices our program will be child orientated and flexible enough to respond to individual needs and spontaneous learning moments.

Through the recognition of educators, families and the Management Committee, our service strives to provide a high-quality program with the emphasis on children’s self-esteem and building confidence through activities. The purpose of BP OOSH program is to recognise interests of primary school age children and young people through discovery, experimentation, active participation, social interaction, rest and relaxation. We look at developing the child and young person as a whole by linking their learning and environment to the MTO’s five learning Outcomes, principles and practices.

BP OOSH encourages family involvement in decisions on policy developments and programming issues. We will be supportive to our families and committed to open communication and good relations between families, educators, children and young persons, Management Committee, support groups, local primary schools and community.

BP OOSH takes an active role within our community and support the involvement of children and young people and families to feel connected with and contribute to their world.

Continuous Improvement: we will engage in ongoing reflection about our practices and procedures to drive continuous improvement and to ensure children and young people can maximise their learning opportunities, and as educators we value opportunities for professional development.



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Service Information:

Bligh Park OOSH provides care for primary school aged children and young people Before & After School care during each school term 7:00am-9:00am/3:00pm-6:30pm and Vacation Care 7:00am-6:30pm during each school holiday period. Our service is closed on NSW public holidays. We aim to create a safe and caring environment where each child and young person is valued and respected. Our program of activities is based on My Time, Our Place: Framework for School Age Care in Australia. The children and young people are seen as active participants and decision makers in planning the program and are supported by the educators who nurture children's and young person's optimism, happiness and sense of fun.

Service Type:

Management.

Bligh Park Out of School Hours Care is an Incorporated Association and non-profit community organisation a project of Bligh Park Community Services Inc. managed by a volunteer Committee.

Approved Provider: Bligh Park Community Services Inc.

4 Sirius Road
 Bligh Park NSW 2756
 Ph: 4572 5898

Approval number: PR-00007056

Debbie Doeland is the Director/Nominated Supervisor and responsible for daily management of the Centre, and overseen by the services Manager Catherine Murphy located at Neighbour Centre Bligh Park Shops PH: 4572 5898

Contact Information



Bligh Park Community Services Inc.

Phone: 4572 7119

Email: bpoosh@blighpark.org.au

Management Structure

Approved Provider: *Bligh Park Community Services Inc*

Nominated Supervisor/Director: *Debbie Doeland*

Assistant Director/ Educational Leader: Jenny Marscham

Supervisors': Jenny Marscham/Leighton Doeland.

Educators:

PERMANENT STAFF:

Debbie Doeland: (Director) - joined the centre in 1997

Nominated Supervisor

Qualifications: Diploma in Community Services (children's Services)

Jenny Marscham :(Assistant Director) joined the centre in 1993

Responsible Person/ Educational Leader.

Qualifications: Diploma in Community Services (children's Services)

Leighton Doeland: joined the centre in 2009

Responsible Person/WH&s officer.

Qualifications: Diploma Out of School Hours Care.

Kristen Roche: joined the centre in 2021

Responsible Person Currently working towards her Diploma in Children's Services.

Permanent Casual:

Donna Mamo: joined the centre in 2017

Casual:

Deborah Margetts: joined the centre in 2023

Our Commitment to Child Safety

Bligh Park OOSH Service is committed to ensuring the safety and wellbeing of children and young people is maintained at all times whilst being educated and cared for by educators and staff at Bligh Park OOSH service. We promote a child safe environment that minimises the risk to all children and young persons in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to comply with both the Child Safe Standards and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our staff carry out their responsibilities as mandatory reporters as required by law under the Children and Young Persons (Care and Protection Act 1998) and maintain up to date with knowledge of child protection law.

Our staff are recruited through a robust screening process to ensure they display the right personal qualities and experiences to provide high quality supervision and care to child in addition to holding a validated Working With Children Checks.

We have a zero tolerance for inappropriate behaviour towards children and young persons and any breach of child protection law. Any allegation or concern will be responded to promptly by management. We request that you contact our Nominated Supervisor if you have any concerns.

Ph: 4572 7119 or email: bpoosh@blighpark.org.au

We aim to ensure our education and care service is tobacco, drug and alcohol-free environment at all times in accordance with Education and Care national Law and Regulations, Smoking or vaping is not permitted in or on surrounding areas of the service by educators, staff, parents/guardians or visitors.

Code of Conduct

The Code of Conduct establishes the standards for all employees of our Service. Employees are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's Code of Ethics. The values that underpin our work ethic include equality, respect, integrity and responsibility.

Our Educators and Staff

Bligh Park OOSH Service is made up of a team of high-quality professional educators that are committed to and passionate about school aged care. Our staff promote the human rights, safety and wellbeing of all children and young people and consider and respect the diverse backgrounds and needs of children and young persons.

We create an environment that promotes and enables children and young people's participation and is welcoming, culturally safe and inclusive for all children and young people and their families.

All staff hold valid Working with Children Checks and all Responsible Persons (placed in charge of the day-to-day running of the service) have current ACECQA approved First Aid, Emergency Asthma and Anaphylaxis qualifications.

Our educators take into account children's and young person's learning styles, abilities, interests, linguistic and cultural diversity and family circumstances when planning and implementing learning programs. We support and respect the history and backgrounds of Aboriginal and Torres Strait Islander people and aim to foster each child's and young person's sense of identity.

All staff are encouraged and supported to attend professional training and development to further their knowledge and skills. For further details on the qualifications of the educators, please see our Nominated Supervisor.

National Quality Framework

Bligh Park OOSH Service complies with the Australian Government's National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law and National Regulations, the National Quality Standard and a rigorous assessment and rating system. Our educational program and curriculum are based on the School Aged Care Learning Framework-*My Time, Our Place*.

We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our service to identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement.

Additional information about the NQF can be found at [ACECQA/NQF/about](https://www.acecqa.gov.au/nqf/about)

Regulatory Authority

Bligh Park OOSH Service is regulated by the national body for early education and care – the Australian Children's Education and Care Quality Authority (ACECQA) as well as the state licensing department in NSW. To contact our Regulatory Authority, please refer to the contact details below:

NEW SOUTH WALES

Early Childhood Education Directorate

NSW Department of Education phone: 1800 619 113

Locked Bag 5107 PARRAMATTA NSW 2124

www.education.nsw.gov.au/ email: ececd@det.nsw.edu.au

Educator to child ratios

Bligh Park OOSH Service will comply with national Regulations for educator to child ratios across our service to ensure adequate supervision is provided for all children and young people. Our service meets the prescribes educator-to-child ratio of 1:15 at all times.

Educational Program

We provide a range of both structured and non-structured play-based learning experiences that are designed to be stimulating, challenging, inclusive and meet the needs and interests of all children and young people attending our Service. Children and young people's learning in school age care settings complements their learning at home, school and in the community. Our educators collaborate with children and young people to provide play and leisure opportunities that are meaningful and support their wellbeing, learning and development. Children and young people are provided with choices and control over their play, leisure and learning.

The development of our program guided by the My Time Our Place Framework for school age care in Australia and is informed through ongoing observations, evaluations and collaboration between educators, children and young people, families and relevant stakeholders. Our program format varies for before and after school care and during vacation care periods.

'The framework provides broad directions for school age care educators to ensure children and young people are supported, celebrated and connected to their community, taking into account of their wellbeing, learning and development'. (MTOF, 2022 p.7)

My Time, Our Place

Fundamental to the Framework is a view of children's lives as characterised by belonging, being and becoming. From before birth children and young people are connected to family, community, culture and place. Their earliest development and learning take place through these relationships, particularly within families, who are children's and young person's first and most influential educators. As children and young people participate in everyday life, they develop interests and construct their own identities and understandings of the world. A vision for children and young people's play and leisure is provided in the MTOP Framework.

"All children and young people engage in learning through play and leisure that promotes creative and confident individuals and successful lifelong learners. All children and young people are active and informed members of their communities, with knowledge of Aboriginal and Torres Strait Islanders perspective" (MTOP, 2022 p.6).

BELONGING

Experiencing *belonging* – knowing where and with whom you belong – is integral to human existence. In school age care, and throughout life, relationships are crucial to a sense of belonging. Children and young people belong first to families, neighbours and a global community. Belonging acknowledges children and young people's independence with others and the basis of relationships in defining identities. Belonging is central to being and becoming in that it shapes who children and young people are now and who they can become.

BEING

Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the present, as well as the past in children and young people's lives. It is about knowing themselves, building and maintain relationships with others, engaging with life's joys and complexities, and meeting challenges in everyday life. During the school age years children and young people develop their interests, curiosities and explore possibilities. School age care settings give children and young people time and place to collaborate with educators to organise activities and opportunities meaningful to them.

BECOMING

Children's and young people's identities, knowledge, understandings, dispositions, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. Becoming acknowledges children and young people's ongoing learning and development. It emphasises the collaboration of educators, children and young people and families to support and enhance children and young people's connection and capabilities, and for children and people to activity participate as citizens. (My Time Our Place)

Goals for your child and young person at our Service

Children and young people in school age care settings are challenged to be curious about what is of interest to them while at the same time developing self-identity and social competencies.

We will create a range of short and long-term goals for your child and young person that we will program to and observe on which will be based on the 5 outcomes outlined in the Framework for School Age Care-*My Time, Our Place*. These include:

Outcome 1: Children and young people have a strong sense of identity.

Outcome 2: Children and young people are connected with and contribute to their world.

Outcome 3: Children and young people have a strong sense of wellbeing.

Outcome 4: Children and young people are confident and involved learners.

Outcome 5: Children and young people are effective communicators.

We strongly encourage communication between families and educators to ensure continuity in what we are delivering to your children's and young people and acknowledge that the role of the educator is to work in partnership with families; children's and young person's first and most influential educators.

Documentation of children's Learning:

Children's and young people's learning may be documented as part of our continual planning cycle. Documentation may be collected in a variety of ways to assist with ongoing reflection, evaluation and assessment of their wellbeing, strengths, interests, behaviours and relationships. Documentation may include:

Child's profile

Enrolment form

Observations

Goals from families and educators

Children and young people's journals.

Work samples.

The individual child's documentation is maintained and used as a direct tool for critical reflection, evaluation and future planning within our programming. This makes the program reflect the value of individuality and is not used as a means of comparison between peers or stereotypes. You will be given your child's journal as they finish at the service. Children's and young people's journal is always available for you to review at your convenience.

Communication

We work in partnership with you and your family. We support and encourage communication with your child's and young person's educators about your child's unique needs and their general enjoyment of the time spent at our Service. Everybody has a preferred time and method of communication. Sometimes, mornings and afternoons can be a little rushed, and not the best time to discuss your child's day and enjoyment at the service. You are encouraged to talk to our Nominated Supervisor to arrange to meet your child's and young person's educator at a mutually convenient time.

Our Service uses Xplor software for:

- signing children and young person In/Out
- Fees statement in financial tab
- SMS/posts for important or emergency information we want reach families with utmost important. (Make sure you have your notifications turned on).

We have many types of communication we use for families, including:

- Newsletters
- FaceBook
- Phone calls
- Emails
- Letters
- Face to face
- Daily floor book
- Formal meetings

Enrolment Information

Prior to your child or young person commencing at our Service, you'll be required to complete an enrolment form, provide documentation and pay the bond and administration fee.

Enrolment Form

If you require assistance completing the enrolment form, please contact our Nominated Supervisor or reception staff for assistance.

We will require the following documentation:

- immunisation history statement from the Australian Immunisation Register.
- Your child's or young person's Medicare number
- Certified copies of any court orders, parenting orders or parenting plans

Enrolment Records will be required to be updated annually or whenever your circumstances change.

Family law and access

Our Service will uphold any responsibilities or obligations in relation to Family Law and access to the service. We require certified copies of any court order, parenting orders or parenting plans, relating to your child as part of the required enrolment documentation and request that if situations change, a copy of the Court Order is provided to our service. We will only allow children and young people to leave the Service with the written permission of the custodial parent/guardian. Without a Court Order we cannot stop a parent collecting a child and young person. All documentation relating to custody and access are held and maintained securely in accordance to our *Record Keeping and Retention Policy*.

Authorised Nominees

You will be requested to provide information about authorised nominees on your child's and young person's enrolment form. These are persons that you provide permission to:

- collect your child and young person from the Service
- provide consent for medical treatment for your child and young person from a medical practitioner, hospital or ambulance service
- provide consent for the transportation of your child and young person by an ambulance service
- provide consent to go on an excursion.

Please understand that it is essential we have up-to-date information on your child's and young person's enrolment record in case of an emergency. It is important that you notify the Nominated Supervisor (or Responsible Person) of any changes to enrolment information including:

- your residential address
- health of your child and young person
- telephone/mobile numbers
- contact details for any parent or authorised nominee
- family changes (parenting orders)
- emergency contact information details etc.

Authorisations

The enrolment form will include additional authorisations for our Service to seek medical treatment and emergency transportation for your child and young person if required. Authorisations will also be requested for permission to administer emergency medication to your child and young person in the case of an asthma or anaphylaxis emergency (Ventolin or Epi-pen), permission to access medical treatment and transport in case of an emergency. Parents must also provide the name, address and contact details of any person authorised to authorise our service to transport your child and young person or arrange transportation for your child and young person. This may be for authorisation for your child and young person to go on an excursion and/or for your child and young person to be taken to/from designated bus stops.

Transportation

As part of our service, we walk children and young people between our Service location to and from Bligh Park Public School, a Safe Travel Agreement Form will have to be authorised the safety of children and young people enrolled in our service is paramount and we take every reasonable precaution to protect children and young people from any hazard that could cause injury or harm. We undertake comprehensive risk assessments and ensure adequate supervision and ensure all attendance records are checked and maintained when children and young people embark and disembark a vehicle. Educator to child and young person ratios is strictly adhered to at all times.

Any other forms of transportation will require individual written authorisation. Please see our *Safe Transportation Policy* for further information. designated bus stops and will board or alight children and young people from Busways Public Buses. A Transportation to and from school authorisation form will be required upon commencement and then once every 12 months unless circumstances change. Any other forms of transportation will require individual written authorisation.

Excursions/Incursions

As part of our program, we, on occasion will plan excursions within the local community and incursions at the Service. While these activities enhance the program, children's and young person's learning experiences and involvement in the community, they are optional. Safety is an essential part of all excursions and they are only undertaken after risk assessments have been conducted and risk management strategies implemented.

Written authorisation will be requested from parents prior to any activity and must be received by the Service before any child or young person can participate in the excursion. During any excursion, attendance records are maintained accurately, a qualified first aid officer is always present, staff ratios based on the risk assessment are strictly adhered to as a minimum and children and young people are supervised at all times. For further information, please refer to our *Excursion Policy*.

Photographs, social media, promotion

As part of the enrolment process, we will also ask for your permission to take photographs and video of your child and young person during normal activities and excursions for sharing with our family community through social media and/or to promote our Service to the community through marketing and promotional materials. Photographs and video may also be used as part of our observation and programming process.

Medical conditions- Allergies, Asthma, Diabetes or Epilepsy

It is vital that we are aware of any medical condition including diabetes, epilepsy, allergies, eczema, asthma, risks of anaphylaxis of your child including any potential triggers. Families are required to indicate any allergy or asthma on the enrolment form.

Our Service requires a Medical Management Plan or ASCIA Asthma/Anaphylaxis Action Plan to be completed by your General Practitioner to assist in managing your child's needs. This needs to be provided prior to your child's and young person's commencement at the Service. In consultation with the Nominated Supervisor, you will be asked to develop a Risk Minimisation Plan and Communication Plan to assist our educators and staff. Any prescribed medication that your child and young person may require must be provided each day they attend our Service.

To ensure the safety and wellbeing of your child and young person, please update your child's and young person's Medical Management Plan/ Action Plan whenever a change in their medication or treatment occurs. (Australasian Society of Clinical Immunology and Allergy) (ASCIA).

Inclusion of all children and young people

If your child and young person has a disability or learning, behavioural difficulty, please speak to our Nominated Supervisor prior to enrolment. An Additional Needs form will be required to be filled out to assist in supporting your child and young person. We provide a supportive and inclusive environment that allows each child and young person to fully participate in quality education and care.

We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child and young person to have equitable access to resources'.

Our Service may be able to apply for additional support through the [Inclusion Support Program \(SIP\)](#) to assist your child's and young person's access.

Fees, rebates and attendance

Fees

Refundable Bond fee: \$100:00

Administration Fee per term per family: \$40:00

Below is our full fee schedule, before Child Care Subsidy (CCS) has been applied.

Permanent Before School Care: \$22:00

Casual Before School Care: \$23:00

Permanent After School Care: \$38:00

Casual After School Care: \$39:00

Vacation Care: \$75:00/ administration fee \$5:00 per child

Statement of fees

Each week we will send you a statement via email. Please check these statements to ensure all details are correct and accurate. If there is any discrepancy, please contact the Nominated Supervisor as soon as possible.

Families can access their account information on their Xplor App. Families are encouraged to check statements and invoices for any changes to CCS entitlements'.

Please see Debbie or Jenny if you have any queries about your account.

Payment methods

Here at Bligh Park OOSH we have two ways of payment eftpos or direct deposit into the following:

Account details: BSB: 633 000 Account No: 152249819 please place your child's name for reference and identity for fee payment to be processed.

We do not do Deductible Scheduled Payments through Xplor.

We ask that families keep their fees up-to-date to avoid cancellation of care.

Bonds

A refundable bond of \$100:00 per family is payable on commencement. This will be deducted from your fees or paid into your account on cancellation of Before/After School Care.

Child Care Subsidy (CCS)

Child Care Subsidy offers assistance to families to help with the cost of child care aged 4-13 years.

There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- Combined annual family income
- Activity test – the activity level of both parents
- Service type – type of child care service and whether the child and young person attends school

Families who wish to receive Child Care Subsidy as reduced fees must apply through the [myGov](#) website. This includes completing the Child Care Subsidy activity test. Child Care Subsidy is paid directly to our Service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our Service and the subsidy amount received. This is called the '*gap fee*'.

On enrolment we will need the Customer Reference Number (CRN) of the person linked with the child and young person, along with the child's CRN so we can confirm the attendance and ensure that you are receiving the appropriate subsidy.

Complying Written Agreement (CWA)

A Complying Written Agreement (CWA) is an agreement between our Service and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and details of the fees to be charged. Before Child Care Subsidy can be paid, you must approve the enrolment information within the CWA via the [MyGov website](#).

Allowable Absences

Parent/guardians must notify the Service ASAP if a child and young person will be absent from an After-School care session. This is so that staff are not searching the premises for a child that has been collected or was not at school. Please note that a \$10:00 fee applies for failure to notify us of your child/ren's absence.

We encourage families to notify the Service as soon as possible if your child will be absent for any day or session you have booked. It is recommended that absences are notified to the Service by email or Phone: 4572 7119 by 2:30pm.

Child Care Subsidy will be paid for any absence from an approved child care service your child attends for up to 42 days per child per financial year. Full fees are payable for absences after the initial 42 days. Additional absences beyond 42 days may be approved for specific reasons with supporting documentation.

Public holidays will be counted as an absence if your child or young person would normally have attended the Service on that weekday, and fees have been charged for that day for your child or young person. If your child has not attended our Service for 14 continuous weeks, your child's enrolment will be cancelled, and Centrelink will stop paying your CCS subsidy.

Child Care Subsidy (CCS) is generally not payable for absences on the first day or last days of enrolment. If a child is due to start enrolment on a set and does not attend, CCS will not be paid until the child or young person physically attends. Also, if the child or young person does not attend care on their last day booked day, CCS may not be paid for any period after the child's last physical attendance at the service. There are some circumstances where CCS may be paid in these circumstances please speak with the Director for further information.

Fees in arrears/ Financial Support

Should fees still be outstanding after four weeks, a debt recovery process will be implemented and additional \$60.00 late fee added to your account. Bligh Park Community Services Inc reserves the right to suspend/withdraw your child's enrolment if your account is overdue after six weeks.

If you are experiencing financial hardship, please speak to the Nominated Supervisor. Additional Child Care Subsidy (ACCS) may be available to support your family. We may be able to organise a payment plan before your fees go into arrears.

Permanent and Casual Bookings

Permanent bookings are an ongoing booking that:

- remains the same from one week to the next
- must remain unchanged for a minimum of 2 weeks
- are chargeable regardless of attendance.

Casual booking is one off booking that:

- can be booked at the last minute for emergency care. This is provided that we have vacancies. If there is no vacancy, we will put your child and young person on a casual waiting list and will contact you if a vacancy becomes available
- are designed to support families taking on casual work and shift work
- can be cancelled at no cost, provided 24-hour notice via email is given

Waiting list

Casual waiting list: We will create a casual waiting list for casual bookings that have been requested for a session that we are at capacity. If positions become available, we will allocate them in order of application whilst adhering to recommendations of Priority of Access.

Permanent waiting list: If you would like to increase your child/ren's and young person's permanent sessions but there are no permanent vacancies, your child/ren and young persons will be placed on a waiting list until a position becomes available. Positions will be allocated in order of application.

Vacation Care

Our Service provides Vacation Care during the School holidays. Our program is developed towards the end of term and includes a variety of activities including excursions, themed and incursion days. The program, booking form and excursion/incursion permission form will be distributed to families in week 7 (approx.) of term. Parents/guardians will need to complete and return by the specified cut-off date in order to secure your child/ren's and young person's position.

Service Closing Time and Late Collection Fees

Please be aware our Service and program closes at 6:30pm. In accordance with National Regulations and licensing, we are not permitted to have children and young people in the service after 6:30pm. A late fee is incurred for children and young people collected after 6.30pm. Please do not use the Xplor App to notify of late pick-up, you need to call the service on 4572 7119.

The fee is \$15 per child/young person for every 15 minutes or part thereof and will be added to your next account. The late fee is strictly adhered to, as two staff members are required to remain at the Service until all children and young people are collected.

If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children and young person within an hour of the Service closing, we may need to contact the Police or other authorities to take responsibility of your child and young person.

Withdrawal from care/Reducing Enrolment Days

We require **2 weeks written notice** to withdraw and/or reduce enrolment days for your child/ren and young persons from any permanent booking. Please see the Nominated Supervisor to obtain the required form to complete. Children and young people are not able to attract CCS for any days after the last day your child and young person physically attends our Service (refer to Allowable Absences).

Service Policies and Procedures

You will find a copy of our Service policies and procedures in the Service and office. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and Regulations and Family Assistance Law.

Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management do so on account of serious and/or extraordinary circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures meet family's needs and adhere to required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.

Arrival and Departure

For safety and security reasons ALL children and young people must be signed in on arrival and signed out on departure using our online APP by an authorised person.

No child and young person will be allowed to leave our Service with a person who is not stated on the enrolment form, unless prior arrangements are made with the Nominated Supervisor and advice has been given in writing. Photo identification will be required for any person collecting children and young people not known to educators. No child and young person are permitted to travel home or to another activity on their own.

Parent Participation and Feedback

Our Service has an Open-Door Policy and actively seeks and encourages families to be involved in the Service. This can range from evaluating and adding input to your child's and young person program and observations, volunteering within the Service and sharing skills and experiences that the children and young people and the program will benefit from and providing feedback.

Your involvement can be as formal or active as you like as time permits. We respect that time is limited for most families and we ask that you inform us as to your preferred way of communication. We can arrange meetings with educator at a time that suits you throughout the year and offer email, SMS, Newsletters, Day Book Journals and pride ourselves on strong verbal communication on a daily basis. We seek input from families on all aspects of the Service but in particular, your child's and young person goals, observations and program.

If, for any reason you question or do not understand any aspect of the Service or your child's and young person experience we have a *Dealing with Complaints Policy* that supports all stakeholders in our community and like all policies, is available for families to consult and implement at any time. Copies of our policies are available in our main room. You are welcome to take a copy home and review at your leisure.

Technology, Television and devices (including mobile phones)

Our Service encourages the use of technology to assist with the implementation of our program, activities and research. Children and young people are able to access a range of technologies at the service to facilitate their homework and other areas of interest (such as, song requests during group musical games). This will always be carried out under staff supervision. Permission for children and young people to use computers and other technology is requested in our enrolment form.

On occasion we may program a movie during quiet/rest time or wet weather. Consideration is made of the content and the suitability to the age of the children and young people involved. All permitted media (films, music and games) are classified G or PG.

Mobile phones are not permitted to be used in our Service as we provide a balance of activities for students where a mobile device is not required. Some children and young people with a disability or health condition, may rely on the use of a mobile device for support needs will be exempt from this restriction. Exemptions must be made to Management or the Approved Provider and clearly documented in the child's and young person's enrolment record.

Homework

We understand that many children and young people may need to complete homework whilst in care. Whilst we do not offer a one-to-one homework/tutoring program, we support children and young people by providing them with the space, staff support and resources to complete their homework.

If you would like your child to be encouraged to complete their homework please notify the Responsible Person. Please note that educators will not force your child and young person to do homework while in care.

Food/Menu

Our Service provides Breakfast and Afternoon Teas.

A weekly menu will be on display on the notice board. Children and young people have the opportunity to contribute to the development of the menu by providing us with suggestions and feedback. We encourage families to do the same.

We cater to children's and young person's individual special dietary requirements by providing alternate options to what is being offered on the menu. Please ensure that your child's and young person's health, allergy and cultural dietary requirements are kept up to date to ensure that our team are providing appropriate food options for your child/ren and young persons.

Toys

The Service has an abundance of toys and we ask that children and young people do not bring in toys from home. This eliminates toys getting lost, broken, disappointment for other children and young people and responsibility on educators to track numerous toys throughout the day. Children and young people are responsible to their own toys.

Behaviour Guidance

Educators follow a *Behaviour Guidance Policy* that extends across the whole Service giving consistency of expectations. This policy allows children and young people to develop self-discipline, respect for others, for property and respect for self, whilst learning to regulate their behaviour in different environments.

Our Service has a set of rules which we have developed along with the children and young people and families. We use these rules as a point of reference to guide children's and young person's behaviour in a positive manner. This ensures that children and young people have a clear understanding of the minimum expectations of their behaviour whilst in our care.

If you require further information on this policy, please ask educators and refer to the Policy manual.

Physical Play

Physical play includes activities that use physical movements to allow children and young people to use their energy, enhance their concentration, co-ordination, motivation, learning and wellbeing. We feel that physical play is a vital part of everyday life and is especially important in an Out of School Hours Care (OOSH) setting given the amount of time children and young people have been non-active in the classroom throughout the day.

Our Service provides children and young people with a wide range of both indoor and outdoor physically active play-based learning experiences.

Physical play provides children and young people with the opportunity to:

- use their imagination
- roster self-esteem and confidence
- learn to cooperate and share with others
- build resilience
- promote peer groups/friendships
- become more independent
- improve strength and balance
- test abilities and experience adventure
- challenge their fears
- develop flexibility and coordination
- promote healthy growth and development
- develop and improve mathematical concepts
- be confident as they learn to control their bodies and understand their limits

Sustainability

Our Service is passionate about sustainability. We believe in supporting children and young people to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure and teaching. Further, we support children and young people to appreciate that sustainability embraces social and economic sustainability as we engage in concepts of social justice, fairness, sharing, democracy and citizenship.

In order to empower our sustainability program, we emphasise children's and young people's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children and young people in discussion about sustainable practice, developing an appreciation of the natural world, encouraging them to participate in a recycling program, using recyclable materials for art/craft resources, reducing energy and conserving water. We aim to provide children and young people with the skills and knowledge required to take action role in caring for the environment and to think about ways they can contribute to a sustainable future.

Sun Safety

Children and young people and educators will wear hats and appropriate clothing when outside. Staff will encourage children and young people, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 30+), which is reapplied according to the manufacturer's recommendations. We have a Sun Smart station where children and young people can apply sunscreen upon arrival to After School Care and before playing outside during Vacation Care when the UV level is above 3

Sun Hat

A sun protective hat must be worn every day when playing outside for protection against the sun (this can be their school hat). Please make sure to include it in your child's and young person's bag every day regardless of the weather conditions. Please note that educators will enforce the 'no hat, no outdoor play' rule and children and young people will be instructed to play under shelter or indoors.

Family involvement

We welcome and encourage the involvement of all parents/families at our Service. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's and young person's interests, abilities and knowledge. There are many ways for your family to be involved. We understand that our busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated. Here are just a few ideas.

Your occupation or hobby

You are the most important person in their world. We welcome all parents/guardians to the Service to talk about their occupation or hobby (e.g., music, craft, cooking). Everything parents do interest children and young people and these talks are the best educational resources you can provide for the Service. We use information that has come from discussions about occupations and hobbies in our program and the ideas explored which can turn into interest projects providing valuable learning.

Your home cultures

We aim to foster relationships among families and community and invite you to share aspects of your culture, history, language and celebrations with our Service. Your involvement greatly assists us to enrich the lives of all our families and children and young people.

Reading

Children and young people love to be read to. If you or your parents have the time, please contact your educators to organise a day for reading. Take advantage of our "Share Library" which provides adult/children and young people books and recipes to try.

Recyclable items

We are always on the lookout for recyclable items for craft. Empty food containers, ribbons, wrapping paper, towel tubes (not toilet rolls or egg cartons because of hygiene and allergy issues) paper or anything interesting from your work is much appreciated.

Special events

Our Service organises special events throughout the year. We will communicate these to families in a timely manner. We encourage parent input in all aspects of these events. Some of these include fundraising, celebrations and information sessions.

Suggestions

Parents are welcome to visit or call the Service at any time. If you have any suggestions or ideas on how we best can work together in the Service, please let us know.

If you have any concerns, please see your child's or young person's educator or the Nominated Supervisor. We have a grievance/complaints procedure if you would like to formally raise any concerns.

Community Information

We have a community notice board at the entry to our Service. This board is used to display relevant programs, menus, notices, updates and reminders for children and young people and families. Please ensure you check this on a regular basis.

Our staff can also provide information for families about a range of topics including Child Care Subsidy; Aboriginal Child and Family centres; health clinics; support services in our community.

Health and Hygiene

Our Service has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices.

All staff diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues. We request that all children and visitors to our service wash their hands or use the alcohol-based hand sanitiser upon arrival.

Our educators teach and model correct hand washing techniques to children and young people and regularly clean and disinfect high touch objects throughout the service to reduce the spread of infection.

When should I not send my child to the Service?

Our Service cares for children and young people Before or After a busy and demanding day for the bodies and minds of our children and young people at school and during vacation care. We are not equipped to care for sick children and young people; however, we will do everything we can to comfort a child and young person who has become sick whilst in our care.

We ask that families are vigilant and not send children and young people to the service even if they have the mildest of symptoms of the flu.

To minimise the spread of infections and diseases, and maintain a healthy environment for all children and young people, educators and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC)- *Staying Healthy in Childcare*. Our policies and procedures for *Sick Children* and young people and the *Control of Infectious Diseases* are available for all families to view.

Please monitor your child's and young person health and do not bring your child and young person to the Service if they are suffering from an infectious disease/illness or are generally unwell.

If your child and young person becomes ill whilst at the Service, we will contact you or an authorised nominee to collect your child and young person. If your child and young person is unable to be collected, educators will contact children and young people emergency contact for collection. When your child or young person is collected, you will be provided with an *Injury, Incident, Trauma and Illness Record* completed by the educator which includes information about your child's and young person's illness, their symptoms, general behaviour and any action taken. You will be requested to sign and acknowledge the details in this record. If your child and young person becomes ill whilst at school and returns home, please ensure our Service is aware.

Your child and young person should not attend the Service if they have had paracetamol within 24 hours for a temperature. Children and young people who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child and young person to rest and the risk of spreading the infection to decrease. If your child and young person has been vomiting or had diarrhoea, they will be excluded for 48 hours. For certain illnesses, a medical clearance certificate may be required before your child and young person returns.

If your child or young person has been away due to illness, please check with the Service as to whether or not you will need a certificate before your child and young person returns.

Infectious Diseases

The National Health and Medical Research Council have supplied the following information regarding minimum exclusion period for children and young people from an early childhood education and care service. Please inform staff if your child and young person has any of the following so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained).

Recommended exclusion periods- Poster *Staying Healthy: Preventing Infectious diseases in early childhood education and care services*

CONDITION	EXCLUSION
Fever	At least 24 hours after the fever has reduced
Diarrhoea/Giardia	Excluded until at least 48 hours after the diarrhoea has ceased.
Hand, Foot and Mouth Disease	Until all blisters have dried
HIB	Exclude until medical certificate of recovery is received.
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.
Herpes/Cold Sores	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.
Influenza and flu-like illnesses	Colds with fever, nasal discharge, coughing, wheezing are excluded for the period of acute illness Will follow Dept Health NSW guidelines.
Measles	Exclude for at least 4 days after onset of rash
Meningitis (Bacterial)	Exclude until well.
Meningococcal Infection	Exclude until adequate carrier eradication therapy has been completed.
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner).
Chicken Pox	Until all blisters have dried
Poliomyelitis	Exclude for at least 14 days from onset. Readmit after receiving medical certificate of recovery.
Rubella (German Measles)	Exclude until fully recovered or for at least 4 days after the onset of rash.
Salmonella, Shigella	Exclude until diarrhoea ceases.
Streptococcal Infection (Including Scarlet Fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received.
Whooping Cough	Exclude the child for 5 days after starting antibiotic treatment.
Worms (intestinal)	Exclude if diarrhoea present.

Immunisation

When enrolling your child or young person at our Service you will be asked to provide an Immunisation History Statement as recorded on the [Australian Immunisation Register \(AIR\)](#) to prove that your child is up to date with their scheduled immunisations. This statement is available through your online Medicare account through [MyGov](#).

For eligibility for Child Care Subsidy and other family payments, immunisation must be in accordance to the National Immunisation Program (NIP) Schedule.

If your child is not fully immunised and an outbreak of a vaccine preventable disease occurs at the service, your child or young person will be considered as not being immunised and will not be able to attend the service.

Medication

If your child or young person requires medication whilst at our Service, you must complete an *Administration of Medication Record* to give your consent for an educator to administer prescribed medication to your child or young person. Medication must be given directly to an educator for appropriate safe storage. Under no circumstances should medication be left in children's bags.

Educators can only administer medication that is:

- prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)
- in its original packaging and have the original label clearly showing your child's or young person's name
- before the expiry/use by date.

If the child is also required to take the medication during school hours, an educator will take/collect the medication to/from the school office.

Any child's or young person's prescribed medication such as asthma inhalers, adrenaline auto injectors (EpiPen) or Insulin (for diabetes), must accompany the child or young person each day to our Service or parents ensure our Service has adequate supplies of the required medication at all times.

Families need to ensure children and young people who require daily regular medication due to ongoing medical conditions (ADHD/ODD/Autism/Anxiety etc) have been medicated before being delivered to Bligh Park OOSH Service. If they are not given their proscribed medication and are a threat to any person, staff, children and young people they can be sent home or refused care.

Incidents, injury or trauma

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents. We always have an educator with a First Aid, emergency asthma, anaphylaxis management and CPR qualification on shift at all times we provide education and care to children and young people

In the event of a minor injury, first aid will be provided as required. An *Incident, Injury, Trauma and Illness Record* will be completed and when you collect your child and young person, you will be notified about the injury and asked to acknowledge and sign the record. If your child and young person injures their head, even if it is a small bump, you will be contacted to advise you of the injury. Our educators will continue to monitor your child and young person's closely and advise if you should come and collect them.

If an injury or incident is serious and we believe urgent medical attention is required, the Nominated Supervisor/responsible person will contact an ambulance immediately. We will then attempt to contact a parent or guardian or an authorised nominee to advise of situation. If you are unable to meet the ambulance at the Service, we will send one of our educators/staff members to accompany children and young people in the ambulance.

Please note that Ambulance cover is the responsibility of each family.

An *Incident, Injury, Trauma and Illness Record* will be completed, and a parent will be required to acknowledge and sign this record. A copy of any documentation from the hospital or treating doctor will also be requested. Our Service will also be required to notify the Regulatory Authority in the event of any serious incident or injury. In these circumstances, you may be contacted by our Approved Provider and the Regulatory Authority to follow up the incident and actions taken by our Service.

Safety in our Service

Emergency and evacuation procedures

Our Service conducts risk assessments regularly and develops emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures to carry out emergency and evacuation drills. These may occur at any given time throughout the Before/After/Vacation School Care session. Emergency and evacuation drills are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire (Bush fire), lock down or flood. Under regulations, we are required to practice emergency and evacuation drills every three months.

Educators are trained to use the fire extinguishers that are in the Service. An emergency evacuation plan and lock down procedure are displayed in every room and exit locations are clearly indicated.

Drop off and pick up time

We ask that parents be extremely mindful of danger when arriving and departing from our Service and closely supervise your child/ren and young persons. Children and young people will be effectively supervised at all times while attending the Service.

- Please always hold young children's and young person's hands in the carpark area
- Be alert of reversing drivers in the car park as it is very difficult to see small children and young people
- Use the kerbside, rear passenger door
- Never leave a child and young person or infant in the car unattended
- Never leave the front entry door/gate open
- Always do a visual check around your vehicle before driving
- Please ensure children and young people do not enter areas in the Service that are for adults/staff only.

Workplace Health and Safety

We are committed in providing an environment that is safe and healthy for every employee, volunteer, children and young persons, family and visitor. We have made every reasonable effort to minimise the risk of serious injury and request all persons to our Service to adhere to our policies regarding Workplace Health and Safety.

Each morning and afternoon, our educators conduct safety checks of the indoor and outdoor environment and will alert management of any potential risk or hazard to children and young persons to ensure this is rectified before children and young person's use the equipment or area.

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Work health and Safety, please contact the Nominated Supervisor immediately.

Social Media

We use social media to communicate, share information and celebrate what is happening in our Service with enrolled families and our service community.

We promote safety and wellbeing of all children and young people and are committed to ensure safe online environments when engaging in digital technology including social media. Our social media accounts are managed by the Nominated Supervisor and we set the highest level of privacy and security settings on the accounts. Content is regularly scanned, and any offensive language or comments removed immediately, and these users blocked.

Photographs of your children and young people will only be added if written authorisation has been provided on the enrolment form.

We maintain appropriate privacy of families, children and young people and educators by not publishing any personal information online.

Privacy and Confidentiality

We are committed to protecting the privacy and confidentiality of children and young people, individuals and families and have policies in place to ensure strict confidentiality is maintained.

To plan programs for your child/ren and young people we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your children and young people to other people or organisations without your consent, unless we are required to do so by law. (This may include Child Information Sharing Scheme or Family Violence Information Sharing Schemes in NSW).

We do not ask for personal information about you or your children and young people from other professionals or organisations without your consent. You can look at the information in your child's and young person's file at any time or request a copy of information in the file.

Our *Privacy and Confidentiality Policy* is available to view at any time. This policy sets out how we ensure our Service acts in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained and stored in accordance with Education and Care Services National Regulations and that all staff understand the requirements of the Notifiable Data Breaches (NDB) scheme. Any Privacy complaints will be managed promptly and in a consistent manner as outlined in our *Dealing with Complaints Policy*.

Our Service is required to keep and maintain detailed records about children and young people, parents and staff in accordance with relative legislation contained in the National Law and Regulations and Family Assistance Law. We ensure all records are stored in a secure and locked location. We must keep records for the prescribed periods of times as legislated related to child and young person enrolment, attendance, medication records, incident, injury, trauma and illness records, child assessments and any relevant legal information/documents. Full details about record keeping are available in our *Record Keeping and Retention Policy*.

Management Committee:

Bligh Park Community Services Inc. is a Non-profit organization which operates under a volunteer Management Committee. If you are interested in becoming a committee member, please see the Director for more information.

Below is a brief summary on the Management Committees role:

WHAT DOES THE MANAGEMENT COMMITTEE DO?

The management committee is the employer and therefore they are responsible for the overall operation of the service, including:

- Ensuring compliance with Education and Care Services National Regulations and Law.
- Ensuring compliance with all applicable laws imposed by the Australian Government and the state or territory where the service is located.
- Employment and management of the staff.
- Monitoring the day-to-day operation of the service.
- Publicity, promotion and fundraising.
- Record keeping.
- Financial and legal accountability.
- Maintenance of the premises

FAMILY AGREEMENT:

Parent/Guardian

I _____ have read and understand the information outlined in this Family Handbook. I acknowledge that I have received a copy of the Family Handbook. In addition, I am aware of the service's Policy and Procedure Manual, which outlines the terms and conditions by which the service operates.

I acknowledge that the service reserves the right to amend the Policies and Procedures from time to time in response to changes in Regulations or Laws and/or matters impacting on the effective operation of the service and I understand that I will be advised of any major policy or procedural changes in advance.

Management Committee Involvement (refer management Committee):

Please circle one:

Yes I'm interested.

Maybe later date.

No thank you.

Parent/Guardian

Name: _____ Signed _____

Date: _____

Witness- Service Supervisor

Name: _____ Signed _____

Date: _____

Please return to the service once you have read this family handbook signed and dated thank you.

