



Clarence... a brighter place

**CLARENCE
AFTER SCHOOL
AND
HOLIDAY CARE
PROGRAM**

2016/17

**PARENT
HANDBOOK**

After School Care and Before School Care Centres are located:-

Howrah Before and After School Care
Howrah Primary School
7 Howrah Road,
Howrah

Phone- 0409 979 786

Cambridge After School Care
Cambridge Primary School
976 Cambridge Road
Cambridge

Phone – 0407 305 287

Montagu Bay Before and After School Care
Montagu Bay Primary School
10 Conara Road
Montagu Bay

Phone - 0438 325 885

Lindisfarne After School Care
Lindisfarne Primary School
17 Loatta Road
Lindisfarne

Phone - 0400 677 590

Lindisfarne North After School Care
Lindisfarne North Primary School
271 East Derwent Highway
Geilston Bay

Phone - 0419 528 755

Emmanuel After School Care
Emmanuel Christian School
1 Chipmans Road
Rokeby

Phone -0429 101 203

Risdon Vale After School Care
Risdon Vale Primary School
2 Heather Road
Risdon Vale

Phone -0438 487 505

Clarence Holiday Care is located at the following Centres:-

Lindisfarne Holiday Care
Lindisfarne Primary School
7 Loatta Road
Lindisfarne

Phone - 0400 677 590 (during holidays)

For all centre registrations, holiday care bookings and general enquiries:

Clarence Outside School Hours and Holiday Care - www.ccc-children.com.au

Clarence City Council Chambers - Phone – 62 17 9610

Fax - 62 458 700

Bligh Street, Rosny 7018

oshc@ccc.tas.gov.au

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Welcome

Thank you for choosing Clarence After School Hours and Holiday Care for your child/ren.

The Parent Handbook has been prepared so that parents can gain a greater understanding of what Before and After School, plus Holiday Care is, how it works and how it can help you.

Clarence City Council proudly sponsors Outside School Hours and Holiday Care and prides itself by providing this service to the community.

This Handbook attempts to cover most of the common issues, which arise. Please take the time to read through it before you enrol your child/ren. If you have any questions, please ensure you phone the Program Administrator for clarification.

CLARENCE CITY COUNCIL CHILDREN'S SERVICES PHILOSOPHY

1. We believe each child is a capable and competent learner, with unique abilities, interests and identity.
2. We create and foster a safe, warm and caring environment where each child can feel secure and confident.
3. We believe in the importance of play in allowing children to develop a sense of the world around, participate in trial and error exploration, develop ideas and experience success.
4. We provide tailored, creative learning experiences based on approved learning frameworks to enable each child to reach their full potential.
5. We believe in providing an environment where each child is able to keep alive their inborn sense of wonder by having the companionship of educators who can share in discovering the joy, excitement and mystery of our world.
6. We recognise the expertise of parents, work in partnership with them and are sensitive to their values and beliefs.
7. We build strong relationships with and between children, parents, educators and the community and provide a quality service that acknowledges and respects their diverse needs.
8. We continually improve our service through research, education, responding to feedback and our own reflective practice.
9. We recruit, train and support staff and early childhood educators that share these values.
10. We are community based and not for profit. We continually reinvest in our staff, programs and facilities to maintain a high standard of service.

Management of the Centres

Each Centre of Outside School Hours and Holiday Care is self funded and sponsored by the Clarence City Council. Our programs, policies and procedures are based on the National Quality Framework and the National Standards for Outside School Hours Care and are in line with DEEWER requirements.

All staff with us prior to mid 2011 have participated in the Quality Assurance process to learn, reflect, develop and improve current practices and evaluate changes with an ongoing commitment to quality outcomes for children. All staff are now becoming familiar with and using the EYLF system (My time, Our place) the new National Framework for child care.

All our Educators have mandatory safety screens or working with children checks conducted by the Tasmanian Department of Justice.

Parent Participation

Each parent is encouraged to take an interest and participate in our operations. Information can be found through regular newsletters, notice board or simply by asking your Senior Supervisor of the centre. We welcome your feedback regarding our services. A parent of a child may enter the service at any time that their child is being attended too however a parent can be refused entry to an Approved Service premises if permitting the parents entry would pose a risk to the safety of children and Educators or if a court order prohibiting the parent from having contact with the child.

It is important for the continuing involvement of the centres and the care we provide, for parents to form active partnerships with carers. You can do this by:

- Spending a few moments talking to carers about your child's day
- Keep the carer informed about your child's routines, sleep patterns, outside activities, or any changes which may affect her/his behaviour
- Spend a little time looking at the program, room displays, reading the newsletters and information on notice boards
- If you would like any information on aspects of child development, health issues, behaviour management, child protection, water safety, dental health please ask. We can help and direct you where you can get further information.
- If you have any questions or comments about any aspect of the centre please let us know. From time to time we conduct post placement interviews and parent feedback forms which you will be given. We value anything you have to say on the care we provide for your child.

Parent Responsibilities

- The centre must be informed immediately of any changes in parent or emergency addresses or phone numbers, or any circumstances that may be relevant to your child.
- Signing in the correct amount of children weekly i.e. a signature and the amount of children that attend approved care that week must be filled in on the daily attendance

sheets (DEEWER requirement, allows the correct amount of child care benefit to be calculated)

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- Parents are to supply updated copies of court orders to the Coordination Unit as soon as these are available. Also the service is not to be used as a custodial access point for the safety of all concerned.

Settling your child into the Centre

Parents are recommended to take their child/ren to the Centre they are using prior to enrolment. This will give your child/ren the chance to meet the staff and children and be familiar with their new surroundings and routines.

If by chance this cannot be possible, on the first day your child/ren will be introduced to the staff, children and centre in an informal way and made to feel comfortable.

Some details about the Centre that you need to know:

Enrolment/ Induction

Clarence After School Hours and Holiday Care cater for children between the ages of 4 and 12 years.

Parents wishing to use our services must enrol their children **PRIOR TO USING THE SERVICE**. No child will be accepted until an enrolment form is completed and accepted.

To obtain an admission form and parent pack, you may call into the Clarence Council chambers or phone the OSHC office on 62 458 665 for one to be posted out. Once you have completed your form/s, you may drop it off at the Council Chambers OSHC Office.

To take advantage of Child Care Benefit and the Child Care Rebate you must register with the Family Assistance Office by calling 1361 50.

Hours of Operation

After School Hours Care is offered from the end of the school day until 6.00pm at Howrah, Lindisfarne Primary, Emmanuel, Cambridge, Lindisfarne North and Montagu Bay, Monday to Friday during school terms. Before School is offered at the Howrah Centre from 7.30am-8.30am Monday to Friday and Holiday Care operates from 8.00am until 6.00pm Monday to Friday during school holidays at Lindisfarne and Cambridge schools. If booking numbers are low the Program is only offered at our Lindisfarne site, parents will be contacted about this. Please be aware that the office staff often work on the floor of an afternoon and any cancellations must be phoned through to the centres by 2pm.

Bookings and Cancellations

Bookings are compulsory. Parents are required to book the care they need for children at **EACH AND EVERY** centre, to ensure adequate space and staffing is available. An Admission form is completed for every permanent booking; if there is any variation to this

booking an update is completed to review the new information. For casual bookings parents must phone the OSHC office prior to the booking to ensure there is space for their child/ren

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If by any chance a child is not attending the session they are booked for, parents are required to phone the number, which is appropriate to their centre to cancel by 2pm. Parents will be charged a cancellation fee. If a parent does not cancel their booking a non-cancellation fee will be charged.

If a registered child arrives to any session without being booked and a space is not available the parent will be contacted to collect their child.

If a child arrives to any session that is not registered, the child will be taken to the school office for the school to contact the parent. No child can use our service that is not registered for auditing and safety reasons.

Children's Arrival and Departure

On arrival to OSHC, children will be marked off the attendance sheet. This determines that all children WHO ARE BOOKED IN are accounted for.

If by chance the child has not arrived, the parent will be contacted to ensure the child is safe and a non-cancellation fee will be charged. If parents can not be contacted the staff will call the emergency contacts to clarify the situation.

On departure from the session, the attendance sheet must be signed next to the time of departure by the parent or authorised person collecting the child/ren.

In the case of Holiday Care, each child must be signed in on arrival and signed out on departure by the parent or authorised person collecting the child/ren.

No child is to leave the Centre with anyone other than the parent or authorised person stated on the admission form, or other written authorisation from the child's parent PRIOR TO COLLECTION. That person must produce photo identification of themselves to collect the child e.g. Drivers Licence.

If for any reason a child is to leave the Centre alone, consent must be given in writing PRIOR TO THE OCCASION by the parent.

Fees

Accounts for fees are issued on a fortnightly basis for all After School Care. An accounts timetable and fee schedule are included in this pack. All accounts must be paid at Council Chambers between the hours of 9am to 4.30 pm or by phone on 62 458 665.

Payment can be made by cash, cheque, BPAY or credit card. A credit card authority form is completed and kept safe at the Co-ordination unit, where no other person apart from the Program Administrator and Cashier will access your number. Payment by cheque is made payable to the Clarence City Council. The parent's name and address must be written on the

back of the cheque. If a cheque happens to be dishonoured, the parent is liable to pay the bank charges.

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Overdue Fees

If for any reason fees have not been paid in full by the due date, a \$25 late payment will be added to your account. If the matter remains unresolved the Program Administrator shall notify the parent to inform them that no further care will be available, until the debt is settled.

Parents who leave OSHC services with a debt will not receive care in any Clarence Outside School Hours or Holiday Care services until the debt is cleared. Action on outstanding accounts will be followed through with the Tasmanian Collection Agency or the Magistrates Court.

Parents are required to pay their fees regularly.

Fee Setting

Clarence After School Hours and Holiday Care is a not for profit child care organisation that provides affordable, high quality care for primary school aged children.

The fees received pay for staff and all running costs. Additional costs are incurred due to influences outside our control such as changes to the Child Care Act, National Quality Framework and associated standards.

In order to provide an affordable service and to provide certainty to parents in terms of cost, the following principles in setting fees apply. To review fees annually taking into account the following factors:

- CPI increases
- Wage increases
- Normal running costs
- Additional regulatory requirements

This is passed at a Council meeting prior to being increased. Parents are then notified of the changes.

Child Care Benefit/ Rebate

The Commonwealth Government helps families with the cost of quality childcare by providing Child Care Benefit and Rebate.

Clarence Outside School Hours Care Programs is an approved service with the Commonwealth and State Governments.

All families are eligible for Child Care Benefit to reduce the costs of their fees. For information on these benefits, contact your Family Assistance Officer at your local Centre link office.

Confidentiality

All persons involved in the Outside School Hours and Holiday Care program must undertake to keep all matters re children, parents, families, staff and students confidential at all times

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Grievances and Concerns

We welcome your feedback regarding Outside School Hours and Holiday Care. Feedback can be made in person or writing and given to your supervisor or through the Program Administrator at the Council.

If you have any concerns at all about the care your child is receiving, please talk to the relevant staff member or to the Program Administrator.

- Be assured that any concerns that you have will be handled quickly, confidentially, and impartially
- Make a time to talk with staff away from the children
- Ask your child what the problem is and how they would like it changed
- Be clear and specific about your concerns and about what you would like to happen
- Be prepared to compromise – there may be things that cant be changed
- Clarence City Council’s Manager of Health & Community Development will help clarify any further issues.

Grievance forms are available from the OSHC office for every parents use.

Our Children’s Program

Centre Routines

All Centres have a set routine for roll call which is completed within 15 minutes of the start of the session to ensure all children who are booked are present and accounted for and then children have afternoon tea.

Each centre may vary in routine and times for activities during the session according to the children, staff and weather. However, both indoor and outdoor activities are offered each day. At times we are fortunate to have members from the local community visit the children and conduct special activities with them for example; the Bunning’s team run sustainable practises and an environmental awareness program. The Council has staff who organise sessions on positive hand hygiene practises or educate the children about poisonous plants. We may have a sporting group in to conduct physical activities, or a scientist in to talk about science to the children. Educators will notify parents prior to these activities being conducted.

At around 5.00 of an evening activities begin to wind down. This allows children to rest and have quiet time or complete homework before going home. During this time it also allows for pack up and clean up time before the centres close at 6.00pm. At times a healthy snack maybe offered to the children.

Afternoon Snack

A light afternoon snack is offered at each centre for all children on arrival. This is a community service that we provide and not included in the fee costs. A weekly menu is displayed on the Notice Board. If your child does not like any snack that is offered, seasonal fruit is available. It is recommended that you pack extra snacks if you feel your child requires it.

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What should your child wear?

There are no dress requirements in After School or Holiday Care. Most children wear their uniforms to afterschool care. If you prefer, for afterschool care you can pack some easy clothes for them to change into. An apron is available for children who do art and craft activities but once again if you prefer you can pack your own. Firm footwear is recommended at all times, especially for outdoor activities. **NO THONGS PLEASE.**

During Holiday Care children should dress casually and comfortably. Their clothing and shoes should be according to the weather. It is also advisable to always pack a coat in the winter months, and light T-shirts instead of singlet tops for hot sunny days. Hats are a must in summer for outdoor play. Please see our Weather Policy for details.

Personal Toys and Games (iPods, laptops, phones etc)

Clarence Outside School Hours and Holiday Care *DOES NOT TAKE RESPONSIBILITY* for any personal toys or games brought to any centre. Staff and children do not need the stress of lost or broken toys and games so it is requested that children do not bring them along. If you or your child insists on bringing toys, bikes and games along, Clarence Outside School Hours and Holiday Care will not be held responsible for any loss or damages that may occur. Some of our schools that we are aligned too have a policy that prohibits these items being brought to the school. We respect their policy and will reflect this with the children.

Lost Articles

It is the responsibility of your child to care for their possessions, but it is inevitable that things are mislaid. Please talk to staff if something has gone missing and we will endeavour to

Activities Program

Whilst at any session all children are encouraged to participate in supervised activities that are safe and fun. We offer a variety of indoor and outdoor activities, as well as quiet time and areas for rest or homework.

A program for weekly activities is displayed in each centre. Staff program for activities eachweek. Parents and children are encouraged to have input into these programs. Children are encouraged to complete individual profile information which they and you have access and input too.

There are several ways in which you can help out

- Communicate with supervisors with input

- Complete and return all surveys sent to you
- Comment on activities you like and dislike
- Contribute new ideas
- Consider helping out with special activities or donate materials as requested
- Check out the Notice Board or Children's Wish and Want Book to see if you can help

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Supervision

Effective Supervision is essential for creating outside School Hours care environments that are safe and responsive to children's individual and group needs. We believe that Supervisor will reduce children's injuries and allow staff to interact meaningfully with and respond to the children.

Guiding Children's Behaviour

It is expected that all children will behave in an appropriate and acceptable manner while attending the After School Hours and Holiday Care programs. Positive behaviour is encouraged by all staff, however unacceptable behaviour will be conveyed to the child's parents. Continued unacceptable behaviour may result in a child's enrolment within the program being suspended.

Our staff are flexible, caring and able to listen to your child's concerns and needs, whilst guiding their behaviour. Our staff are people who enjoy caring for children and have the personal qualities necessary to provide a warm, safe, healthy and stimulating environment for children in care.

Excursions/In House Activities

Children go on excursions some days during the Holiday Care program. There is an additional fee for excursions and some in house activities. Parents complete a permission and excursion form when booking their child/ren into the program.

The Council reserves the right to cancel or change excursions at any time. This is normally due to weather conditions and the well being of the children and staff.

During afterschool programs short walks are sometimes offered. Parents will be informed to ensure it is convenient for their child to be included.

Management plans are created to ensure the safety of all children prior to the event taking place. Parents are advised in writing of any possible hazards prior to the excursion taking place.

Health and Safety Issues

Hygiene

The utmost care is taken with hygiene in all centres. Children are encouraged to wash hands and keep the centre clean. Educators will follow strict guidelines to ensure the centre, toys and food handling is kept to National Standards.

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Immunisation

Parents will provide documentation to the service about their child's current immunisation status.

Parents are encouraged to immunise their child/ren against all diseases appropriate to the child's age. Parents sign a declaration on their admission form to indicate their child is immunised. Children who are not immunised will be excluded from care during outbreaks of some infectious diseases, even if their child is well. Parents of non-immunised children will need to fill in a conscientious objector form (available from the OSHC office).

Exclusion

Children and staff with infectious diseases or serious ill health will be excluded from each centre. The child or staff member will require a medical certificate, verifying that their recovery is sufficient to enable their return to the centre, from their medical practitioner or specialist.

If a child is unwell at home parents are asked not to bring the child to the centre.

If a staff member is unwell they should not report to work.

Unwell Children at the Centre

If a child becomes unwell whilst at the centre the parents will be notified and asked to take the child home. The child will be made comfortable and separated from the other children where possible until the parent arrives.

All illness at the centre is recorded on the "Register of Illness & Cases of Notifiable Diseases". Please refer to our Rest and Sleep Policy, First Aid Policy, Emergency Policy

Medication/Allergies

An allergy action plan must be completed for children with severe allergies/conditions. Individual Medication Plans may need to be completed at time of diagnoses or enrolment.

Medication will only be administered by centre staff if:

- It is prescribed by a doctor and has the original label detailing the child's name and required dosage
- The parent has completed and signed an authority to give medication.

Over the counter medicines will not be administered to any child. Out of date medications will not be given to a child. The Program Administrator reserves the right to refuse care to a Parent who does not provide correct medication, or that is not in date and does not adhere to our medication policy, for their child. Parents must inform Educators to any change in Medications and be responsible in removing these from the child's bag and given to staff.

For full details please see our policy and practises on Administration of Medication and First Aid Policy.

Infectious Diseases

Infections with or without illness are common in children. At home, children are reasonably protected from infectious diseases because they don't come in contact with many people. The adults they meet are generally immune to many childhood illnesses because they have had them as children. Because of this immunity, adults are less likely to transmit those infections to children. When children spend time in school and childcare and are exposed to a large number of children for some time, infectious diseases spread.

Some Infectious Diseases do not require exclusion. If you are concerned, please check with the Program Administrator for clarification.

Following is a list of the most common illnesses.

Illness	Symptom	Exclusion period
Chicken pox	Fever, runny nose, cough, fatigue, general rash	Until all blister have crusted, no moist sores, and the child feels well.
Head lice	Starts with small eggs about the size of a grain of salt and found first in hair behind the ears	Eggs hatch in 7-10 days. If live eggs are present, so are lice, and must be treated.
Conjunctivitis	Scratchy feeling in the eyes, sensitivity to light and a discharge	While discharge is present.
Common cold	Runny, stuffed up nose, sneezing, coughing, and a mild sore throat	No exclusion unless the child is unwell, but watch for new or more sever symptoms
Diarrhoea and vomiting	Strong smelling, loose, frequent bowel motions.	At least 24 hours after symptoms have stopped.
Ear infections	May pull or rub ear, have a fever, vomit, or be distressed	While child is unwell or there is discharge from the ear.

Weather Protection

All children and staff must wear hats on ALL outside excursions and activities in Summer, and WILL NOT be permitted to attend without them. Please ensure you pack suitable clothes e.g. coats and shoes, plus sunscreen for Holiday Care excursions.

Sun

To ensure all children attending the centre are protected from skin damage caused by harmful ultra violet rays of the sun the following will apply:

- Children will be required to wear a hat, which protects the face, neck and ears, whenever they are outside. Children will not share hats to minimise the spread of infections such as head lice, impetigo and ring worm.

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- Children who do not have their hats will be asked to play in an area protected from the sun
- Outdoor activities will be scheduled before 10 and after 2 whenever possible
- SPF 30+ broad-spectrum water resistant sunscreen will be provided for staff and children, and applied 15 minutes before going outside. Sunscreen is used only as a supplement to clothing and hats; it is not to be used by itself. Staff will act as role models by:
 1. Wearing appropriate hats and clothing while outside
 2. Using 30+ sunscreen
 3. Seeking shade wherever possible
- Teaching about skin and ways to protect it from skin cancer will be incorporated into the children's program
- When enrolling their child, parents will be informed about the sun safety policy, asked to provide a suitable hat and encourage children to practise sun protective behaviours
- Staff will be trained on the proper application of sunscreen.

In certain instances children may be exempt from wearing sunscreen. A letter from the parent is required stating the reasons. If a child attends the program and parents do not comply with the above, the child will not participate in activities in the sun.

Wet Weather

It is sometimes necessary, and at times appropriate, for children to be out of doors during or following wet weather. At this time it is essential that they be dressed adequately to ensure that they remain warm and dry. The parent may provide a woollen hat, suitable shoes and a weatherproof jacket for their child's use during winter and wet weather.

Please read our Weather Policy for full details.

Safety and Evacuation/Invacuation Drills

Evacuation/Invacuation drills are completed on a regular basis at all centres. If a parent arrives at a centre during a drill (a sign is placed on the door "Evacuation/Invacuation Drill in Process") they are requested to wait until the drill is completed. Please refer to our Emergency Policy.

Accidents/incidents at the Centre

Parents are required to provide written authority (included in the admission form) for staff of the centre to seek medical attention for their child if required.

When a minor accident occurs at the Centre, staff who are qualified in first aid will assist the child.

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If a serious accident occurs which requires more than first aid treatment, a staff person who is qualified in first aid and CPR will assess the situation and make judgement regarding the best steps to take.

All accidents/incidents are recorded by completing an accident/incident report form depending on the nature of accident. Parents & Educators are required to sign this document a copy is to be given to the parent.

All costs incurred are payable by the parent. Please read our Emergency Policy and First Aid Policy for full details.

Absences:

The Australian Government of the Department of Education Child Care Services Handbook states that Each child who is eligible for CCB is allocated 42 days absence from care across all CCB approved child care services during each financial year. Clarence Outside School Hours Care has a responsibility to ensure that a record of absences must be kept and notified to the department and evidence of child/ren absent reason must also be documented and available at time of audit. Parents are required to notify the service of an absence and complete appropriate documentation to support this requirement.

Inclusion Support

Our Programs at times may liaise with other organisations to provide quality care to you and your children. One of these organisations is the Lady Gowrie Inclusion Support team. We may access their services to support our Educators with training, resources or support for enabling our service to be accessible to all. If you would like more information on this support agency please contact the Program Administrator on 6217 9610.

First Aid Qualifications

At Clarence Outside School and Holiday Care programs all staff are required to have a First Aid Certificate. Each Responsible Person is fully trained in First Aid. Every 12 months staff members obtain a current CPR/Asthma/Anaphylaxis certificates.

Policies and Procedures

Please be aware that the services policies and procedures are readily available for families to read. Any copies of Policies can be easily accessed by calling the office and we will happily

post you out a copy. Or alternatively email you one. Our email address is oshc@ccc.tas.gov.au for any enquiries.

National Quality Framework – Education and Care Unit

As previously mentioned the Program operates under the guidelines and law of the National Quality Framework law and regulations. The National Quality Framework objective are to ensure the safety, health and wellbeing of children attending education and care services. It aims to improve the educational and development outcomes for children attending education and care services nationally. It promotes continuous improvement in the provision of quality education and care services. It wishes to improve public knowledge, and access to information, about the quality of education and care services.

These objectives are carried out and monitored by the services and the Education and Care Unit. They can be contacted by calling 62 335010.

For any further enquiries or questions about our Programs please do not hesitate to contact the Coordination unit on 6217 9610.