



PARENT HANDBOOK

2018

OUR PHILOSOPHY

The Telopea Park School Before and After School Care recognises and supports the need for Telopea Park School children to have high quality, affordable and accessible care outside of school hours. We provide a safe and happy environment where all children feel they belong and where parents are confident in the knowledge that their children are being well cared for.

We aim to achieve this by:

- Embracing diversity and supporting inclusion regardless of family structure, gender, cultural or religious background.
- Providing a broad and balanced range of experiences that cater for different ages, abilities and interests, and which foster the development of children's physical, cognitive, creative and social skills.
- Providing a stable yet flexible routine that enables children to explore and investigate at their own pace and to have choice and control over their learning opportunities and experiences.
- Guiding behaviour amongst all which promotes individuality and self-expression but also tolerance, patience and being respectful of the personal space and property of others.
- Fostering positive interactions through educators encouraging, guiding and nurturing children, and promoting a balance of both structured and self-directed play.
- Promoting healthy eating by providing a diverse, nutritious menu consistent with the *Australian Dietary Guidelines for Children and Adolescents* which meets all children's dietary needs.
- Valuing our staff and acknowledging and utilising their unique skills and abilities.
- Encouraging and providing educators with opportunities for professional development which will in turn enable us to deliver care of the highest standard.
- Operating as an integral and valued part of the community, reflecting community values and utilising community resources.
- Welcoming and encouraging parent feedback and input into decision-making on our centre practices and programming to enhance children's learning and to accommodate family needs.
- Working in partnership with all stakeholders - families, children, educators, the school, government and the wider community - to foster productive and cooperative relationships.
- Managing the service efficiently and effectively and in accordance with the National Regulations, National Quality Framework and the My Time, Our Place Framework for School Age Care.

1. INTRODUCTION

The Telopea Park School Outside School Hours Care (TPSOSHC) operates as a not-for-profit arm under the Parents and Citizens (P&C) Association of the Telopea Park School. The TPSOSHC Sub-Committee (Sub-Committee) was established to manage the operations of the centre and does so in accordance with the P&C Association's Constitution, centre policies and relevant legislation.

The Sub-Committee comprises a Chair, Treasurer and Secretary. These positions are occupied by volunteer parents who are appointed each year at the P&C annual general meeting.

The centre also employs a number of paid staff. This includes a part-time Administrator (to oversee the administrative and financial management of the centre), a full-time Director (to manage the day-to-day operations of the centre), a part-time Assistant Director, and a team of casual educators.

The centre offers care to children at Telopea Park School in Kindergarten to Year 6. It operates within the School Age Care Framework *My Time, Our Place* and is rated in accordance with the National Quality Standard. This ensures a quality service is maintained through a process of continual improvement. Family participation in the continuing improvement of the centre is encouraged and greatly appreciated.

Our staff are selected carefully to ensure children attending the centre have the best quality care in a safe and friendly environment. All staff must have a Working with Vulnerable People card and a certain number of staff must have up-to-date first aid and relevant qualifications (i.e. teaching degree, out of school hours care diploma/certificate).

Staff ratios are determined by ACT statutory regulations. The current ratio for before and after school care is one carer to eleven children.

2. HOURS OF OPERATION

The centre offers before school care, after school care, holiday care and ECAs.

Before school care is from 7.30am to 9.00am and includes structured activities as well as a healthy, varied breakfast.

After school care is from 3.15pm to 6.00pm and includes fully supervised general play and structured activities and afternoon tea. Afternoon tea is served at 3.30pm (or 4.30pm for those in an ECA) with fruit on offer at all times. The centre caters for children who have special dietary requirements. Requirements should be specified on the enrolment form.

A holiday program is offered during most school holidays from 8.00am to 6.00pm. It includes a range of fun and engaging activities including excursions.

Separate to after school care activities, the centre runs a number of ECAs during school term in the 3.30pm to 4.30pm timeslot. These activities attract a separate fee and are not eligible for any child care benefit or rebate. ECAs vary throughout the year, and include activities such as tennis, Tae Kwon Do, dance, soccer, yoga, cooking and French homework. Children do not have to be enrolled in after school care to participate, but we do require a valid 2018 Enrolment Form for all children attending the activities.

Please note that Kindergarten children can enrol in ECAs from Term 1.

3. CONTACTS

The office is located in the primary section of the school opposite the primary school office.

The Director is Robin Smith who is present from 9.30am to 6.00pm. The office phone number is 6273 2553. Outside of these hours, messages can be left on the answering machine. Robin can also be contacted via email at director@tpsoshc.org.au.

Robin should be contacted for casual bookings and cancellations within the current week.

The Administrator is Julie Sheedy who handles all account enquiries as well as bookings and cancellations/change of bookings for before school care, after school care and the holiday program. Julie works part-time and the days she is present in the office are advertised on the noticeboard. Julie can be contacted via email on administrator@tpsoshc.org.au. Messages can also be left in Julie's parent communication book which is placed on the office counter.

Contact with the Chair of the Sub-Committee can be made via email at chair@tpsoshc.org.au.

Communications regarding ECAs can be sent to ecas@tpsoshc.org.au.

4. FEES

Equipment Levy

An annual \$10.00 equipment levy per family is charged at the time of enrolment. This goes towards the cost of sports, art, craft and other equipment for the children.

Before School Care

The daily fee for before school care (7.30am-9.00am) is \$16.00 permanent / \$18.00 casual including breakfast.

After School Care

The daily fee for after school care (3.15pm-6.00pm) is \$19.00 permanent / \$20.00 part-time / \$26.00 casual including afternoon tea.

Definitions

Permanent – children booked into care five days per week.

Part-time – children booked into care less than five days per week.

Casual – children booked on an as required basis.

Non-Notification / Non- Sign Out Fee

The centre must be notified of all absences as this can impact on our staff to child ratio. A \$5.00 non-notification fee will be charged when the office has not been advised of absences by 8.00am (for before school care) or 2.30pm (for after school care). A non-sign out fee of \$5.00 may be also be charged when children are not signed out on the attendance roll.

Change of Booking Fee

A \$5.00 fee will be charged for each change of booking **if more than one change** is submitted each term.

Late Collection Fee

A late fee of \$10.00 plus \$1.00 per minute will be charged for children who are not collected by 6.00pm sharp.

Late Payment Fee

All fees must be paid by the due date unless otherwise arranged with the Administrator. A late fee of \$20 will be charged for every month an account is overdue.

5. PAYMENT OF FEES

Fees for before and after school care are due fortnightly from the start of each term. Statements are prepared fortnightly and emailed out. Term payments are also possible.

Fees for ECAs and holiday care are charged separately and payable each term.

The preferred method of payment is direct debit (credit or scheme debit card only). A direct debit request form must be completed and is provided at the time of enrolment, or on request.

Please note that any queries regarding statements must be raised within one month of the statement being issued. We cannot guarantee any adjustments to statements for queries made after this timeframe.

6. CESSATION OF CARE

When a child ceases care for the calendar year or completely, any outstanding debt must be paid in full by the last day of attendance. If a debt is not paid by the last day of attendance, then the direct debit agreement will still apply and payments will be debited from the nominated account until the debt is paid in full.

7. CHILD CARE BENEFIT / CHILD CARE REBATE

Before school care, after school care and the holiday program are approved for Child Care Benefit (CCB) and the Child Care Rebate (CCR).

To be eligible for CCB or to claim the CCR, parents/carers must complete the required information on the enrolment form which includes: the parent's name, date of birth and CRN number (the parent who is registered with the Family Assistance Office to receive the CCB or CCR) and each child's name, date of birth and CRN number. For new families, we also require the Assessment Notice of Child Care Benefit for Approved Care issued from the Family Assistance Office.

Without this information, we are unable to formally enrol a child and no fee reduction or fee rebate will be possible.

The centre's CRNs are:

- a) Before School Care – 555 006 555L
- b) After School Care – 555 012 357L
- c) Holiday Care – 555 006 558A

Please note that to receive the CCR, parents must be assessed.

For more information on CCB or CCR, please contact the Family Assistance Office on 13 61 50.

8. ENROLMENT

To enrol a child in the centre, an enrolment form must be completed each year. No child is permitted to attend the centre without a completed enrolment form, including attendance at ECAs or the holiday program.

For new parents, enrolments can be submitted online from October 2018 using My Family Lounge (MFL). New parents should register for MFL which can be accessed at:

<http://www.teloapeapnc.org.au/services/before-and-after-school-care/>

For existing parents, enrolments can be submitted and updated on My Family Lounge using your email and password.

Casual Places

If before or after school care is required at short notice, a casual booking can be made. At least 24 hours' notice is required and a place is subject to availability. Casual bookings can only be accepted upon completion of an enrolment form and payments must be made on the day or via direct debit (and a direct debit request form must be completed).

A casual booking can be made by phone or by emailing the Director at:
director@tpsoshc.org.au

9. PRIORITY OF ACCESS

The centre is currently licensed to care for 120 children. If the maximum number of children is reached, a waiting list will be created. To ensure the system is fair, the Australian Government has developed *Priority of Access Guidelines* for allocating places in these circumstances.

The priorities are:

First priority – a child at risk of serious abuse or neglect.

Second priority – 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*.

Third priority – any other child.

There are also further priorities within these three main categories.

In addition to the *Priority of Access Guidelines*, the waiting list will also take into consideration the date of enrolment, siblings already in care and required days of care. Parents are able to access their status on the waiting list on request.

For further information, refer to the Department of Social Services website: (<https://www.dss.gov.au>).

10. CANCELLATIONS, CHANGES AND ABSENCES

Before and After School Care

An increase in days of attendance (permanent or part-time) requires 24 hour's notice in writing either via email or by completing the Change of Booking Form. Change of Booking Forms are available in the office or can be emailed on request. Please note that the days requested are subject to availability. If there are no places available, the child's name will be placed on a waiting list.

A decrease in days of attendance (permanent or part-time) requires two week's notice in writing either via email or completing the Change of Booking Form. Failure to provide this notice will result in the full fees being charged.

24 hour's notice is required for cancelling a casual booking, otherwise fees will be charged for that booking.

The centre must be advised of all absences by 8.00am (for before school care) or 2.30pm (for after school care) or a non-notification fee will apply. Please note the school is unable to let us know if children are absent from school.

If your child is going to be absent from the centre and two week's notice has been given, you will not be charged for this non-attendance. All other absences will be charged for.

Holiday Program

For the January holiday program, two week's notice must be provided for any reduction or changes in days, otherwise full fees will be charged.

For all other holiday programs, any changes or cancellations must be received by the Friday prior to the program commencing (i.e. last day of term).

11. ARRIVAL AND DEPARTURE

Children attending before school care must be signed in upon arrival at the centre (signature and time of arrival). Children will be signed out by a staff member when released to the school.

Children attending after school care will be signed in by a staff member. Children in grades one to six are to make their own way to the centre for the afternoon roll call. Kindergarten children will be escorted to after school care by a staff member.

Collection and sign out from after school care must be by an authorised person.

Signing children in and out on attendance rolls is a legal requirement. Those collecting children from after school care must be an authorised person – that is, over 18 years of age, and if not the parent/carer, nominated on the child's enrolment form. If an adult other than those nominated on the enrolment form is required to collect a child, written permission must be provided by the parent/carer beforehand.

Under no circumstances will children be allowed to leave with a person who is not authorised. If someone other than the parent/carer or authorised person comes to collect the child and the centre has not been notified, a staff member will ring the parent/carer to get his or her authorisation. The child will not be released from the centre until proper authorisation has been received.

12. LATE OR NON COLLECTION OF CHILDREN

Parents/carers must advise the centre if they are running late. If the centre has not been advised of a late collection and/or a child is not collected by 6.00pm, a late collection fee will also be payable.

The following procedure will also apply:

1. At 6.05pm, a phone call is made to the child's parent/carer.
2. If a parent/carer is not reached after a further 10 minutes, the emergency contacts specified on the child's enrolment form are contacted.
3. If after:
 - a) 30 minutes from closing (6.30pm) no contact has been made with either a parent/carer or emergency contact or
 - b) if contact has been made with either a parent/carer or emergency contact, or if a parent has called to advise they are running late, but has not turned up after one hour

the Child and Youth Protection Service will be contacted who will then come and collect the child. A note will be left on the door advising where the child has gone and the responsibility of centre staff ceases at this time.

13. ACCESS TO CHILDREN

All parents and authorised persons will have access to their own children at all times, unless relevant Court Orders are held by the centre that specify otherwise. A copy of all Court Orders must be provided to the centre upon enrolment or as obtained. These documents will be attached to the child's records and treated confidentially. Parents/carers are asked to notify the centre of any changes to these documents as soon as they occur.

If the centre does not have a copy of a Court Order, it will assume that both parents have equal custody of the child and therefore equal access.

In the event that a parent breaks a Court Order and seeks access to the child, the parent with custody entitlements will be contacted immediately along with the police.

Parents must not approach any child who is not their own. If you have any issues concerning another child, you should speak to the Director (for issues or events that have happened at before or after school care) or the Deputy Principal (for issues or events that have happened during school hours).

14. PARENT CODE OF CONDUCT

All parents/carers are expected to conduct themselves in accordance with the *Telopea Park School P&C Association Code of Conduct* when interacting with TPSOSHC staff and children.

Breaches of the Code of Conduct may be addressed by way of the P&C Association's formal *Grievance Policy*.

The Code of Conduct and Grievance Policy are available for viewing on the Telopea Park School P&C Association website at:

<http://www.telopeapnc.org.au/about/pc-documents/>

Parents are expected to, in addition to adhering to the Telopea Park School P&C Association Code of Conduct:

- Respect the behaviour management practices of the centre and will leave the discipline of children to centre staff
- Speak in a respectful and appropriate manner to staff, children and other parents
- Develop positive relationships with staff
- Accept accountability for their behaviour
- Respect the property of the centre
- Respect and acknowledge the cultural diversity of all families using the centre
- Acknowledge and read Parent Handbook and Policies Manual
- Have input into the program.

15. GRIEVANCES

Families are encouraged to contact the Director with any concerns as early as practical. It is expected that most grievances will be resolved informally with the Director and as quickly as possible.

Grievances that cannot be resolved informally will be managed in accordance with the *Telopea Park School P&C Association Grievance Policy*. The policy is available for viewing on the Telopea Park School P&C Association website at:

<http://www.telopeapnc.org.au/about/pc-documents/>

16. COMMUNICATION FROM THE CENTRE

We encourage open communication with families about all aspects of our centre. Our methods of communication are face-to-face, email, parent handbook, website, parent communication book, telephone, newsletters, feedback forms and surveys. All feedback and input is encouraged and appreciated.

We have a mailing list where you can receive regular newsletters and announcements. Please include your email address on the enrolment form if you wish to receive these communications.

Sub-Committee meetings are held once a term and all parents are welcome to attend.

17. POLICIES

The centre's policies comply with National Quality Framework. Policies and procedures are reviewed on a regular basis with input from children, staff and families. A full list of policies is available at the centre office at all times.

18. PRIVACY AND CONFIDENTIALITY

The centre has a responsibility to comply with the *Privacy Act 1988* which governs the release of personal information. This means that private information regarding children and families will not be told to other families or to other persons.

Staff will respect parents/carers' rights to confidentiality when these rights do not conflict with the rights and safety of the children such as child protection matters.

All private information regarding children and families will be held in a secure cabinet. Access will be restricted to the Administrator, Director and selected staff.

Email communication is used as a major communication tool within the centre. Emails will be treated in confidence and 'BCC' used at all times for the sending of messages to all parents or groups of parents.

Information which is required for the daily operation of the service and the well-being of children may be exchanged between staff members in the normal course of their work. Care will be given where these discussions take place, and no private information will be discussed outside of the centre.

Parents/carers have a right to view the records held in regard to themselves and their child and may request this via the Director.

19. CHILDREN'S MENU

A weekly menu is available for parents to view on the after school care room noticeboard.

The centre aims to provide nutritious and well balanced food for the children consisting mainly of fresh fruit, vegetables and carbohydrates. 'Treats' may be provided from time to time. Children who have special dietary needs will be catered for. Please ensure that you note any allergies or special requirements on your enrolment form. Snacks are NUT FREE at all times.

20. BEHAVIOUR MANAGEMENT

The centre adopts a behaviour management policy based on respect and self-discipline, where expectations of behaviour are clear and consistent.

Effective behaviour management begins with the prevention of inappropriate behaviour and so the following strategies will be adopted at all times:

- a) Prevention – staff will supervise areas and interactions at all times to anticipate and avoid occurrences of inappropriate behaviour.
- b) Positive actions and appropriate behaviour by children will be encouraged and acknowledged by staff to provide positive reinforcement.

- c) Redirection – staff will distract a child or redirect them to another activity to avoid the escalation of inappropriate behaviour. This may involve sitting down and having a discussion with the child about whether they are making good or bad choices.

The following steps (in no sequential order) will be undertaken to deal with inappropriate behaviour:

- a) Staff try regular prevention/redirection strategies.
- b) Staff take the child aside and speak to them about their behaviour.
- c) Staff refer the child to the Director to speak to them about their behaviour.
- d) The Director speaks to parent/carers to work out strategies to deal with ongoing behaviour issues.
- e) For behaviour that is also being displayed at school, the Director will speak to the Deputy Principal and/or teachers to recommend behaviour management strategies.
- f) For serious incidents (i.e. abusive language, physical abuse, endangering the safety of themselves, other children and staff) an Incident Form will be completed and given to parents/carers to read and sign upon collection of the child.
- g) For incidents where the Director feels the child, other children or staff may be at physical risk, parents/carers may be called and requested to collect the child (within 30 minutes of contact).
- h) After three serious incidents, a child may be withdrawn from specific activities or care.

After all strategies of behaviour management have been explored, and the inappropriate behaviour continues regularly, including that which the Director deems unsafe, then the Director may ask the parents/carers to withdraw their child from the centre.

21. CHILD ABUSE OR NEGLECT

The centre recognises that all children have a right to be safe and protected from all forms of abuse, violence or exploitation. All centre staff have a legal and moral responsibility to take action and report any instances where they suspect children may be at significant risk of harm – the safety and welfare of children in our care is of paramount importance.

When dealing with any allegations of abuse or neglect of children, staff will carry out the responsibilities of Mandatory Reporters as directed under legislation. This responsibility involves reporting any incidents to the ACT Child and Youth Protection Service.

22. IMMUNISATIONS

Parents/carers are encouraged to immunise their child against all diseases in accordance with the Australian Standard Vaccination Schedule and the National Immunisation centre. Parents must declare if their child is fully immunised on their enrolment form.

23. UNWELL CHILDREN

To prevent cross infection of other children and staff, the Director will exclude children from attending the centre if they arrive unwell.

If a child becomes unwell whilst at the centre, the Director will contact parents/carers and ask that the child be taken home without delay. The child will be made comfortable and separated from other children until the parent arrives.

Symptoms such as vomiting, high temperature and diarrhoea are considered serious and families will be advised to keep their child at home for a 24 hour period or until the symptoms are no longer evident.

24. INFECTIOUS DISEASES

Children and staff with infectious diseases will be excluded from the centre in accordance with the *ACT Public Health Regulations 2000*.

These exclusion periods will be strictly enforced and in some circumstances, a doctor's certificate may be requested to certify that a child is fit to return to care.

When there is an outbreak of an infectious disease, each enrolled child's family/emergency contact will be notified within 24 hours under ordinary circumstances. The centre will maintain confidentiality when issuing the notification to ensure it is not prejudicial and does not identify any children.

In the event of an outbreak of a vaccine-preventable disease, children who are not immunised will be required to stay at home for the duration of the outbreak for their own protection, even if they are well.

In accordance with the guidelines from the Department of Health, the centre must notify the ACT Health Directorate of the occurrence of some diseases.

25. MEDICAL CONDITIONS

Any child with a medical condition must have a *Medical Action Plan* provided with their enrolment form, along with the child's medical equipment (i.e. epipen, ashma reliever) or medication. The centre must have its own epipen or ashma reliever, even if one has been provided to the school. Children cannot be accepted into care until a *Medical Action Plan* and medical equipment/medication has been provided.

Parents must also complete a *Medical Conditions Risk Minimisation Plan and Communication Plan* in conjunction with the Director.

Medication will only be administered if an *Authority to Give Medication Form* is completed by parents/carers at the time of enrolment, or as required.

Only staff with a First Aid Certificate will administer medications. Medication will only be accepted in its original container with the original label detailing the child's name and dosage. The medication will only be administered as per the instructions on the label.

Only staff with approved anaphylaxis or asthma management training will administer epipens and asthma medication.

26. HYGIENE

Hand washing is considered to be the most effective way of controlling infection in the centre. Staff and children will wash their hands before handling, preparing and eating food and after the toilet, cleaning, wiping a nose, playing outside and handling animals.

The centre will ensure that toilets and hand washing facilities are easily accessible to children. Children will be encouraged to flush toilets and wash hands after use.

Staff will use separate tissues or cloths to wipe different children's faces and noses. Tissues will be disposed of immediately after wiping a child's nose.

Toys and dress up clothes will be washed regularly in hot soapy water and sports bibs will be washed weekly when used.

Surfaces will be cleaned with detergent after each activity and areas contaminated with body fluids will be disinfected with a 1:20 bleach solution after cleaning.

Staff will ensure that food will be prepared, kept and served hygienically. Gloves will be used when preparing and serving food.

Children will be monitored during eating to ensure that they do not share food, or eat food handled by other children. Food that drops on the floor will be immediately thrown in the bin.

27. ACCIDENTS

First Aid will be administered for minor accidents (or to stabilise a child until expert assistance arrives) by a staff member qualified in first aid.

In the event of any serious accident or illness which requires hospital attendance, an ambulance will be called to transport the child to hospital. Parents/carers must meet this cost. In non-urgent cases, all efforts to contact the parent beforehand will be made to offer them the option to transport the child themselves.

In all instances, an Accident/Incident Form will be completed which parents/carers will need to sign upon collection of the child. All forms will be kept on the child's confidential file.

28. SUN SMART

The centre adopts a sun smart policy which means that hats are compulsory for outside play between 1 August and 31 May each year. Children without hats will be encouraged to play in covered areas.

Sunscreen is provided at the centre during the summer months. Any allergies to sunscreen should be detailed on the enrolment form.

29. EMERGENCY MANAGEMENT

The personal safety and security of children and staff while attending the centre is paramount.

Emergency procedures, in line with that of the school, are known and practiced regularly by staff and children. The centre has written procedures for dealing with emergencies such as a medical emergency, an evacuation, a fire and threats to staff or children.

30. PHOTOS

At various times during the year, children may be photographed and the photos used in newsletters, put on display in the centre or in publicity materials. Parents/carers may nominate to exclude children from being photographed on the enrolment form.

31. TOYS AND GAMES FROM HOME

Children should not bring their toys and electronic games from home unless they have been asked to do so for a specific activity. This is in line with school policy.