



**CLARENCE CHILDREN'S SERVICES**

**OUTSIDE SCHOOL HOURS  
AND  
HOLIDAY CARE  
PROGRAMS**

**PARENT  
HANDBOOK**

*Clarence Outside School Hours Care and Holiday programs are sponsored by Clarence City Council and are part of the Health and Community Development Group.*

*They are funded by the Federal Government, approved by the Tasmanian Education Department (the Regulatory Authority), and operate within the Education and Care Services National Law and National Regulations, and the National Quality Framework.*

## **Before School Care and After School Care Centres are located at:-**

Cambridge After School Care  
Cambridge Primary School  
976 Cambridge Road  
Cambridge

Phone – 0407 305 287

Emmanuel After School Care  
Emmanuel Christian School  
1 Chipmans Road  
Rokeby

Phone -0429 101 203

Howrah Before and After School Care  
Howrah Primary School – multi-purpose room  
7 Howrah Road,  
Howrah

Phone- 0409 979 786

Howrah After School Care  
Howrah Primary School - music room

Phone – 0417 214 062

Lindisfarne After School Care  
Lindisfarne Primary School  
17 Loatta Road  
Lindisfarne

Phone - 0400 677 590

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

Phone - 0419 528 755

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

Phone - 0438 325 885

## **Clarence Holiday Care is located at:**

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](http://www.ccc-children.com.au)

Address - 19 Alma Street, Bellerive 7018

Email - [oshc@ccc.tas.gov.au](mailto:oshc@ccc.tas.gov.au)

Phone – 62 17 9610

# Welcome to Clarence Outside School Hours Care and Holiday Care Programs

Thank you for choosing Clarence Outside School Hours and Holiday care for your child/ren. The parent handbook has been prepared so that parents can gain a greater understanding of how before and after school and holiday care works, and how it can support you and your child/ren.

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 contact the Program Administrator for clarification.

**Philosophy:** the service philosophy is available for you to read at your service.

**About OSHC & holiday care:** All services cater for children between the ages of 4 and 12 years.

After school hours care is offered from the end of the school day until 6.00pm at Cambridge, Emmanuel, Howrah, Lindisfarne Primary, Lindisfarne North, Montagu Bay and Risdon Vale Monday to Friday during school terms.

Before School is offered at Howrah Primary School, Lindisfarne North Primary School and Montagu Bay Primary School from 7.30am-8.30am, Monday to Friday.

Holiday Care operates from 8.00am until 6.00pm Monday to Friday during school holidays at Lindisfarne Primary School.

**Programs for children:** Our programs, policies and procedures are based on the National Quality Framework and are in line with the Education and Care Services National Law and National Regulations 2011. Children are encouraged to participate in supervised activities that are safe and fun. We offer a variety of indoor and outdoor experiences, as well as quiet time and areas for rest or homework. A program for weekly activities is displayed in each service. Parents and children are encouraged to have input into these programs.

**Afternoon Snacks:** A light afternoon snack is offered at each service for all children. A weekly menu is displayed on the notice board. If your child does not like any snack that is offered, seasonal fruit is available

**Centre Routines:** All services have a roll call which is completed within 15 minutes of the start of the session. This is to ensure all children who are booked into care are present and accounted for.

Individual services vary in routine and times for activities during the session according to the children, staff and weather.

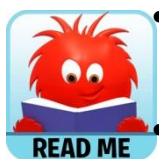
At around 5.00pm activities begin to wind down. This allows children to rest and have quiet time or complete homework before going home.

The service's policies and procedures are readily available for families to read. Copies of Policies can be accessed either at the service or by contacting the office.

**Training:** All our staff have current Working With Children checks conducted by the Tasmanian Department of Justice, current first aid certificates, food handling certification and mandatory reporting certificates.

All staff are encouraged to participate in a wide range of in-service programs to further develop their skills and knowledge in providing high quality care.

## Parent Responsibilities:



- **Enrolments:** 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 the child is formally enrolled.
- **Admission forms and parent packs** are available from our office 19 Alma Street, Bellerive, by phoning the OSHC office on 62 179 610 or online.

- **Child Care Subsidy** is paid by the Commonwealth Government to assist parents with the cost of care. You must contact Centrelink through your myGov account prior to the commencement of care. Care cannot commence until OSHC has this information and can formally enrol your child with the Australian Government Department of Education. For more information about this process visit [education.gov.au/childcare](http://education.gov.au/childcare)
- **Change of enrolment details:** The service must be informed immediately of any changes in parent or emergency addresses or phone numbers, or any other circumstances that may be relevant to your child.
- **Signing your child in and out** of care noting the actual times of care is a legal requirement and is to be completed by the person delivering and collecting your child.
- **Absences** must be paid for and the attendance sheet must also be signed so that Child Care Subsidy can be applied. If not signed, then the full fee applies.
- **Delivery and collection of children:** Your child/ren can only be collected by you or a person nominated by you on your child's admission form. If at any time an unauthorised person is to collect your child, you must inform the service. The service staff will ask the person for identification.
- **Court orders:** Parents are to supply current copies of any court orders to the Coordination Unit as soon as these are available.
- **Parent Participation:** parents are encouraged to take an interest and participate in our operations. Information can be found through regular newsletters, notice boards or by talking to the senior supervisor of the service. We welcome your feedback regarding our services. A parent of a child may enter the service at any time that their child is attending, however a parent can be refused entry to a service if permitting the parent's entry would pose a risk to the safety of children and staff, or if a court order is in place prohibiting the parent from having contact with the child.



#### **Bookings and Cancellations:**

- **Bookings are compulsory.** Parents are required to book the care they need for children to ensure adequate space and staffing is available.
- If a child arrives to any session without a booking the parent will be contacted to collect their child.
- **Casual bookings:** parents must phone the OSHC office prior to the care being required to ensure there is space for their child/ren.
- **Non- attendance:** If a child is not attending the session they are booked for then parents are required to contact either the office or the service by 2pm to cancel care. Parents will be charged a cancellation fee.
- **Non-arrival:** If a child has not arrived, then the parent/s will be contacted to ensure the child is safe. If parents cannot be contacted then the staff will call the emergency contacts to clarify the situation.

#### **Fees:**

- **Payment:** Accounts are issued on a fortnightly basis. Payment can be made by cash, cheque, BPAY or credit card. A credit card authority form for automatic payments can be completed and returned to the office in Alma Street. Cheques are to be made payable to Clarence City Council. The parent's name and address must be written on the back of the cheque. If a cheque is dishonoured, the parent is liable to pay the bank charges.
- **Overdue Fees:** If fees have not been paid in full by the due date, a late payment will be added to your account. If the matter remains unresolved then 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.

- A copy of the current fees is available at the service. Parents will be informed of any changes.



#### **Other information:**

- **Settling your child into care:** it is recommended that parents take their child/ren to the service they are using prior to commencement. This will give the child/ren the chance to meet staff and children and be familiar with their new surroundings and routines.
- **Clothing:** During holiday care children should dress casually and comfortably. Their clothing and shoes should be appropriate for the weather. It is also advisable to provide a coat in the winter months and light T-shirts instead of singlet tops for hot sunny days. Firm footwear is recommended at all times, especially for outdoor activities. **NO THONGS PLEASE**
- Hats are compulsory for outdoor play when the UV reading is over 3. Please see our Weather Policy for more information.
- **Excursions/in-house activities:** Children go on excursions during the holiday care program. Parents complete a permission and excursion form when booking their child/ren into the program. The program reserves the right to cancel or change excursions at any time. This is normally due to weather conditions. Risk management plans are written to ensure the safety of all children prior to the event taking place and are available for parents to sight at the service. Some in-house outings are organised at individual services and parents are notified of these.
- **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 diligent supervision will reduce children's injuries and allow staff to interact meaningfully with, and respond positively to, the children in care.
- **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 locate missing items.
- **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 care. The policy of individual schools with regard to children's personal items will be considered.
- **Guiding Children's Behaviour:** It is expected that all children will behave in an appropriate and acceptable manner while attending 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 until the issue is resolved.
- **Hygiene:** The utmost care is taken with hygiene in all services. Children are encouraged to wash hands and keep the centre clean. Staff will follow procedures that maintain high standards of hygiene to ensure the health and wellbeing of all who attend the service

- **Unwell Children in care:** If a child becomes unwell whilst in care then the parents will be notified and asked to collect their child. The child will be made comfortable and separated from the other children where possible until the parent or authorised person arrives.
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- **Immunisation:** Parents are to provide documentation to the service about their child's current immunisation status. Children who are not immunised may be excluded from care during outbreaks of some infectious diseases.
  - **Infectious Diseases:** When children spend time in care and are exposed to larger numbers of children, infections can spread very quickly. OSHC has policies and procedures in place to reduce the risk of illness and cross contamination. When a child is absent due to illness the service's program administrator reserves the right to request a medical certificate from the family doctor stating that the child is fit to return to care. All illnesses at the services are recorded on the "Register of Illness & Cases of Notifiable Diseases".
  - **Exclusions:** Some infectious diseases require an exclusion period and the programs follow the guidelines set down by the National Health and Medical Research Council in 'Staying Healthy in Child Care - Preventing infectious diseases in early childhood education and care services'
    - Diseases with exclusion periods include:
 

• Campylobacter	hand, foot and mouth	meningitis (viral)	rubella
• Chickenpox	head lice	meningococcal	salmonella
• Diarrhoea	hepatitis A	mumps	scabies
• Conjunctivitis	impetigo	pneumococcal	scarlet fever
• Diphtheria	influenza	rotavirus	strep throat
• Giardiasis	measles	ringworm	tuberculosis
    - Whooping cough
  - **Medical Conditions:** These are to be discussed when you submit your application forms for care. Parents must complete a medication consent form for children on any medication, including long term medications such as Asthma medication. Action plans and risk minimisation plans are also to be submitted where required.
  - **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 Agency. We may access their services to support staff with training or 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
  - **Confidentiality:** All persons involved in the Outside School Hours and Holiday Care programs must undertake to keep all matters regarding children, parents, families, staff and students confidential at all times
  - **Evacuation/Invacuation Drills:** Evacuation/Invacuation drills are completed on a regular basis at all services. If a parent arrives 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.
  - **Mandatory reporting of child abuse and/or neglect:** the aim of the *Child and Young Persons and their Families Act 1997* is to provide for the care and protection of children in a manner that maximises every child's opportunity to grow up in a safe and stable environment, and to reach his or her full potential. Under the Act educators and coordination unit staff are 'prescribed persons' and as such are legally required to report any current concerns that they may have in regards to the safety, welfare or wellbeing of a child.

### **Concerns, complaints and grievances procedure:**

An essential part of the provision of quality child care is the development of a safe and trusting environment where all participants feel able to come forward with any concerns in the knowledge that the staff and/or the Program Administrator will take prompt and appropriate actions to address those concerns. If you have an issue regarding any aspect of your child's care please discuss this firstly with the staff at your service and/or the Program Administrator. Any concerns you have will be dealt with promptly, fairly, sensitively and confidentially, and every attempt will be made to reach a resolution. If this process is not successful then the complaint can be referred to the Manager of Health and Community Development.

The Clarence Outside School Hours and Holiday Care programs hope that your family's time using our services is a positive and rewarding experience.

It is important for the continuing improvement of the services and the care we provide for parents to form active partnerships with staff. You can do this by:

- Spending a few moments talking to staff about your child's day.
- Keep staff informed about your child's routines, 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, etc. 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 service 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.

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



