FAMILY HANDBOOK

Quality Area 6: Collaborative Partnership with Families

Welcome| Our Family Handbook explains important information to assist you and your child's transition into care at Woronora River OSHC

We strongly recommend you read the provided information and ask questions to confirm your understanding of how the Service operates.

We have an open-door policy and you and your family are welcome to visit our Service at any time.

Shire Child Care Centres Philosophy

In Relation to Children

We provide an inclusive, dynamic, and responsive play environment where children will laugh and cry; explore and experiment; create and destroy; experience boredom or frustration; feel free for self-expression; receive support to manage and overcome difficulties; and engage in a variety of play and leisure experiences that allow them to feel safe, relaxed, and confident while interacting with friends, practising social skills, and learning life skills.

Every decision we make, big or small, starts with the question: "Is this in the best interests of the child?" Even when a child may not understand our decisions in the moment, we guide them with care and reassurance.

Using Maslow's Hierarchy of Needs, we ensure each child's wellbeing is supported beyond their basic needs, giving them opportunities to learn, grow, and reach their full potential. Together, our educators create a warm, home-like, and reflective environment where children feel they belong and develop the skills and confidence needed for active citizenship.

In Relation to Education

We acknowledge that each child is a unique individual and is to be viewed, respected, celebrated, and treated as such. We acknowledge Aboriginal and Torres Strait Islander perspectives and work towards building sustainable relationships. We view children as competent and capable learners, with their own interests, strengths, and backgrounds. Guided by Piaget's Constructivist Theory, we recognise that children build on existing knowledge, and educators extend learning rather than create it, supporting children to actively construct understanding through play and exploration.

Educators recognise and implement child-first approaches that are culturally and linguistically responsive and aligned with each child's social, physical, and intellectual capabilities. These understandings inform and guide the development of a meaningful, evidence-based curriculum. We uphold and nurture children's right to play, as outlined in the UNCRC, recognising it as a vital aspect of childhood. We believe that children learn best when given time, space, and freedom from strict rules and structure. We aim to design playful, child-led curriculum activities where they can play in the mud, make slime, get messy, play pretend, have dance parties, have picnics, laugh, and joke — embracing their time and making it magical while attending our services.

In Relation to Families

We acknowledge the Traditional Custodians of the land we operate on – the Dharawal people – and their language. We pay respect to all Aboriginal and Torres Strait Islander peoples in our community. Our Reconciliation Action Plan (RAP) guides our ongoing commitment to reconciliation and cultural respect.

Children thrive when families are actively engaged in their learning and development. Guided by Bronfenbrenner's Ecological Systems Theory, we recognise that children grow within interconnected systems – family, community, and society – which shape their wellbeing, learning, and sense of belonging.

Our child-first philosophy underpins every interaction and decision. We actively listen to families, build on children's strengths and knowledge, and work collaboratively to support each child's social, emotional, physical, and intellectual growth. Families are invited to participate fully in our OSHC community, with open communication and respect for privacy forming the foundation of our relationships.

In Relation to Our Team

Our team consists of people who trust, inspire, and support each other. Management creates an environment where great ideas thrive, and leadership succession ensures continuity and growth. Each leader is empowered with autonomy to make decisions within their area of responsibility, fostering ownership, initiative, and innovation. We offer robust mentorship and professional development programs to enhance staff training, reflective practice, and skill development.

Educators understand that children's play is serious learning. We foster a child-first culture where children are loved, respected, and listened to; where they have opportunities to make mistakes and try again; and where they learn about themselves, others, and the world in engaging and meaningful ways.

In Relation to the Community

Children's needs, voices, and experiences are at the heart of everything we do. We nurture meaningful relationships, create opportunities for growth, and inspire children to connect with and contribute to our local, Aboriginal, and Torres Strait Islander communities. Across all our services, strong partnerships have been built with school teachers, principals, families, and the broader community, ensuring consistency, collaboration, and support for each child's learning and wellbeing. This aligns with Bronfenbrenner's Ecological Systems Theory, recognising that children grow within interconnected systems where educators, families, schools, and communities all play a critical role in their development.

We celebrate differences and promote understanding, respect, and inclusion, reinforcing cultural awareness and equality of opportunity. Educators model generosity, gratitude, and acceptance, fostering a sense of responsibility and active citizenship that will benefit children during and beyond their time in our care.

Welcome

The director, management committee and staff of Woronora River before and after school care Centre extend a warm welcome to you and your child / children.

Our centre is privately owned and educates and cares for children K-6 from Woronora River Public School.
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Our service is in the grounds of Woronora River Public school in a classroom, landscaped in tune with the natural bush setting of the area. There is an expansive outdoor grassed area with play equipment. Your child can use the wide variety of games and sporting equipment and participate in activities such as soccer, Frisbee and tennis.

Our Policies: All our policies are available in the policy folder located at the parent library bookshelf in the sign in & out area. Please feel free to look and comment on our policies at any time.

Our Service has an open-door policy. You and your family are welcome to visit the Service at any time during our operating times.

Our Commitment to Children's Safety and Wellbeing

We believe that children's safety, rights, and best interests are the paramount consideration in all service operations, decisions, and functions. Our OSHC Service ensures that child safety, wellbeing, and best interests take priority over all other considerations, including financial or operational obligations, and are embedded in our daily practices, policies, and procedures.

Child Safe Environment

Our service is committed to providing a **child-safe environment** where children are protected from harm and feel safe, respected, and supported at all times. Children's safety and wellbeing are central to all aspects of our practice and decision-making.

All educators, staff, and volunteers:

- Uphold children's rights and listen to children's voices
- Follow the Child Safe Code of Conduct
- Are trained in child protection and mandatory reporting
- Take all concerns, disclosures, and complaints seriously and respond appropriately

We work in partnership with families to support children's safety and wellbeing. Families are encouraged to raise any concerns with the Coordinator at any time. All child safety policies and procedures are available on the OWNA app.

OWNERSHIP STRUCTURE

Our Service is privately owned and operated by Childcare Australia United Ltd.

Contact Details

Location	113A Prices Cct, Woronora River, NSW 2232
Owner/Provider	Fikry Bassiuoni
Manager/Nominated Supervisor	Elena Zdravkoski elena@shirechildcarecentres.com.au
Nominated Supervisor	Elena Zdravkoski
Telephone	0421 225 710
Email	Woronora@shirechildcarecentres.com.au
Hours of operation	Before School Care: 7:00am to 9:00am After School Care: 3:00pm to 6:00pm Vacation Care: 7:00am to 6:00pm

Regulatory Authorities:

Our Service complies with the National Quality Framework (NQF) including the National Quality Standard (NQS), the My Time Our Place and the National Regulations (Education and Care Services National Regulations).

Our Service is regulated by the new 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 our State/Territory. To contact our Regulatory Authority, please refer to the contact details below .

New South Wales

NSW Early Childhood Education and Care Nominated Supervisor
www.det.nsw.edu.au
02 9716 2100, cslicensing@dhs.nsw.gov.au, Locked Bag 4028 ASHFIELD NSW 2131

Child Care Subsidy:

- Child Care Subsidy (CCS) replaces the Child Care Benefit (CCB) and Child Care Rebate (CCR) with a single, means-tested subsidy.
- Families will need to complete a Child Care Subsidy assessment online to check eligibility and entitlements to CCS which needs to be done through MyGov website.
- Child Care Subsidy is paid directly to providers to be passed on to families as a fee reduction.
- Families will contribute to their child care fees and pay to the Service the difference between the fee charged and the subsidy amount.
- To be able to receive your CCS, please ensure your child/ren attend the first booking session and the last booking session of the year, as per government law and regulations.

We value your involvement and contribution to the Service therefore please feel free to talk to a **senior staff** member regarding your child or any issue that may concern you. You are welcome to visit the Service at any time during the day and we look forward to your participation in any of the Service's functions that will be held throughout the year.

Grievances, Complaints and Feedback:

If for any reason you are not happy with the Service's level of care or care environment we want to know immediately. You can discuss this with Educators or formally write a letter. When any matter is raised the Service will be following our Grievance Procedure Policy.

All Service policies are made available to parents. Positive feedback is most welcome too.

If your child has any worries, questions or concerns, please encourage them to speak to a senior Educator at the Service.

Enquiries Regarding Your Child:

While the Service encourages parents / guardians to enquire about their child please be brief as it is the staff's primary purpose to care for the children. Appointments may be made for lengthy enquiries.

The Program:

Our Service follows & implements the My Time, Our Places framework together with the National Quality Framework. Our flexible program responds to the abilities, needs and interests of the children individually, and in group settings. All children's interests and abilities and suggestions make up the successful program our Educators implement. We value and encourage input from the whole family for the program. Each child and family is accepted and valued, regardless of cultural background, gender, religion or ability. Multicultural awareness and respect are incorporated in our progra

Children

Enrolments

Enrolment Form must be completed before a child may attend the Service. Our Enrolment form are to be completed online through OWNA.

The following must be completed online and supplied by parents upon enrolment before a child can be accepted by the service:

- ✓ Completed Enrolment Form from OWNA
- ✓ Authorised Nominees that reside 30mins from our service and are reliable contact nominees for in case of emergency. Other than parents.
- ✓ Clear and contactable email addresses.
- ✓ Centrelink required information is supplied; Child's CRN and Parent's CRN.
- ✓ Parents date of birth.
- ✓ Which parent the child is linked to Centrelink. All of this information is obtainable from Centrelink.
- ✓ Supplied copies of Child's Immunisation and birth certificate.

- ✓ Supply an Asthma or Allergy Action Plan along with my/our child's Epi Pen or medication and it is clearly labelled with their name. (Only if this applies to your child), *failure to do so, will result in NOT accepting the child in the service.*
- ✓ Have read and understood the OSHC Parent Handbook, Policies and Procedures.
- ✓ Returned and signed the page titled 'Mutual Obligation' (page 16) of the Parent Handbook.

Re-Enrolment:

All enrolments and booking will roll over for the following new year unless parents advice to end or change their booking.
Parents will still be charged for all bookings unless they advice of withdrawing their children, ending the enrolment or the booking giving two weeks notice
Non refundable $60 will be charged annually for enrolment/ admin fees.
Supply an Asthma or Allergy Action Plan along with my/our child's Epi Pen or medication and it is clearly labelled with their name. (Only if this applies to your child), *failure to do so, will result in NOT accepting the child in the service.*

Accepting Enrolments and Re-enrolments:

Please note, all requests from Woronora River Public School families will be processed first. All families from other schools will then be processed.
Enrolment forms received will be accepted following the procedure below:
Before due date:

- Woronora River Students Permanent booking
- Woronora River Students Permanent term booking
- Woronora River Students Casual booking

After due date:
Any enrolment received after the due date will be processed in the order received, regardless of the school the children attend

Types of Bookings:

1. **Permanent Booking** - a booking where your child attends the same days every week.
2. **Permanent Term Booking** - booking where your child attends varying days each week that has been booked in advance prior to the term beginning for the whole term.
3. **Casual Booking -** is where your child attends the service on varying days of the week and varying sessions when a place is available**.**

Casual Bookings:

1. To request casual bookings, please use the OWNA app and request casual bookings.
2. The cancellation policy for casual bookings is 1 week. If the cancellation period is missed, full fees will be charged and recorded as an allowable absence.
3. Parents are to inform the school with any casual bookings

Change of sessions or withdrawing your child:

If you wish to change a session or withdraw your child from the Service, whether casually or permanently, we require you to email the service. Once received, you will get confirmation email that the change is in place. Please note 2 weeks' notice must be given for permanent booking and 1 week for casual and vacation care booking.

Please refer to the fee section for charges.

Vacation Care Zoning:

All schools are welcomed to attend our vacation care program.
Once your child is enrolled in one of our vacation care services (Bonnet Bay and Oyster Bay) the child will need to continue the enrolment with that particular service. No service swopping will be allowed as this might affect your CCS benefit.

Vacation care Procedures:

- Ask your centre's coordinator for an Enrolment form link
- For re-enrolment, parents book their children for the required days using OWNA Home
- An annual non-refundable $15 vacation care administration fee is charged per family.
- If you wish to change a session or withdraw your child from the vacation care, whether casually or permanently, 1 week notice is required for your $60 day fee to be refunded. This fee is non-refundable if booking change or cancellation notification is made in less than 1 week.
- Please note, the activity fee of the day which varies between $5 to $40 is non-refundable once activity is booked.
- Families must supply an Asthma or Allergy Action Plan along with the child's Epi Pen or medication and it is clearly labelled with their name before they physically attend the service. (Only if this applies to your child), *failure to do so, will result in NOT accepting the child in the service.*

The Orientation Process:

All families enrolling for the first time are invited to visit the Centre before their child's first day of attendance. This provides an opportunity for children and parents to familiarise themselves with the Centre and its facilities and meet the centre's Coordinator. It also allows parents to share relevant information regarding their child and discuss any questions they may have regarding Centre procedures and practices.

Your Child's First Day:

The first day at anything can be quite frightening even for the best of us. To assist your child to settle in please allow 10-15 minutes with your child engaging in an activity and getting to know the staff.

When it comes to saying goodbye, your child may become upset. Please say goodbye and say where you are going and that you will be back for them later and leave quickly. You may like to give them some form of comforter, e.g. a teddy. Whilst your child may become upset they will quickly become involved in one of the many activities provided as well as meeting new friends.

Please note that delaying your departure only leads to the child's confusion who will inevitably become more distressed. Please feel free to ring during the service to find out how your child is settling in.

Belongings:

Please ensure all belongings are clearly labelled. Lost property is placed into a big tub next to the Parent library.
Parent co-operation in labelling assists the Service in keeping your child's belongings together.
The service will not hold any responsibility for any personal belongings.

Toys:

Educators would appreciate children only bringing one toy to the Service. Toys from home can cause conflict between peers and children become upset if their toys are lost or broken. **Please do not allow your child to bring Lego to the Service** as it cannot be distinguished from our Lego pieces. We take no responsibility for damaged or lost toys and toys brought to the Service will be confiscated. Toys must also be labelled with the child's name to prevent them from becoming lost. ***The Service discourages toys from home and will not hold any responsibility for any toys.***

Electronic IPods, DS & Electronic Games:

Electrical devices such as IPods, DS, Electronic Games and mobile phones are permitted at the Service ONLY for academic purposes (doing homework) during School Term**.** If the children want to engage in any computer games, a time limit of 1 hour will be applied, acting according to our '*Technology Policy'*

If you give your child a mobile phone for security purposes, the phone must stay in the child's bag.

We take no responsibility for damaged or lost electrical devices.

Behaviour Guidance:

Our service promotes positive behaviour through respectful relationships, clear expectations, emotional support, and collaborative problem-solving. Children are supported to develop social skills, emotional regulation, and safe interactions with others.

Where behaviours place the safety, wellbeing, or learning of others at risk, the service may implement a behaviour monitoring and demerit point process in line with the Behaviour Guidance Policy.

Demerit points are used to document serious or ongoing behaviours of concern and to support consistent communication with families regarding behavioural expectations and support strategies.

Before a demerit point is issued, educators will first support the child through reminders, redirection, discussions, emotional support, and behaviour guidance strategies appropriate to the child's age and development.

If the behaviour continues or is considered serious:

- The incident and relevant details will be documented through the OWNA app
- A notification will be sent directly to the child's family

- Educators will continue implementing strategies to support the child's behaviour and wellbeing
- Ongoing concerns may lead to meetings with families and the development of a Behaviour Guidance Plan

Demerit points are confidential and are not publicly displayed or shared with other families or children. The process is intended to support positive behaviour, respectful communication, and the safety and wellbeing of all children and educators.

Families will be informed of concerns involving their child and, where required, the service may:

- Implement behaviour guidance strategies
- Develop an individual Behaviour Guidance Plan
- Arrange meetings with families and support professionals
- Introduce additional support measures or supervision strategies

If serious behaviours continue despite ongoing support and intervention, the service may review the child's ongoing enrolment to ensure the safety and wellbeing of all children and educators.
Please refer to our Behaviour Guidance Policy and Behaviour Management Procedures for more information.If you require further information on this policy, please ask Educators to guide you on how to access the policies and procedures on OWNA.

Parents

Communication:

We believe the best way to work with you and your child is by building a **partnership of care**. To do this we want you to feel ***you are given lots of information about what is happening, and you are asked for your views.***

Everybody has a different communication style and time for communication. We understand that mornings and afternoons can be a little rushed, and not the best time to discuss your child. We have many types of communication we use for families in the Service just like you.

- A notice board next to the sign in/out iPad, where various messages and notices are displayed advertising current issues and upcoming events.
- Parents information area is created where families can access and learn more about our educational program, daily reflection, children's observations and photos and contribute to our QIP folder (Quality Improvement Plan).
- Regular parent meetings are held where parents can raise any issues or topics they feel relevant and contribute to decision making.
- Parents are more than welcome to email the Service expressing concerns, positive or evaluative input that they feel they need to let Educators know about.
- Occasionally Educators will ask parents to complete short surveys in order to maintain up to date records and seek parent feedback on various topics.

Policies will be regularly reviewed in a variety of ways (sign in area & newsletters to enable parent comment on Service practices

Confidentiality:

We are committed to protecting your privacy. We support and are bound by privacy laws to ensure strict confidentiality is maintained.
To plan programs with you 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 child to other people or organisations without your consent unless we are required to do so by law. We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time, or request a copy of information in the file.

PHOTOGRAPHS, SOCIAL MEDIA, PROMOTION

As part of the enrolment process, we will also ask for your authorisation to take images and video of your child during normal activities and excursions. Images and video may also be used as part of our observation and programming process and shared with our Service app [insert app name if used].
Images and video may also be shared parent community through social media and/or to promote our Service to the community through marketing and promotional materials.
This authorisation can be withdrawn at any time by providing a written request to the nominated supervisor. Images and videos will be stored securely at the Service and access available to authorised personal only. They will be deleted and destroyed when no longer required, or if retained for compliance purposes, kept for a period of 3 years after the child's last day of attendance.
Our Service adopts and aligns with the National Model Code and Guidelines for taking images or videos of children and ensures that only Service issued approved devices are used to take images or video of children. We have strict protocols for appropriate storage of images and video.
We request families comply with the guidelines of the National Model Code and not take images or recording videos of children whilst at the education and care Service.
Families are asked to respect that staff are not allowed to share information on any other children, families or staff members and staff are encouraged to not join any family's social media.

Priority of Access:

Please refer to our Enrolment Policy for more information about the Department of Education, Employment and Workplace Relations' (DEEWR) requirements for Priority of Access.
**Our service understand the unique rights that Aboriginal and Torres Strait Islander peoples have and for that reason we give them the priority of access to our service.*

Court Orders:

Parents must notify the Service if there are any Court Orders affecting residency of their children and a copy is required for the Service. Without a Court Order we cannot stop a parent collecting your child.

Arrival and Departure:

For safety and security reasons, **ALL children must be signed in on arrival, and signed out on departure using the App "OWNA" which families need to download from "Apple App Store or Google Play Store" This method allows parents to sign in/ out their children using their own mobile phones.** It is families' responsibility to allow enough time in the morning and afternoon to sign in/out their children from our service and inform a staff member of any relevant issues that might stop them from signing in/out their children.

OWNA offers the option of signing children in and out via personal phone devices. However, our service strongly encourages, as a preferable method, families to drop off and pick up children physically at the service, using the service device.

In case of an emergency parents are encouraged to call the service so that an educators can make arrangements to greet them in a timely manner during drop off.

If parents fail to sign in or out using the service device and use their own device instead, the sign in/out will remain pending until approved by an educator.

Should parents forget to sign their child/children in, they will be signed in by an educator / coordinator or nominated supervisor. The service will remind the parents to sign their child/children in for future reference.

Families will be held responsible for any avoidance of signing in/out their children and therefore putting themselves at risk by not receiving the correct Child Care Subsidy amount. *Please refer to our Parent's Sign in/out Policy.*

No child will be allowed to leave our Service with a person who is not stated on the enrolment form, unless prior arrangements are made with Nominated Supervisor. Your child must be brought into and taken out of the Service by a parent or guardian (over 16yrs old). Both parents have the right of access to their child, unless a court order is in place. Home and work telephone numbers and emergency contacts must be kept current and updated if changed. **It is your responsibility to keep your child's file up to date.**

Please ensure your child is not dropped off before 7am. Your child must be brought into and taken out of the Service by a parent or guardian (over 16 yrs old). Please refer to the fees section regarding late fees for children picked up after 6pm.

Excursions:

The service provides excursions during before and after school care and during vacation care; a risk assessment is developed and a written approval from the parents is sought prior to the excursions. Transportation Policy and procedures are to be implemented. Policies can be found next to the sign in/out iPad.

Before & After School Care Fees:

Families are required to complete the online Child Care Subsidy assessment via myGov website prior to starting at the Service. This will determine your eligibility and level of Child Care Subsidy entitlement.

On enrolment we will need the CRN of the person linked with the child, as long with the child's CRN so we can confirm register attendance and ensure that you are receiving the appropriate subsidy.

**For families who are using our bus service for transportation of their child/ren to and from their school, an additional amount of $1 per day will be charged; if applicable.*

Type: (please *circle):*	Casual		Permanent		Fortnightly	
Session and Fee Details		**Session Start**	**Session End**	**Permanent Care**	**Casual Care**	**Term Booking Care**
Fees to be charged to the individual for the sessions of care provided	AM	7:00	9:00	$23.40	$26.00	$23.40
	PM	3:15	6:00	$28.00	**$30.00**	$28.00
Unnotified Absences	PM sessions And vacation care sessions	$15 per unnotified absence per child				

This includes a healthy afternoon tea and a comprehensive program of activities.

The Service charges an administration fee of $60.00 per family per calendar year (non refundable & GST inclusive).

An Unnotified Absence Fee of $15 per child will be applied for unnotified absences. Additionally, any unattended sessions will be charged for and recorded as an absence.

Accounts:

Payments can be made via cash, cheque, direct deposit or DDR. Please ensure an DDR form is completed, authorising periodic bank deductions of fees owing. Receipts will automatically be sent by email for every DDR transaction. Any change of financial income will alter your fee structure, please advise our Service and FAO (13 6150) if this occurs. Legally, the Service is unable to speak to Centreline on behalf of a family.

Attendance & Absence:

Public holidays, illness, family holidays, pupil free days or any kind of absence will be counted as an absence if the child would normally have attended the Service on that week day, and fees have been charged for that day for the child.

When there are any changes to your child's attendance for any reason, you need to contact us & your child's school directly. Therefore, if your child is sick, going on a private holiday or absent for any reason please inform the service and put the absent days on the OWNA calendar.

Unnotified Absences:

It is crucial for us to ensure the safety of your child. If your child will not be attending a session, please notify us via the OWNA app before the session begins.

When a child does not show up for after-school care and we have not been informed of their absence, it places a significant strain on our service. Educators must stop all activities and search for the missing child, which can involve checking the school grounds, consulting with school staff, and contacting parents to confirm the child's

whereabouts and safety. This process disrupts the session and unfairly impacts the experience of other children.

To manage this process, a Search Fee of $15 per child will be applied. Additionally, any unattended sessions will be charged for and recorded as an absence.

Allowable Absences:

The Government allows 42 absent days per child, per financial year in total, 12 of which are public holidays. Full fees are charged once these days are exceeded.

Notice of Withdrawal:

2 weeks' notice is required when withdrawing your child from the Service.
To be able to receive your CCS, please ensure your child/ren attend the last booking session at our service, as per government law and regulations. Failure to attend this session full fees will be charged.

Cancellation Fee:

The Service requires a minimum of two weeks' notice for the cancellation for the permanent booking and 1 week's cancelation period for casual and vacation care booking.

	Cancellation fee when **less** than 2 weeks' notice given for Before and After School Care Cancellation fee when **less** than 1 weeks' notice given for Vacation care and casual bookings.
Permanent booking **Term booking**	$23.40 per morning session $28.00 per afternoon session (full fee)
Casual	$26.00 per morning session $30.00 per afternoon session (full fee)
Unnotified Absence	$15 per child per afternoon session/vacation care session

Collection Of Late Children:

If a parent/guardian is late collecting their child after 6:00 pm, a late fee WILL be charged. A minimum charge of $20 (+GST) is applied for the first 5 minutes then $2.00 per minute until their child is collected. Please make sure any late fee is paid by the next day. Failure to pay this fee will result in the family losing their place.

Please note: Any fees overdue by one week will result in not accepting the child until fees are paid. A family can reapply for their place again after fully paying their fees. Acceptance will depend on the waiting list and place availability. There are no swapping days or make up days. Please be aware the service closes at 6:00pm. In accordance with National Regulations and licensing, we are not permitted to have children in the service after 6:00pm.

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 within an hour of the Service closing, then we will contact Department of Education and Communities and the Police to take responsibility of your child.

Health and Safety

The Service provides a healthy and safe environment for children, Educators and families to grow and develop in – as such the Service has a health and safety and hygiene policy regarding illnesses and medications. Children with contagious illnesses are required to be kept at home and a doctor's certificate must be presented to show that the infection cannot be passed when the child returns to the Service.

Immunisation:

The '**No Jab No Play'** policy is an initiative of the Australian Government. Under the policy, children who are not immunised are **not eligible to claim the child care subsidy** while they are attending a child care facility.

Children who cannot be fully vaccinated due to a medical condition or who are on a recognised catch-up schedule may still be enrolled upon presentation of the appropriate form signed by a medical practitioner.

Children who are not appropriately immunised and don't have a medical exemption certificate, will be allowed to enrol in our childcare facility only if they are already enrolled in a school. Families must provide the service with any evidence showing that the child is enrolled in a school without being appropriately immunised.

Illness:

NO CHILD will be admitted with obvious signs of any highly contagious infection or illness. Our policy states the incubation period, symptoms and exclusion periods of such diseases. Children who are not immunised will not be accepted under the 'Child Care enrolment & legislation requirements. Please refer to the following website for further information regarding this legislation. www.health.nsw.gov.au/immunisation.

I understand that once my child's temperature reaches 38'C, I need to arrange for them to be picked up from the Service ASAP and will not return for the next 24 hours and a doctor certificate must be provided.

Parent / guardians must have a written clearance from a doctor before they can return to the Service. Any vomiting, diarrhoea or high temperature must be cleared for at least 24 hours to prevent passing of infection to the other children and staff.It is the Service policy, as well as a Department of Family and Community Service regulation that once a child becomes sick at the Service, a parent/guardian must come to collect the child immediately.

The child will not be allowed back to the Service without a Doctor's clearance certificate or the child is well for the last 24 hours.

1. The Doctor's certificate must be signed clearly by a medical practitioner.
2. The certificate must specify the type of illness (sickness) and that the child is well and fit to attend the Service, and does not represent any risk to the rest of the children.
3. The Service reserves the right to reject a doubtful medical certificate, especially if it does not comply with the Service's requirement.

Please read the Services Manual regarding Sickness and Exclusions. It is a regulation of the Service, and the Commonwealth Department of Human Services, that fees are payable even if the child is absent from the Service due to illness, or parents' choice.

Medication:

To work in accordance with our 'Administration of Medication' Policy, we seek your assistance in updating the process for managing the administration of medication to your child whilst they are at our Service.

Short Term Medication (Up to two weeks)
Our Service requires written authority from parents/guardians in order to administer short-term medication, including antibiotics. This authority is provided by the parent and confirmed by the Educator completing the 'Short Term Medication' Form.

Long Term Medication (Up to 6 months)
If a child requires medication for a period of more than 2 weeks, parents/guardians are required to complete a 'Long Term Medication' Form.

SELF-ADMINISTRATION OF MEDICATION:
A child over pre-school age may self-administer medication under the following circumstances:

- A parent or guardian provides written authorisation with consent on the child's enrolment form - administration of medication.
- Medication is stored safely by an Educator, who will provide it to the child when required.
- Supervision is provided by an Educator whilst the child is self-administering.

Medical Action Plans
Medical Action Plans, including asthma and anaphylaxis management should be reviewed when the child has been

1. Reassessed by their doctor and/or
2. Each time they obtain a new adrenaline (epinephrine) auto injector prescription, which is approximately every 12 to 18 months.

. Action Plans will often have a date when they are to be reviewed.

Medication provided by the child's parents must adhere to the following guidelines:
- The administration of any medication is authorised by a parent or guardian;

- Medication is prescribed by a registered medical practitioner (with instructions either attached to the medication, or in written/verbal form from the medical practitioner.)
- Medication is from the original container;
- Medication has the original label clearly showing the name of the child;
- Medication is before the expiry/use by date.

Medication will only be administered by a senior staff member.

Any child who has commenced an antibiotic must not attend the Service for **24 hours** from commencement.

No child diagnosed with a medical condition will be allowed to attend the service without providing a dated action plan and medication.

Medication Requirements for Families
To ensure the safety and wellbeing of all children, our service follows strict government regulations regarding the storage and administration of medication.

Medication Provided to the Service Must:

- Be in the original packaging or bottle
- Be clearly labelled with the child's full name
- Include dosage instructions that match the child's medical/action plan (where applicable)
- Display a current expiry date

We Cannot Accept:

- Medication in zip-lock bags, unlabelled containers, or loose strips
- Handwritten labels
- Expired medication
- Medication with dosage instructions that differ from the child's medical/action plan or doctor/pharmacist instructions

If required medication (e.g. Ventolin, antihistamines, EpiPen) is not provided in the correct form, children may be unable to attend until compliant medication is supplied.

Non-Prescribed Medication
The service does not routinely administer non-prescribed medication, including paracetamol (Panadol) or ibuprofen.
Non-prescribed medication will only be administered:

- When a child becomes unwell while attending the service
- With verbal or written authorisation from a parent/carer
- In accordance with service policies and regulatory requirements

Additional documentation or medical advice may be requested where required.

Important Information for Action Plan Medication
If medication is listed on a child's medical management or action plan (e.g. antihistamines, asthma medication, EpiPen), it is considered prescribed medication for the purposes of administration at the service, even if it can be purchased over the counter.
Families must ensure:

- The exact medication listed on the action plan is supplied
- The medication is pharmacy labelled with the child's name
- Dosage instructions align with the medical/action plan

If needed, families should request the pharmacist to label the medication using the child's action plan or doctor's instructions.

Asthma & Food Allergies:

Please inform the Nominated Supervisor/Coordinator if your child has asthma or an allergy.

The Service aims to provide a safe environment for children who have asthma. It is Service policy that an "Asthma Record Plan" be completed by parents/guardians in consultation with the family doctor. It is also a requirement that the record plan be

reviewed by your family doctor annually or as circumstances change. This must be completed and returned before enrolment commences. These will be available at the time of enrolment.

According to regulations, for a child with Asthma or Food Allegies, parents are required to provide the centre with an **Asthma Action Plan** and/or **Allergy Action Plan** completed by their doctor. This plan is also available at www.allergy.org.au or copies are available at the centre. Medical Risk Minimisation Plan will be developed in consultation with the centre. No child with Asthma or an Allergy will be allowed to attend the centre without their Action Plan, EpiPen, Asthma pack and Medication supplied to the service.

Sun Protection:

Our Service is a Sun Smart service. Our policy is "no hat, no play". This policy will be enforced.

Accidents

In case of an accident or illness occurring at the Service, the Nominated Supervisor will contact parents if deemed necessary. As a matter of extreme importance parents must ensure that the Service has up to date emergency contact numbers. An incident report will be filled out, outlining the accident and signed by the Educators who observed and administered first aid, as well as any witnesses. The Nominated Supervisor's and parent's signature will also be required.

Emergency Drills:

Throughout the year the Service will hold emergency drills which occur at any given time throughout the operation hours. These are carried out in a well-organised and orderly manner. An emergency escape plan will be in every room.

Using the Service Safely:

- Never leave children unattended in cars while collecting children from the Service.
- Cars parks are dangerous places for children, always hold children's hands when arriving and leaving the Service
- Never leave a door or gate open.
- Never leave your children unattended in a room.

Workplace Health & Safety Feedback:

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

Meals: Breakfast & Afternoon Tea:

Our Service recognises the importance of healthy eating for the growth, development, and wellbeing of your children and is committed to promoting and supporting healthy food and drink choices for children in our care.
Our two weeks rotating menu is developed in consultation with a qualified nutritionist.

Before School Care breakfast is available to all children from 7am to 8:20am. We have toast (both white and brown bread) with a variety of spreads like vegemite, jam and honey.
Also have cereal options of weetbixs and rice bubbles along with full cream milk.

After School Care Afternoon Tea consists of a variety of food and served to all children once they are settled in at the service. Every afternoon we have fruit platters with a wide range of fruit mixing it up everyday anything from apples, pears, bananas, watermelon, pineapple, rockmelon, whatever is available at the time and in season. Along with the fruit we also cycle through either corn thins with spreads, noodles, cheese and crackers, Lebanese bread, carrot and dip and yogurt.

Our educators will serve children food based on what is on the menu for that day. Unfortunately, we are unable to provide various options on the day outside the menu, due to the limited facility and time we have, since we are operating from the school grounds and only during before and after school hours. If you feel that your children will refuse to eat certain foods, please keep in mind that we offer fresh fruits each day and you are more than welcome to pack an afternoon tea taking into consideration that we are Peanut Free service.

Please ensure that one of the senior staff is notified about any allergies and special diets. These should be noted on the enrolment form. Parent / guardians are to provide any especial meals, or milk to children on a special diet.

Woronora River Meeting Point:

Morning:

- Children are walked to the school playground when a teacher is on duty.

Afternoon:

- Children make their way to the OSHC centre. One educator is waiting at the centre, and another at the bottom of the stairs to meet them and supervise the gate.

Important Contacts & Information for Families

Our service provides families with up-to-date information on child and family resources, as well as services accessible within the local community.
We also have a **Parent Library** available with a range of helpful resources.

ACECQA

The national authority ensuring quality and consistency in early childhood education and care across Australia.

- **Address:** Level 15, 255 Elizabeth Street, Sydney, NSW 2000
- **Postal Address:** PO Box A292, Sydney, NSW 2000
- **Email:** enquiries@acecqa.gov.au
- **Phone:** 1800 181 088
- **Website:** www.acecqa.gov.au

Family Assistance Office

For enquiries about Child Care Subsidy and other family payments.

- **Phone:** 13 61 50
- **Website:** www.servicesaustralia.gov.au/family

Australian Childhood Immunisation Register

Maintains immunisation records for children and adults.

- **Phone:** 1800 653 809
- **Website:** www.servicesaustralia.gov.au/immunisation-registers

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🌐 Informative Websites for Parents

Raising Children Network

The Australian parenting website offering expert, evidence-based parenting advice and activities for children aged 0–8 years.

- **Website:** www.raisingchildren.net.au

➢ Mutual Obligation:

Please read this handbook carefully. When you have done so please sign below to acknowledge you have read and understood the commitment that you are undertaking and your responsibilities to the Service.

Signing this agreement and enrolling your child at the Service also implies your approval and understanding of the Service's philosophy and all of the Services policies.

Please return this page to the Nominated Supervisor with your child's enrolment form.
Thank you.

Family Name: _____

Parent's Full Name: _____

Child / Children's Name: _____

I will pay my fee every week/ fortnightly/ monthly on time and minimum one week in advance. I understand being one week behind in fees will result in not accepting my child and losing my child's place. A family can reapply for their place again after fully paying their fees. Acceptance will depend on the waiting list and place availability.

I have completed the enrolment form at the Service. I have read and agree to comply with the requirements set out in this handbook and in the Service's policies.

Signed: _____

Dated: / /