

WATERFALL

Before and After School Care

Parent Handbook

2019

Hours of Operation:

Morning session: 7:00 – 9:00am

Afternoon session: 3:00-6:00pm

Monday to Friday

40 weeks per year (School Term)

Contact details:

Waterfall OSHC

0431662925

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Introduction

The Parent Handbook outlines important information you will need to be aware of while you are part of our Service family. It is important that you read over this booklet and ask questions about matters you do not understand. You will find a form at the back of this booklet which you must sign and return to the Service to indicate that you have read the information in this booklet and your enrolment pack.

Welcome

The director, management committee and staff of Waterfall 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 Waterfall Public School and all the local school around the area. We also offer Vacation Care for school holiday periods, providing extended care & education weekdays from 7am to 6pm..

Our service is in the Waterfall Public School situated in the school's library, address 15 McKell Avenue Waterfall NSW, 2233 . There is an outdoor play 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.

Service Philosophy

Waterfall OSHC acknowledges the Dharawal people as the original custodians of this land. We respect past and present Aboriginal elders of this area.

Waterfall OSHC recognises children as individuals with different strengths, abilities, interests and learning styles. We value these differences and believe they enhance learning environments.

Waterfall OSHC supports children and their families to develop a sense of belonging within our service as well as the local community. We support their well-being, recognise each child is at a different stage of development and encourage them to reach their full potential. This is all in accordance with our implementation of The Framework for School Age Care in Australia (My Time Our Place).

Our service believes that through providing a variety of activities and educator interactions we encourage our children to develop a holistic and open-ended approach to learning through play. It is our goal to provide a program which fulfils all children's fundamental and basic needs in the different areas of development through National Quality Standards, the Framework for School Age Care in Australia and the five learning outcomes:

1. Children have a sense of identity.
2. Children are connected with and contribute to their world.

3. Children have a strong sense of wellbeing.
4. Children are confident and involved in learning.
5. Children are effective communicators.

Waterfall OSHC regards each child as unique, bringing to the learning environment an exclusive set of individual and life experiences. We endeavour to nurture children's self-esteem in order for them to enter the social world beyond the family and establish themselves as valuable members of the community.

Waterfall OSHC encourages children's acceptance and awareness and fosters their ability to develop positive attitudes towards equality.

Our aim is to foster and reinforce positive behaviour based on control of self and the understanding and appreciation of other people's rights and feelings.

Waterfall OSHC exercises strict hygiene practise which relates to staff, children and families. We believe a hygienic and clean environment is important for the benefit and well-being of everyone using the service and will limit the spread of illness and infectious diseases. The guidelines we use are from the 5th Edition of "Staying Healthy in Child Care".

We embed sustainability into everyday routines as the environment is organised in a way to engage every child and encourage the physical wellbeing of the children and staff in exploration and learning.

At our service, the relationship between educators, children and their families is fundamental to the quality of the education and care of the children. We believe in encouraging a strong connection with families and the community through collaboration and we deeply value those who make up our service and encourage their participation.

Waterfall OSHC believes in continuity of staff to ensure that warm and respectful relationships can be developed in a safe and predictable environment. We believe in an open-door policy and encourages everyone's input and assistance in the quality improvement of the service.

Contact Details

Location	15 McKell Avenue Waterfall NSW, 2233
Owner/Provider	Fikry Bassuoni
Manager/ Nominated Supervisor	Elena Zdravkoski elena@shirechildcarecentres.com.au
Coordinator	Adam Khattab
Educational Leader	Marnie Budd
Telephone	0431662925
Email	waterfall@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 Supervisorate

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

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 program.

Children

Enrolments

Enrolment Form must be completed before a child may attend the Service.

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

- ✓ Completed and returned Enrolment Form and DDR Form.
- ✓ A clear reliable contact in case of emergency.
- ✓ A clear reliable email address.
- ✓ 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.
- ✓ Supplied 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).
- ✓ Have read and understood the OSHC Handbook, Policies and Procedures.
- ✓ Returned and signed the page titled 'Mutual Obligation' (page 17) of the Parent Handbook.
- ✓ **Return signed the Child Subsidy Arrangement Form**

Re-Enrolment:

Re-Enrolment forms for the following year are available from Week 1 of Term 4 (Start of October) and are to be returned by the end of term to secure your position. This is done by filling in a re-enrolment form.

Re-enrolment forms must be in by the due date. If forms are received after this date, there is no guarantee a position will be available.

Accepting Enrolments and Re-enrolments:

Enrolment forms received will be accepted following the procedure below:

Before due date:

- | | |
|---------------------------|------------------------|
| ○ Waterfall Students | Permanent booking |
| ○ Waterfall Students | Permanent term booking |
| ○ Waterfall Students | Casual booking |
| ○ Any other local schools | Permanent booking |
| ○ Any other local schools | Permanent term booking |
| ○ Any other local schools | Casual booking |

As the service is located on Waterfall primary school premises, the children from Waterfall Public School of permanent Bookings will have preference.

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. **First ring the service or send an email to see if any positions are available.**
2. Casual bookings **MUST** be made by sending a message via email 48 hours prior.
3. If a position is available, you will receive a confirmation email. Your child will only be booked in for the requested session once this is received and has been confirmed.
4. Once a session is confirmed, it is charged to your account.
Please see 'fees' for more information regarding payment.

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 and/or complete a change of day form or withdrawal form. Once received you will get confirmation email that the change is in place.

Please note 2 weeks' notice must be given.

Please refer to the fee section for charges.

Vacation care Policy:

- Enrolments or re-enrolments forms must be filled in minimum 3 weeks prior to the vacation care date to secure your child/ren spot.
- An annual non-refundable \$15 vacation care enrolment fee is charged per family.
- If you wish to change a session or withdraw your child from the vacation care, whether casually or permanently, 2 weeks notice is required for your \$50 day fee to be refunded. **This fee is non-refundable if booking change or cancellation notification is made in less than 2 weeks.**
- Please note, the activity fee of the day which varies between \$5 to \$30 is **non-refundable.**

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 Director and 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 accordingly 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.

Guidance and Discipline:

Educators follow a Behaviour Guidance Management Policy which extends across the whole Service giving consistency of expectation with all groups of children. This policy allows children to develop self-discipline, a respect for others and for property and respect for self.

The policy aims are:

- To give all children the opportunity to expand their experiences of life in a productive, safe environment that allows individuals the right to safety, tolerance, self-expression, cultural identity, dignity and the worth of the individual, along with honesty in dealing with peers and caregivers.
- To be taught to respect the rights and needs of others by foreseeing the outcome of their behaviour and the consequences of their behaviour.
- To encourage the individual social development of each child.

To comply with the Centres policies and procedures on Behaviour the staff will document any inappropriate behaviour and deal with the children in an appropriate manner. If any child continues to show inappropriate behaviour, a senior staff member will contact you to request you collect your child.

Please refer to our Behaviour Management, Discipline and Dismissal Policies.

If you require further information on this policy please ask Educators and refer to the policy book.

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.

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.

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 Service QKkiosk system.** It is families' responsibility to allow sufficient 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. . If the children are not signed in by parents or guardians that staff have within their right not to take the child, the next day if they do not sign the previous signing out.

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. 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 18yrs old). Please refer to the fees section regarding late fees for children picked up after 6pm.

Transport:

The Service provides a bus service for the children who attend Waterfall OSHC. The children are transported to school by a senior educator who is licensed to drive the Service bus. The children leave the Service at 8.30am each morning. The drop off area is in the side street (bus stop) and a staff member will walk them to their school. This is the same point for pickup in the afternoon collection, which a school teacher will take them to be collected at 3.00pm and transported to Waterfall Before and After school care, where an educator is waiting to escort the children into the Service.

Excursions:

Due to changes in regulation and insurance policy, the Service will provide excursions only during vacation care period.

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.

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	\$16.50	\$20.00	\$16.50
	PM	3:00	6:00	\$18.50	\$23.00	\$18.50

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

The Service charges an enrolment fee of \$60.00 per family per calendar year. (Not refundable & GST inclusive).

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:

You can be paid for any absence from approved care your child attends for up to 42 days per child per financial year.

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 call or email **Waterfall OSHC on 9528-8797 or 0451 977 795** (elena@shirechildcarecentres.com.au)

Allowable Absences:

The Government allows 42 absent days per child, per 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.

Any day your child is absent from care between the last day attended and the date given to cease care (in the 2 week notice period) full fees need to be paid, as CCB ceases to pay for any absences during this time.

Cancellation Fee:

The Service requires minimum of two weeks' notice for the cancellation of any type of booking. (Casual or permanent during the term & vacation care)

	Cancellation fee when less than 2 week's notice given
Permanent booking	\$16.50 per morning session
Term booking	\$18.50 per afternoon session (full fee)
Casual	\$20.00 per morning session \$23.00 per afternoon session (full fee)
Vacation Care	\$50 per session (full fee)

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 (in cash) by the next day. Failure to pay this fee will result in the family losing their place. Alternatively, any family using DDR to pay their fees can choose to add this fee to their account.

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 is no swapping days or make up days. Please be aware the Program 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 if they are already enrolled in a school. Families must provide the service with any evidence 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.

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.

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.

If there are no changes made to the Action Plan, we still require the photo to be updated each time, so the child can be easily identified. 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.

Asthma & Food Allergies:

Please inform the Nominated Supervisor 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 Allergies, 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. No child with Asthma or an Allergy will be allowed to attend the centre without their Action Plan, Epi Pen 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.

Also, Educators will be trained in using the fire extinguishers that are in the Service. 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:

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 weetbix and 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.

It is not necessary to provide any food or drinks for your child. 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.

OSHC Meeting Point:

For After School Care the OSHC meeting point will be at Waterfall Public School grounds, undercover area in front of the school office, where we collect the children and take them to our centre which is the school library.

➤ Important Contacts & Information For Families:

The Service provides families with current information on child and family resources and services accessible in the local community.

Our Service has a parent library with resources you may find helpful.

ACECQA:

National body ensuring early childhood education and care across Australia is high quality.

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

Family Assistance Office:

Phone: 13 6150

Australian Childhood Immunisation Register:

Phone: 1800 653 809

➤ **Informative Websites For Parents:**

Raising Children Network - The Australian parenting website: comprehensive, practical, expert child health and parenting information and activities covering **children** aged 0-8years. raisingchildren.net.au/

Better Health Channel - quality consumer health information quality-assured, regularly reviewed health and wellbeing information and services. This site is sponsored by the State Government of Victoria. www.betterhealth.vic.gov.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: / /