

Fair Play OOSH (Aust)

Parent Handbook 2020



Before and After School Care

Address: 191 Gan Gan Road, Anna Bay NSW 2316

(Entrance via Old Main Road -Gan Gan Family Centre entrance)

Email: annabay@fairplayoosh.com.au

Website: <https://fairplayoosh.com.au>

Phone: 0426 106 503

Fair Play OOSH Philosophy

At Fair Play OOSH we don't want to be the biggest we just want to be the best at what we do! We endeavour to provide the highest level of care and are driven by quality, rather than quantity.

We support each individual child by giving them a sense of belonging in a warm, nurturing, fun and safe environment. "Quality is at the forefront of our heart".

Our programs are age appropriate and stimulating, assisting the development of the whole child, their physical, social, emotional, cognitive, and creative domains. Each program is created through an ongoing cycle and embraces each child's personal interests, values, beliefs and identity. Our resources are sufficient in number, with both indoor and outdoor experiences offered – allowing children to have the choice in what activities they wish to participate in.

When we are forward planning and programming, inclusion is at the forefront of our minds. We want to ensure that the families are getting value for money within our programs. We offer heavily discounted breakfast clubs to ensure all children within our schools can have a healthy breakfast and not be disadvantaged by money.

We aim to maintain inclusiveness; every child brings their own unique set of strengths and challenges we ensure all children have the ability to participate at OOSH.

We believe every child has the right to engage in play, recreation opportunities, and cultural and artistically diverse lifestyles. We maintain and foster positive communication and relationships between staff, children, families, schools and the community.

Fair Play OOSH invest in our staff for long term retainment by upskilling, offering regularly training, providing a roster that nurtures work-life balance and ensuring all staff are heard, listened to and involved in creating a compliant & fun environment for all children. Through having staff as a major priority within our service, we are able to offer consistency, maintenance and growth of educator, child and family relationships.

We understand that families need to feel comfortable with the team that will be caring for their children, thus we take exceptional care when recruiting educators. Our recruitment team meticulously screen all applicants to ensure they are suitably qualified, experienced and most importantly - have passion and commitment for working within the Out of School Hours childcare sector.

We believe that it does not take simply one person to raise a child; it takes a tribe.

Therefore, our educators at Fair Play OOSH are motivated to make a positive change in the future of our world and that starts with the development of your children.

There are many goals that are the basis of our quality service. Our team consistently aim to:

- Provide a quality environment that children and families are proud to attend
- Encourage respectful communication with every person at the service
- Provide opportunities and life experiences for children that they may not get the opportunity to do outside of our service
- Work in partnership with families, communities and the children
- Consistently implement a safe and sustainable environmental
- Encourage appropriate health, hygiene, physical activity and healthy lifestyle choice for each child.
- To maintain our status as a quality service going above and beyond in what we do
- Create an environment for children to play, learn and grow together in a quality service where kids can be kids.

The service will:

- Provide care in accordance with the Education and Care Services National Regulations and Law.
- Focus on extending and enriching the wellbeing and development of school aged children and provide opportunities for the children to engage in leisure and play based experiences, while meeting the care requirements of families.
- Employ both men and women from a variety of cultural backgrounds to enrich the diversity of educators and reflect the values within the community.
- Develop and implement programs in alignment with the National Quality Framework. Educators will work as a co-operative team; sharing skills, ideas and resources in collaboration with the children and families interests.
- Our educators will be respectful, nurturing, sensitive and committed to the wellbeing of the children and families at the service. We are committed to developing lasting relationships between educators and all individuals associated with the service.
- We aim to provide a quality work environment that is enjoyed by both educators and children. We encourage educators to contribute to all aspects of the service with an emphasis on teamwork and co-operation.



Fair Play OOSH (Aust) provides care for children aged between 5 – 12 years of age attending all local Government and Non- Government schools within the community. We encourage children that will commence their First (Kindy) year at school to attend the January Vacation Care program as it helps the child make new friends and helps them transition to their first school year.

The service aims to include all children regardless of disability, cultural background and additional needs.

Where demand for child care exceeds the available child care places approved a priority order is followed as per our priority of access policy.

Before and After School Care

- Priority 1 - A child at risk of serious abuse or neglect
- Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy the work, training, study test under section 14 of the A new tax system (Family Assistance) Act 1999
- Priority 3 – any other child

Within these main categories priority will be given as listed in the order below;

- Children who attend the school the service is located at
- Children currently enrolled at the service
- Siblings of children currently enrolled at the service

Special consideration at the discretion of the Providers will be given to;

- Single parents on a low income
- Socially isolated families that have no support network within the country or state
- Children in families on low incomes that would not otherwise be able to afford private care situations e.g babysitter
- Children enrolled at the school the service operates from

NB: IF ANY OF THE PROVIDED INFORMATION IS FOUND TO BE FRAUDULANT OR MISLEADING FAIR PLAY OOSH (AUST) CARE WITHIN IT'S RIGHTS TO CANCEL CARE IMMEDIATELY.

Services we Provide

Before School Care	7am-9am
After School Care	3pm-6pm
Strike Care (if approved by the school which the service operates from)	7am – 6pm
Vacation Care- if approved	7am – 6pm

If you require Before School Care earlier then 7am, please speak to staff and an earlier opening time will be considered.



Fee Schedule – Child care Subsidy available

Session	Permanent	Casual
Before School Care/Breakfast included (until 8am)	\$18	\$20
After School Care / Afternoon Tea included	\$20	\$22
	Day camp	Excursion
Vacation Care	\$55	\$70
Late pick up fee		\$5 per min/per child
No notification Fee		\$10
	One Child	Family
Enrolment Fee (Annually)	\$30	\$60

Please speak to the service coordinator to discuss a large family discount.

Child Care Subsidy

Some Families are eligible to receive Child Care Subsidy. As of 2 July2018, the Child Care Subsidy will replay the Child Care Benefit (CCB)and Child Care Rebate (CCR) with one single, means tested subsidy.



Families will be required to complete a my gov account to complete the means-tested activity test, follow the link below. The activity test is one of the factors determining a families level of subsidy and recognises the following activities;

- Paid work, including leave
- Being self employed
- Doing unpaid work in the family business
- Training courses for the purpose of improving the individual's work skills or employment prospects
- An approved course of education or study
- Volunteering
- Actively looking for work
- Paid parental leave, including maternity leave

https://www.centrelink.gov.au/custsite_pfe/pymtfinderest/paymentFinderEstimatePage.jsf?wec-appid=pymtfinderest&wec-locale=en_US#stay

The Child Care Subsidy will be paid directly to the service providers to be passed on to families as a fee reduction. Families will make a co-contribution to their child care fees and pay to the provider the difference between the fee charged and the subsidy amount.

Additional Child Care Subsidy (wellbeing) provides additional childcare fee assistance to an individual in respect of children at risk of serious abuse or neglect.

For the purposes of Additional Child Care Subsidy (child wellbeing), a child is taken to be at risk of serious abuse or neglect if the child is at risk of experiencing harm, as a result of current or past circumstances or events that resulted in the child being subject to, or exposed to, any of the following:

- serious physical, emotional or psychological abuse, or
- sexual abuse, or
- domestic or family violence, or
- neglect.

Sign in | Out

Fair Play OOSH (Aust) has recently gone digital with our sign in | out process. Families and their nominated contacts are required to enter their mobile number and a personal pin number in order to sign in and out children.

Parents must accompany their children onto the premises and sign their child in using QK Kiosk provided on the service iPad.

Parents must come into the service to collect their children and sign their children out using QK Kiosk on the service iPad.

By law NO child can sign themselves out and leave the service by themselves.

Children must be signed out by an adult (person over 18years old) no exceptions will be made.

Please notify us **in advance** if a nominated person other than a parent will be collecting your child on any day. This person will need to provide service staff with Photo I.D.

***Please Note:** It is a department regulation that you sign your child in and out of the service and note the times. Failure to do so may jeopardise the safety of your child and also stop your CCS.*

Children are not considered to be legally in our care until they have been signed in by a parent in the morning or marked as attending on the role by an OOSH Educator during after school care (from the commencement of school of a morning when children are sent to school when there is a teacher on playground duty and once a child has been signed out by an educator. The child is no longer considered to be in the care of Fair Play OOSH (Aust).

- Parents must notify the service **in writing** of **any** change to the information on the enrolment form. (telephone numbers, address, permanent change to days or authorised persons)
- Educators **will not** permit people other than parents or known collectors to collect children unless written authorisation (in the form of a letter or text message) has been received by an educator prior to children leaving the service. Collectors must be over the age of 18 years of age. No exceptions can be made as this is a legal requirement.

Fee Payment

- a. Fees can be paid via Debit Success or via BPAY from your financial institution on a weekly or fortnightly basis for permanent bookings and weekly for casual bookings (BSC & ASC). Fees are processed on a Friday morning however please be aware that some financial institutes process direct debits on their own time. This is out of the control of Fair Play OOSH (Aust) and you will need to contact your financial institute if you are experiencing difficulty or are unhappy with the day that your direct debit is being processed. If fees are unable to be paid in the specified time please make arrangements to meet the coordinator to arrange a possible payment plan. Fair Play OOSH (Aust) does **not** accept cash payments.
- b. Fair Play OOSH (Aust) will send weekly statements that include the two weeks of care prior to the date and the current week via your nominated email address unless prior arrangements have been made with the service.
- c. Full fees are still payable in the event of public holidays and nonattendance by your child due to sickness, family holidays, teacher's strikes, staff development days, forced school closure and school pupil free days which occur during school terms and which fall on your child's care days. Unless Fair Play is offering all day care on Strike Day's and or Pupil Free Days and you have elected to book your child /ren in to attend.
- d. Vacation Care Bookings can NOT be made until your term account in paid up to date.
- e. Once you have booked Vacation Care there is no cancellation/refund on ANY excursion or incursion. To cancel a day camp you need to provide 24 hours' notice.
- f. We reserve the right to charge a late fee of \$20 for each week that fees are overdue or a payment is dishonoured and no attempt has been made to rectify the issue.

Phone Calls, Messages and Contact Information

a. Phone calls;

Should you need to phone OOSH, it is preferred that you call between 7-9am and 2:30-6pm Monday to Friday on **0428 016 503**. Otherwise you may leave a message on the answering machine. Please advise us of an absence between 7am and 2:30pm.

Children are not allowed to have a mobile phone at OOSH. Please call the centre if you need to speak with them.

b. Emergency Contact Numbers;

On your enrolment forms you filled in the names of emergency contact people and their phone numbers. If at any time these details change, please inform an educator. This is vital for our records.

c. Change of address or phone;

It is your responsibility to notify us ASAP of any changes to your current home address or phone numbers. Please note that it is your responsibility to keep us informed should we need to contact you for any reason during the day or in the event of an emergency.

Service Opening Hours and Late Collection Policy

The service is licensed to operate between 7am to 9:30am and 2:45pm to 6pm. Children cannot enter the service or be signed in until 7am. Please ensure that you collect your child/ren and have left the service by close time of 6pm, or a late collection fee of \$5 per minute per child will apply. If you are running late, please call the service on **0428 016 503** to advise them of your arrival time. This does not negate the late collection fee. It is a condition of enrolment that you abide by these times. The service is unable to operate childcare outside these hours without formal approval from the Department of Education.

Note: in the event of an emergency you will be required to call if you will be late.

EMERGENCY- a serious situation or occurrence that happens unexpectedly and demands immediate attention. If your child is collected late after 6pm you will be charged the current late fee of \$5per minute per child.

Cancellation of Before and After School Care

- a. In the event of wanting to cancel a permanent position, two weeks' notice in writing is required. Fee's are to be paid up to date concluding the two weeks' notice.
- b. In the event of a cancellation of a casual booking, 24 hours' notice is required otherwise full fees will still be charged.
- c. Cessation of care

Please note: There are no refunds when cancelling and Excursion or Incursion during Vacation Care. You may cancel a day camp booking however, 24 hours' notice is required.

Programming

Fair Play OOSH (Aust) program activities based on child input in alignment with the National Quality Framework and My Time, Our Place. Activities will be displayed each week close to the parent sign in and out table. Daily activities art and craft, sporting, homework hub, construction, free choice and imaginative play throughout the session. The children determine these activities through writing them in our weekly evaluation book, conversations with educators and educator observations. Parents are

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encouraged to contribute program ideas via email or in the suggestion book located on the sign in and out table.

Complaints, Feedback & Suggestions

Feedback from parents is important in ensuring that services are continuing to meet parents' needs and for planning for appropriate services. An important source of feedback is parent, educators and community members complaints/suggestions, and these are welcomed and encouraged by educators and management. Parents, educators and community members have the right to complain and to suggest changes to the services they receive. Please see the complaints procedures policy on additional information regarding this process. Educators are interested in your suggestions, criticism and opinions, so please do not hesitate to contact us for any reason.

Parents and Community members are welcome to:

- Contact us by telephone or in person
- Contact us in writing
- Use an advocate to help procure a change in the service.

Responsibilities of Parents

It is the parent' responsibility to make themselves familiar with the information provided in this handbook. If you would like further information you can access the Fair Play OOSH (Aust) Policy and Procedure Manual. A copy is kept at the service. If you have any questions or concerns you are encouraged to discuss these with the coordinator of the service, your child attends or the Providers. Parents are also responsible for ensuring that information regarding your child is kept up to date, including details, approved emergency contacts and medical information.

Parent involvement in the service

We believe that participation by parents and guardians is important. Involvement of parents and extended family members in activities will be actively sought and open communication constantly maintained we will actively seek this involvement by:

- Spending time at the service, participating in activities with your child and others or just observing the service program in action.
- Sharing talents and experiences as a special guest.
- Reviewing centre policies
- Suggestions for activities and afternoon tea ideas
- Complete the annual survey
- Asking for your assistance and participation in particular events such as assisting in the program or excursions, working bees, fundraising and other special events.
- Your help in supplying us with a variety of recycling and scrap materials, etc will always be utilised in our craft program.
- Attending formal and informal functions arranged by the service e.g Halloween and Christmas events.
- Encouraging feedback and input from parents in relation to the program, policies or other issues relating to the centre.
- Encouraging parents to offer skills and knowledge in a variety of ways and to contribute to the diversity of experiences for the children attending the service.

Parent and family members who would like to volunteer their time will be required to complete a volunteer Working with Children Check (WWCC). Volunteers will also be required to take place in an induction and provide identification for the services' record keeping.

General Information

Management Structure- Fair Play OOSH (Aust) is a privately owned and operated company which reports to Anna Bay Public School Principal on a weekly and monthly basis. On site there is a Qualified Centre Coordinator, qualified educators and supervisors.

Policies

Fair Play OOSH (Aust) policies are located on the coordinators desk and are available for family perusal. These are reviewed annually or as needed. Families are encouraged to have input into the review of the service policies and will be notified when input is required. We have a variety of policies covering many topics e.g Fees, staff ratios, child protection, hygiene, food handling, administration of first aid and medication etc.

To assist in maintain a positive, safe and caring environment, educators and children will have the following responsibilities;

Children are encouraged/guided to:

- Accept and value every child and adult, regardless of ethnicity, culture, religion, sex, ability or family structure.
- Treat each other with respect, courtesy and understanding.
- Maintain positive communication and relationships with their peers, educators and other adults.
- Settle differences in a peaceful manner; endeavour to use verbal communication to resolve difficulties.
- Ensure that appropriate language is used at all times.
- Develop self- disciplinary skills with direction and positive role modelling from staff
- Develop an understanding that behaviour is the result of choices made by the individual and that all behaviour has consequences.

Educators are to:

- Accept and value every child and adult regardless of ethnicity, culture, religion, sex, ability or family structure.
- Treat each other with respect, courtesy and understanding.
- Maintain positive communication and relationships with children, parents and fellow staff members at all times.
- Engage in conversations with all children, developing an understanding of individual children and their interests.
- When communicating with children, staff will endeavour to understand and converse at the child's level in a friendly, positive manner.
- Form friendly and warm relationships with children, be supportive and encouraging of children's beliefs and interests and remain supportive of positive behaviours.

Educators will encourage children to take responsibility for their actions. Educators will do so through:

- Acting as role models for positive behaviour.
- Recognising and encouraging positive behaviours with children.
- Addressing unacceptable behaviour without developing a negative view of the child/ren.
- Providing an environment which will foster children's positive self-esteem.
- Helping children to develop self-disciplinary skills through positive role modelling and reinforcement.
- Introducing all children to simple conflict resolution skills.
- Helping children to appreciate and care for each other and their surroundings.
- Ensuring that appropriate and positive language is used at all times.

Examples of unacceptable behaviour from parents, educators or children which may result in the exclusion from the service;

- Sexual innuendos/actions
- Physical violence
- Children consistently ignoring educator direction
- Unwanted or inappropriate physical contact
- Swearing/shouting
- Emotional abuse towards children
- Physical abuse towards children
- Bullying
- Children running away from the service
- Children locking themselves in areas which educators cannot access
- Disrespectful educators, peers or visitors to the service
- Threatening educators or peers
- Cruelty to animals
- Graffiti, vandalism or theft
- Inappropriate drawing or letters

In the event of a parent displaying any of the above behaviours, coordinators reserve the right to ask the offending parent to leave the service immediately, further action may be taken; the police may be called in severe cases. At the coordinators discretion the parent may be banned from attending the service for drop offs and collections.

If a child is found to be consistently using inappropriate behaviours, educators retain the ability to physically restrain the child and notify parents immediately. A behaviour management plan will be implemented in collaboration with the child and carers. In severe cases where educators and/ or children are at risk of harm or if a behaviour management plan is unsuccessful in curbing behaviour, parents may be called to pick up their child immediately. At the coordinators discretion the child may be excluded from the service for the following day or for a longer period of time.

If an educator has been known to use any of the above behaviours a meeting will be arranged with the coordinators, involving an official warning in writing. In more severe cases, the educator will be asked to leave the service.

Parents are encouraged to work with educators to develop behaviour management strategies or discuss concerns or issues that may be impacting on your child e.g loss of a grandparent, separation or moving to a new house. This enables educators to provide necessary support for your child. Resources covering these circumstances are available by request from the coordinators. Service

providers have the right to exclude any child who causes disruption or any child who is not following the policies of the service.

Allergy policy

Fair Play OOSH (Aust) is an **allergy aware** service and will be mindful of food products containing any allergens to children attending the service. Therefore, we ask that families speak with the service coordinators regarding foods that children within the service are allergic to and refrain from packing any products that may cause harm to an anaphylactic child attending our service. The service will also have signs on display to notify parents/visitors.



Food and Nutrition

Afternoon tea is served between 3pm and 3:30pm and again between 4:30pm and 5pm this cost is included in the ASC Care Fees. Afternoon tea is a variety of nutritionally balanced snacks, with fruit and vegetables served daily. Water is also available for children at all times.

Breakfast is provided in BSC at no additional cost, breakfast includes cereal, toasted sandwiches, toast, eggs etc. Breakfast is available between 7am and 8am.

The service promotes healthy eating. A weekly menu is displayed on the child and family notice board and parents and children are encouraged to leave feedback and ideas for future menus.

Staff will demonstrate good healthy and hygienic eating habits while with the children.

Food Handling and Hygiene

The children are asked to wash their hands before eating food at the service. On excursions where hand washing facilities are not available, educators will provide hand wipes or hand sanitiser. Hand washing is the most important way of controlling infection. Individual plates and serving tongs are provided for children. The service will display hand washing posters for a visual prompt for children.

Educator | Child ratios

As per the National Regulations and guidelines our Educator to children ratios are 1:15 in service, 1:10 on excursions and 1:5 near water. Where possible we have an additional educator in after school care most afternoons.

Sun Protection

Outdoor activities will be scheduled where appropriate outside of UV peak times or planned for shaded areas. Sun protection will be used for all children; and SPF 50+ sunscreen is always available. Educators will direct children to wear hats for outdoor play. Educators are to enforce the “no hat, no play” rule. Educators will demonstrate sun safety and wear hats during outdoor play.

Accident Policy

In the event if an accident, which is unable to be treated by first aid procedures administered by a trained first aid person, or if there is a change in consciousness, head, back or neck injuries, extensive bleeding, eye injury or convulsions, an ambulance will be called. In case of emergency or accident, medical attention will be sought for your child, however, these expenses must be borne by the parents.

Medical Policy

Medication will only be administered with the explicit permission of the parents or in the case of an emergency with the permission of a medical practitioner. Parents who require medication to be administered to their child at the service must complete a medication form (available from educators) A risk minimisation plan must also be completed as well as a photo of the child. Please note that only prescription medication in the original packaging will be administered to your child. If your child requires the medication to be cut, we require the medication to be provided in a Webster pack.

Illness & Infectious Disease

No child is permitted at the service if suffering from an infectious disease, If your child becomes ill while at the service, you will be notified as soon as possible. If your child is not immunised, they will be excluded from care until all risk of infection has passed.

If your child has had a serious illness, e.g. chicken pox, we will require a copy of a doctor's certificate from your family doctor or GP to ensure that your child is no longer contagious, prior to them being allowed to return to the service.

In the case of a contagious/infectious disease, parents will be notified immediately, and the child kept isolated until collected by the parents and not allowed to return to the service until no longer contagious or infectious. Doctor's certificate will be required.

The children need to bring

Please ensure that all clothing and belongings are clearly labelled with your child's name. In before and after school care the child will need a wide brimmed hat and jumper depending on the season, During the school holidays your child will need to wear closed in shoes and bring a wide brimmed hat, sunscreen, sun safe clothing and a drink bottle containing water only. Breakfast and afternoon tea are provided during the school term and during Vacation Care you MUST supply your child/ren with a healthy morning tea, lunch and afternoon tea, drink bottle containing water only. (please limit treats). The children are usually very hungry during the day so please ensure there are additional snacks if required. Where possible it is a good idea to have an extra change of clothes just in case your child has a toileting accident.

What to expect/settling in

The transition from pre-school and school is a big step for families and how children react to the significant event will be very individual. Educators recognise, that families know their children best and we encourage parents to collaborate with us, to best meet their needs. Families are encouraged to always say goodbye to their child/ren on departure and not to slip away unnoticed. Please let a educator know when you leave in the morning and when you collect your child in the afternoon. Educators will support and comfort children if necessary when saying goodbye. Please feel free to call the service to see how your child is settling in.

Privacy Statement

Fair Play OOSH (Aust) requires certain information be collected in accordance with regulations of operating a child care service.

The service coordinators are responsible for keeping personal records and documentation relating to the families using the service. All records are kept secured to maintain privacy. Educators will be trained in record keeping as required.

Protecting the privacy of personal and sensitive information collected is fundamental for Fair Play OOSH (Aust) in providing a quality Child Care Service.

The Commonwealth Privacy Act 1988 – Privacy Amendments (Privacy Sector) Act 2000.

Collecting Information

- a. Personal information must only be collected and used specifically for the purpose of the services function. Personal information should be collected in a fair and unobtrusive way.
- b. Persons providing the information will be given appropriate access to their information and be advised about the purpose for the collection of the information.
- c. The primary purpose for collecting information is to enable the service to provide your child with an individual developmentally appropriate program that is stimulating, nurturing and safe.

Use and Disclosure

- a. The service will disclose personal and sensitive information to the services' staff, for administration and education of your child.
- b. The service will obtain parent/guardian permission before disclosing a child's personal and sensitive information to a professional attending our service for the specific purpose of providing a service for you child. This includes early intervention teachers, speech therapists, occupational therapists, doctors and counsellors.
- c. Personal information collected about children is regularly disclosed to their own parents or guardians. Information such as children's personal achievements and photos are displayed within the boundaries of our service's building.
- d. The service organises fundraising activities. Information received from you may be used to make an appeal to you. We will not disclose your personal information of others such as doctors or emergency contacts. We encourage you to inform them that you are disclosing that information to the service and why. You will also need to inform them that they can access that information if they wish to do so.

Data Quality

- a. The service will take all reasonable precautions to ensure personal information that is collected, used and disclosed is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information that is provided by the individuals.
- b. Parent/Carers will be required to advise our service of any changes that may affect the initial information provided.

Thank you

Fair Play OOSH (Aust) Team

