



Welcome | Our Parent Handbook explains imperative information you will need to be aware of whilst your child attends our Service.

We strongly recommend you read the provided information and ask questions to confirm your understanding of how the Service operates. You will be required to sign and return the form on the last page of the handbook to confirm you have read and understand the information you have been given in your enrolment pack.

We have an open-door policy. You and your family are welcome to visit our Service at any time.

Service Philosophy

Our OOSH provides a warm, safe, and stimulating environment which meets the developmental needs of each child and fosters self-esteem and a child's confidence. Children's individual interest and strengths are relished and incorporated into the program. The different cultural backgrounds are woven into the program to create a sense of belonging for all. We value and treasure children, irrespective of their gender, race, disability, ethnicity, or social background. We will not allow any form of prejudice or biased comments and attitudes. We employ caring and experienced Educators who are sensitive and tuned in to each child's needs and desires. We believe this and the involvement of parents contribute enormously to the quality of childcare provided by our OOSH.



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Service Information

Our Service caters for children aged 5-12 years. We are generally open for Before School Care (BSC), and for After School Care (ASC) Monday to Friday. We are closed on NSW public holidays. Please refer to your OOSH Centre Information Booklet for the exact opening times of your centre.

Contact Information

Phone: 02 9831 4001

Email: assistant@alphabeta.com.au



About Us

Welcome to Alphabeta OOSH! The aim for our service is to provide an educating and stimulating environment for all children before school/after school and vacation care.

We believe that children should be able to choose and engage in activities that are of interest to the individual. That is why our OOSH differs to that of others. We offer extra curriculum activities which are run by qualified professionals for your child.

Our Educators are trained to facilitate learning and guide your child with their schoolwork daily. Computers are available for children to use educational programs such as Study Ladder and Reading Eggs. The Internet is also available for all children to use (Internet sites are monitored closely).

Educators ensure that children are provided with areas for rest or to engage in quieter activities for those needing relaxation. Outdoor physical activities are also offered to promote fitness, team skills and socialisation.

Parents are encouraged to become involved in the daily program and to communicate regularly with our Educators about their child's interests, needs and schooling. Our vacation care program includes loads of exciting excursions for all the children to enjoy.

Registered Childcare Provider

Alphabeta OOSH is an approved provider registered with the EARLY Childhood Education and Care Directorate.



Enrolment Information

Prior to commencing at our Service, you will be required to complete all enrolment documentation and pay the \$50 non-refundable enrolment fee.

Please understand that it is essential we have up-to-date information in case of an emergency. It is important that you notify the Nominated Supervisor (or Responsible Person) of any changes to enrolment information including:

- Address
- Health
- Telephone/mobile numbers
- Contact details
- Family changes
- Emergency contact information details etc.

It is essential that we have copies of your child's birth certificate and immunisation status. We are also required to have certified copies of any court orders relating to the child.

Goals for your child at our Service

Educators' practices and the relationships they form with children and families have a significant effect on children's involvement and success in learning. Children thrive when families and educators work together in partnership to support young children's learning.

We strongly encourage communication between families and educators to ensure continuity in what we are delivering to your child and acknowledge that the role of the Educator is to work in partnership with families, children's first and most influential educators.

If, for any reason you question or do not understand any aspect of the Service or your child's experience we have a Grievance Policy that supports all stakeholders in our community and like all policies, is available for families to consult and implement at any time. Copies of our policies are available in each room, the office and parent library. You are welcome to take a copy home and review at your leisure.

Child Care Subsidy (CCS)

Child Care Subsidy is a means-tested subsidy paid directly to the Service as a fee reduction. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

1. Combined Family Income
2. Activity Test for both parents
3. Service Type

Transitioning to Child Care Subsidy requires families to provide information and confirm current details by using your Centrelink online account through [myGov](#). Here you will be asked to provide your combined family income estimate for the financial year, hours of recognised activity including work, training, study and volunteering and the type of childcare your family uses.

To determine your CCS eligibility and entitlement please contact the Department of Human Services – Families Division on 13 61 50



Allowable Absences

CCS can be paid for any absence from approved care your child attends for up to [42 days per child per financial year](#). Additional absences beyond 42 days for certain reasons may be approved and paid. Please talk to us about the additional absences.

Public holidays will be counted as an absence if the child would normally have attended the Service on that weekday, and fees have been charged for that day for the child. You can access your child's absence record on your online statement by selecting '[View Child Care Details and Payments](#)' on your [Centrelink online account](#). You can also do this using the [Express plus Families mobile app](#)

Fees

Attendance Fees are set out in your OOSH Centre Information Booklet.

Families are required to complete the online Child Care Subsidy assessment via [myGov](#) website prior to starting at the Service. This will determine your eligibility and level of Child Care Subsidy entitlement.

On enrolment we will need the CRN of the person linked with the child, along with the child's CRN so we can confirm register attendance and ensure that you are receiving the appropriate subsidy.

Payment of Fees

Invoices are emailed fortnightly to parents, by the Friday prior to the fee payment week. Fees are deducted by direct debit the following Tuesday, from your nominated Credit Card or Bank Account. **Fees must always be kept two weeks in advance. Failure to do so may jeopardise your child's position at OOSH.**

Statements can be emailed anytime, upon request. A Schedule of Payments is emailed out to all Parents at the start of the year, to advise the dates that Fee Payments will be debited.

Fees in Arrears

If no previous arrangements are made with OOSH regarding payment of overdue fees, families will receive a reminder requesting prompt payment or negotiating a deadline for settlement of the debt. If the deadline is not adhered to Head Office will be in contact to discuss cancellation of your child's enrolment.

Parents are encouraged to discuss any difficulties they have in paying their fees with Head Office. Head Office will discuss suitable arrangements for payment of the fees, as well as suggest other avenues for financial support if required.

Permanent bookings

A permanent booking is classed as a booking made for the **same days each week, for the entire School Term.**

All permanently booked days must be paid for regardless of attendance and booked days cannot be swapped or refunded.



Casual bookings - \$7 Surcharge

Casual bookings can only be made through Head Office by phone 02 9831 4001 or email assistant@Alphabeta.com.au

Once booked, a cancellation for a casual booking must be made within 48 hours of the booking being made or the full applicable rate will apply.

A \$7 Casual Booking Surcharge applies on top of the regular fee, per session booked.

Changes to Booked Days

We recognise that families may require flexibility due to work commitments or in order to encourage their child's participation in extra-curricular activities. Changes to booked days must in writing and received 2 weeks prior to the requested change in care or fees will be incurred for booked days. All changes are dependent on the availability of spots. Booked days cannot be "swapped".

Withdrawing from OOSH

Parents may withdraw their child from the program at any time. However, if you have a **permanent booking** you will be required to pay full fees until the end of the current school term as CCS is not payable on cancellation fees. Parents are required to give Head Office written notice. Written notice must be sent to assistant@Alphabeta.com.au and you will be required to complete a Notice of Withdrawal form.

Other Fees

Late Collection Fee

Please be aware of your Centre closing time. In accordance with National Regulations and licensing, we are not permitted to have children in the service after closing time.

Children are to be picked up promptly by the service closing time. Failure to do so will incur late fees as follows:

\$15.00 for the first five minutes and \$1.00 per minute thereafter. Families with more than one child will pay the late fees per child according to the above policy. (For example, three children who are left for five minutes after 6pm will cost a parent/caregiver \$45.00)

Late fees cover the costs of the carers having to work overtime until all the children have been collected. If you know you are going to be late please telephone the centre so the children can be informed, and they will not panic.

If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children within an hour of the Service closing, then we will contact Department of Education and Communities and the Police to take responsibility of your child.

Declined Payment Fee \$25

If your fee payment declines, you will be sent an email and/or text message to advise this and also to advise when the payment will be reprocessed. Declined payments will incur a \$25 Declined Payment Fee.



Non-Notification Fee \$15

Anytime a child is absent from OOSH, we must be notified by the parent, prior to the absence. Should we not receive notification and Educators are required to search for the child, a Non-Notification Fee of \$15.00 will be charged. Please see the Absences section of this handbook for our full procedure for Non- Notified Absences.

Administration Fee up to \$80

This fee may be applied in the following instances:

If you did not supply/or supplied the incorrect CRN details upon enrolment and Administration staff are required to cancel and resubmit attendances to Centrelink for your benefit

If you dispute charges and attendance records must be sought to reconcile your account, and the charges are found to be correct

Vacation Care Fees

Vacation Care Fees are payable at the time of booking, for all registered days and are non-refundable. In the event that your child is sick and will not be attending OOSH please call or email OOSH to notify of your child's absence. Vacation Care requested after the close of bookings will incur an additional casual fee of \$10 per session.

Fee Increase

Alphabeta OOSH reserves the right to raise fees, to cover costs at any time. Fees are reviewed every 6 months. A minimum of two weeks' notice will be given in the event of a fee increase. Any fee changes will be communicated to parents in writing.

Fee Queries

Should you have any questions about your fees please contact Head Office during OOSH hours by emailing assistant@Alphabeta.com.au

Onsite OOSH Educators are unable to assist with questions regarding fees and charges.

Regulatory Authorities

Our Service complies with the National Quality Framework (NQF) including the National Quality Standard (NQS), the Early Years Learning Framework (or other Approved Framework) and the National Regulations (Education and Care Services National Regulations).

Our Service is regulated by the new national body for early education and care – the Australian Children's Education and Care Quality Authority (ACECQA) as well as the state licensing department in our State/Territory. To contact our Regulatory Authority, please refer to the contact details below:

NSW Early Childhood Education and Care Directorate
Department of Education and Communities www.det.nsw.edu.au
1800 619 113, ececd@det.nsw.edu.au, Locked Bag 5107 PARRAMATTA NSW 2124



Confidentiality

We are committed to protecting your privacy. We support and are bound by privacy laws to ensure strict confidentiality is maintained.

To plan programs with you we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent unless we are required to do so by law. We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time or request a copy of information in the file.

Service Policies and Procedures

You will find a copy of our Service policies and procedures in each centre. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and Regulations.

Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management do so on account of serious and/or unusual circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures adhere to family's needs and meet required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.

Communication

Everybody has a different communication style and time for communication. We understand that mornings and afternoons can be a little rushed, and not the best time to discuss your child's day.

We have many types of communication we use for families, which include:

- ✓ Newsletter
- ✓ Emails
- ✓ Face to face

Court Orders

Parents must notify the Service if there are any Court Orders affecting residency of their children and a copy is required for the Service. *Without a Court Order we cannot stop a parent collecting a child.*



Attendance Procedures

Roll Call / Collection of Children from School

Each school has their own designated “meeting point” where children wait to be collected for OOSH. You will be advised of this “meeting point” by the OOSH Co-Ordinator before your child commences. Parents co-operation in reminding the children of where the “meeting point” is and asking them to move directly there once released from class, is greatly appreciated.

OOSH Educators will call the roll and account for all children. The children then follow the OOSH Coordinator to the OOSH premises.

Please ensure that your child’s Class Teacher is aware of the days your child will attend Alphabeta OOSH, so they may assist them if necessary. Please contact your OOSH Coordinator for any other arrangements.

Absences

A roll call is conducted promptly after the children are collected. If a child is missing, an OOSH Educator will search for the child. This involves checking the playground and the “kiss & drive” area, calling the parents work, home, or emergency contact numbers until the location of the child has been established. This procedure can take anywhere up to 20 minutes and longer if there is more than one child not accounted for as this is the busiest time of the afternoon for OOSH. This also takes time and attention away from the supervision of other children. If your child is genuinely lost or something has happened to them, approximately 20 minutes will have passed before we are able to alert the proper authorities.

Therefore, if your child is not attending OOSH on a registered day, parents **MUST** notify the centre in advance. This can be done over the phone on 02 9831 4001 or by email where appropriate. Payment will be charged for booked days, even if your child does not attend.

Note: Please ensure you advise if your child will not be attending any booked session or the Non-notification Fee will be applied.

Attendance on non-registered days/ Casual Bookings

You must call or email Head Office on 02 9831 4001 or assistant@Alphabeta.com.au if you require care for a day on which your child/children are not registered (preferably at least the day prior to the required day of care) to check that there is a place available. If a child arrives at After School Care and their name is NOT on the attendance list for that day, the Coordinator will contact the child’s parents to ensure they know their child is at OOSH and confirm this is where they should be collected from. If the extra child attending OOSH means that we exceed the staff: child ratio regulations, then arrangements will be made for the parent to collect the child as soon as possible. Care will be charged at the Casual Surcharge Rate.

Sign In/Out Procedures

Parents/guardians are required to enter the OOSH building and sign their child in for before school care, out for after school care and similarly for vacation/pupil free care. Parents who do not meet this requirement are jeopardising their childcare spot. Sign in/out sheets are located inside of the OOSH service. Sign in/out sheets are a record for CCS purposes. If your child is not signed in/out every day by you and the centre is audited, you may be required to repay your CCS for all the days



that your child was not signed in/out. Sign In/Out sheets are also used during evacuations as a record of children who are on the site at the time.

You are placing your child's safety at risk if you do not sign them in and out.

Collection by another Person

You must contact OOSH to advise if you cannot collect your child and that you have arranged for someone else to collect him/her. You will need to provide the name and description of the person and they will be asked to provide some form of photo identification before the child can be released into their care.

Children will only be released to persons nominated on the enrolment form.

Non-Collection of Children

Children are to be picked up promptly by the OOSH Service closing time. Failure to do so will incur late fees outlined in the Fee and Attendance section of this handbook. Should your child/children not be collected by closing time on any day and where you have not made any contact with OOSH staff, all efforts will be made to contact you, or the emergency contacts listed on your enrolment form. If these contacts cannot be reached and alternative arrangements have not been communicated to the staff, then the Department of Education and Communities will be contacted for further advice and action.

NOTE: It is important to keep all contact numbers up to date in case of an emergency. Please advise any updates in writing to assistant@Alphabeta.com.au

Public Holidays

The centre will be closed on all Public Holidays. Children normally enrolled on that day will be charged.

Pupil Free Days

OOSH provides care on pupil free days however we reserve the right to decide if we will be open on any given pupil free day. Parents will be provided with notice if care is not being provided on a pupil free day. Parents are normally advised of pupil free days via the school newsletter or alternatively by the OOSH Coordinator. Regular before and after school care fees apply unless your child attends Pupil Free Day care.

Vacation Care

OOSH provides vacation care during school holidays and a Vacation Care Program will be issued to parents approximately 4 weeks prior to the commencement of the vacation care period. In addition, the Coordinator will publish the Vacation Care Program in the OOSH Service outlining the proposed program. Programs will include a mix of in-centre days (indoor and outdoor activities on the School grounds) and excursions where the children leave the School grounds (such as bowling, movies, walks to the park, etc.) The Coordinator will complete a "risk assessment" whenever the children leave the school grounds.

Please Note: Vacation Care is subject to the number of bookings and may be not offered or cancelled if minimum numbers are not met.



Other matters

Clothing

Unsuitable shoes are thongs and gumboots and we prefer that these be NOT worn to the Service. Lace up joggers or sandals are appropriate. Also, please consider clothing that enables the child to move around easily. We require all t-shirts to have sleeves (no mid-drift tops) and hats that are broad brimmed are essential for effective sun safety.

Toys

The Service has an abundance of toys and we ask that children do not bring in toys from home. This eliminates toys getting lost, broken, disappointment for other children and responsibility on Educators to track numerous toys throughout the day.

Behaviour Guidance

Educators follow a Behaviour Management Policy that extends across the whole Service giving consistency of expectation in all rooms. This policy allows children to develop self-discipline, a respect for others, for property and respect for self, whilst learning to regulate their behaviour. If you require further information on this policy, please ask Educators and refer to the Policy manual.

Sustainability

Our Service is passionate about sustainability. We believe in supporting children to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure, and teaching.

To empower our sustainability program, we emphasise children's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, encouraging them to participate in a recycling program, reducing energy and conserving water. We aim to provide children with the skills and knowledge required to become environmentally responsible.

Sun Safety

Children and Educators will wear hats and appropriate clothing when outside. Staff will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 30+), which is reapplied according to the manufacturer's recommendations.

A sun protective hat must be worn every day when playing outside for protection against the sun. Please make sure to include it in your child's bag every day regardless of the weather conditions.



When should I not send my child to the Service?

Illness and Medical Emergencies

Infections and illnesses can easily spread amongst Educators and children in a childcare environment. An effective preventive measure is the implementation of exclusion periods which ensure that children and staff attend OOSH only when well enough to do so. OOSH follows procedures which ensure that appropriate exclusion periods are observed for both staff and children who are suffering an illness.

In the event of a child becoming ill whilst at OOSH, we have legal and professional responsibilities to the child. The policy and procedures are designed to ensure that these responsibilities are met, and that the child is made as safe as possible. Educators may need to isolate the child from other children depending on the medical condition. Parents will be contacted to collect their child if it is determined by staff, they are too ill to remain at OOSH. If Educators cannot make contact with the parents or nominated emergency contact, and the child requires professional medical treatment, the Coordinator will take the child to the local medical centre. An ambulance will be called in the event of any medical emergency, where urgent treatment is required.

Our Service is a busy and demanding day for the bodies and minds of our children, we are not equipped to care for sick children; however we will do everything we can to comfort a child who has become sick whilst in our care.

To try and prevent the spread of disease, please monitor your child's health, and watch for:

- A runny, green nose
- High temperature
- Diarrhoea
- Red, swollen or discharging eyes
- Vomiting
- Rashes
- Irritability, unusually tired or lethargic

Please do not bring your child to the Service if they display any of the above symptoms. If a child becomes ill whilst at the Service, the child's parents, or person responsible for the child will be contacted to organise collection of the child. If the child is unable to be collected, educators will contact the child's emergency contact for collection.

When the child is collected, the family will have the following information made available to them to present to their doctor: symptoms, date of onset, general behaviour of the child leading up to the illness and any action taken.

Your child should not attend the Service if they have had Panadol or Nurofen within 24 hours for a temperature. It is extremely important that staff members are aware if a child has had either medication, so we do not re-administer and potentially overdose.

Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease.

If your child has been away due to illness, please check with the Service as to whether or not you will need a certificate before your child returns.

Infectious Diseases

The National Health and Medical Research Council have supplied the following information regarding: Exclusion from the Service of a child suffering with the following diseases/ailments. Please inform staff if your child has any of the following so that we can let families and Health Department know if something is going around and avoid an epidemic. (Confidentiality is always maintained).

CONDITION	EXCLUSION
HAND, FOOT AND MOUTH DISEASE	Until all blisters have dried.
HIB	Exclude until medical certificate of recovery is received.
HEPATITIS A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.
HERPES – COLD SORES	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.
INFLUENZA AND FLU-LIKE ILLNESSES	Exclude until well.
MEASLES	Exclude for at least 4 days after onset of rash.
MENINGITIS (BACTERIAL)	Exclude until well.
MENINGOCOCCAL INFECTION	Exclude until adequate carrier eradication therapy has been completed.
MUMPS	Exclude for 9 days or until swelling goes down (whichever is sooner).
POLIOMYELITIS	Exclude for at least 14 days from onset. Readmit after receiving medical certificate of recovery.
RUBELLA (GERMAN MEASLES)	Exclude until fully recovered or for at least 4 days after the onset of rash.
SALMONELLA, SHIGELLA	Exclude until diarrhoea ceases.
STREPTOCOCCAL INFECTION (INCLUDING SCARLET FEVER)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
TUBERCULOSIS	Exclude until a medical certificate from an appropriate health authority is received.
WHOOPING COUGH	Exclude the child for 5 days after starting antibiotic treatment.
WORMS (INTESTINAL)	Exclude if diarrhoea present.

If your child is unimmunised according to our records, then they will be excluded until the threat has passed.



Immunisation

From 1 January 2018, children who are unvaccinated due to their parent's conscientious objection can no longer be enrolled in childcare. The Public Health Act 2010 prevents NSW childcare centres from enrolling children unless approved documentation is provided that indicates that the child:

- Is fully immunised for their age
- Has a medical reason not be vaccinated
- Is on a recognised catch up schedule

The relevant vaccinations are those under the National Immunisation Program (NIP), which covers the vaccines usually administered before age five. These vaccinations must be recorded on the Australian Childhood Immunisation Register (ACIR).

Children with medical contraindications or natural immunity for certain diseases will continue to be exempt from the requirements.

Families eligible to receive Child Care Subsidy (CCS) and have children less than 20 years of age, who may not meet the new immunisation requirements, will be notified by Centrelink.

Medication

Educators can only administer medication prescribed by a doctor. They cannot administer non-prescription drugs or dietary supplements unless a doctor provides the Service with written authorisation.

Educators can only administer medication to a child from its original packaging with pharmacy instruction sticker.

On arrival at the Service families, must give medication to Educators for safe storage and complete a medication authorisation form. Under no circumstances should medication be left in children's bags.

Allergies or Asthma

It is vital that we are aware of any allergies or asthma. Families are required to explain any allergy or asthma on the enrolment form as well as provide us with the diagnosis from the doctor. The Service has a procedure the staff follow to minimise allergic reactions.

The Service requires an Action Plan filled in by your Doctor to assist in managing your child's needs. The Action Plan is to be updated every 6 months.

As there are several children and staff in our Centres with serious allergies to nut products, fish and eggs, we ask that parents do not include these food items in their children's lunchbox.

OOSH IS A NUT FREE ZONE

Accidents

The Nominated Supervisor will contact parents immediately if a child is involved in a serious accident at the Service. As a matter of extreme importance parents must ensure that the Service has up to date emergency contact numbers.



An incident report will be filled out for all accidents, injuries, and illnesses. This will contain details of the accident /injury/illness, any first aid that was administered, and be signed an educator, the Nominated Supervisor and by the parent.

First Aid

Basic First Aid will be given to any child who requires assistance by a trained staff member of OOSH. Should further medical attention be required an ambulance may be called.

Emergency Drills

Throughout the year the Service will hold emergency drills, which occur at any given time throughout the day. These are carried out in a well-organised and orderly manner. Educators will be trained in using the fire extinguishers that are in the Service. An emergency evacuation plan will be displayed in every room.

Workplace Health and Safety

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Work health and Safety, please contact the Nominated Supervisor immediately.

Educator Ratio and Qualifications

We meet all legal requirements in relation to child to educator ratios and the qualifications of our educators. All Educators will hold First Aid qualifications, have Working with Children Checks completed and attend monthly Educators' meetings.

Our Educators are continually evaluating how our curriculum meets the education needs of our children and reflecting on ways to improve children's learning and development. They are encouraged to attend further professional training and development.

The Educator to child ratio is 1 to 15 children (1 to 10 on excursions). For further details on the qualifications of the Educators, please see our Nominated Supervisor.

Incident Reports

OOSH's incident report policy is designed to:

Ensure that incidents are reported to parents on the day they occur

Ensure reporting is consistent following any incident which has occurred

Incidents which require a written report include bleeding, bumps to the head or ice applied.

Reports must be signed by parents and Educator/Coordinator

Parents will be contacted if we have any concerns relating to the child's health following an injury. An Incident Form will be completed and provided to the parent to sign upon collection of the child. The signed form will then be filed in the child's personal file.

Child Protection

Educators have a "duty of care" towards the children in the service. Under section 23 Children and Young Persons Care & Protection Act (1998) it is mandatory for Educators to report cases where they feel a child may be "at risk of significant harm". Concerns will be reported to the Department of Families and Community Services and/or police. This will be done without consultation or consent from a child's parents/guardians. Parents will not be informed of any reports made.



Discipline

OOSH has implemented a “behaviour guidance policy” which is on display in the OOSH room. The policy encourages independence and responsibility as well as cooperation, sharing and safety among the children. OOSH Educators reinforce positive behaviour by praising children and recognising their attempts to be helpful and cooperative. Anti-social behaviour such as hitting, threatening, and harassing is discouraged by using different methods according to the child’s developmental level. Children are asked to follow the rules and accept responsibility for their behaviour. We encourage parents to discuss with Educators any behavioural difficulties they may be experiencing with their child so that the service practices can be consistent with those you are using at home and in the classroom.

Bullying and Violence by children

Alphabeta OOSH has a zero-tolerance policy towards bullying. We have implemented an Anti-Bullying policy which emphasises a procedure in the event of repeated bullying from a child or children towards others. The policy outlines procedures to be followed by Educators, parents and children that encourages resolution of bullying incidents. For the protection of all the children and carers we have also implemented a policy of Dealing with Violence by Children. The policy encourages parents to cooperate with the centre if their child has a continuing behaviour problem which manifests itself in violence. Parents are expected to seek assistance from external agencies to resolve such problems and failure to do so may lead to suspension or expulsion.

Grievance Procedures

We strive to maintain a positive working environment between our Educators and parents at all times. If a parent has any matter of concern they can raise the concern directly with the Coordinator in the first instance however if the parent does not feel comfortable doing this (or has previously done this but feels that the problem, concern or complaint has not been resolved to their satisfaction) then the problem, concern or complaint should be raised directly with the services Manager and/or Licensee. The Manager and Licensee can be contacted at any time.

Our Management will address all problems, complaints, or concerns as quickly and effectively as possible and as soon as practicable after the problem, complaint or concern has come to their attention. The highest standards of confidentiality will be practiced by all OOSH educators and management at all times.

OOSH has implemented a staff handbook containing our grievance procedures where staff are involved, and the policies are set out in that handbook for staff to follow. Our aim is to provide a quality service through professional behaviour and high standards of conduct of our staff. We will encourage staff to maintain good working relationships with all concerned and have a commitment to maintaining a quality standard of work. Should staff fall below clearly identified standards then we will address this in a swift and considerate manner.



Inside OOSH

Programs and Activities

Our Educational Leader, in conjunction with Educators and children, have developed weekly structured/unstructured programs which provide planned, age-related activities designed to enhance the physical, social, emotional, and intellectual development of each child. The daily programs and activities are chosen to provide a learning environment which encourages children to be involved in activities that enhance self-expression and confidence through such areas as art, craft and sport. NOTE: Children are to wear covering (i.e. an old shirt) before being allowed to participate in painting etc. Programs are on display in your OOSH centre

Homework

OOSH supports the school's homework policy by providing a separate space within the facility conducive to study. Children are actively encouraged to use their time towards the completion of school set homework tasks, but they are not forced to do so. If you require your children to do their homework please speak with the Coordinator.

Expectation of Parents

Parents are expected to be familiar with the procedures outlined in this handbook and must complete and return to OOSH the signed declaration on the enrolment form. Parents are also encouraged to raise concerns they may have with the Coordinator at your earliest convenience. Parents are expected to communicate all relevant information regarding their child, including up to date contact details and medical information. A copy of OOSH's Policy and Procedures Manual is available for parents at the OOSH Service.

Parking

Parents/guardians delivering/collecting children are required to observe all parking restrictions and safety procedures around the school zone.

Food

OOSH has implemented a Nutrition Policy. Children will be provided with nutritional snacks when attending OOSH.

Before School Care: fruit, cereal, toast, pikelets, crumpets, milk, juice and water.

After School Care: fruit, sandwiches, tacos, pizza, pasta, rice, cheese & crackers, vegetable sticks, dips, yoghurt, and water.

Pupil Free Days / Vacation Care Children must bring all their own food – morning tea, afternoon tea, lunch, and drinks. Extra drinks and snacks will be provided as required.

Menus are on display in the OOSH centre, for parents and children to view. On days when children are required to bring their own lunch to OOSH, please keep "sometimes foods" to a minimum (e.g. chips, lollies, chocolate) in place of a proper lunch (e.g. sandwich, leftover dinner, yoghurt, cut up vegetables, etc.)



Lost Property

All items of school clothing remaining at the end of each week will be delivered to the lost property basket. Please check for any missing clothing before leaving OOSH each day. The OOSH policy is the same as the schools in that we do not allow children to wear jewellery or bring toys or electronic games to OOSH. The staff members take no responsibility for any lost property. If you do not want to lose it – then do not bring it to OOSH.

Parent Acknowledgement

I/We have read this handbook carefully. I/We understand the commitment that you are undertaking and your responsibilities to the Service.

I have completed the enrolment form. I have read and agree to comply with the requirements set out in this handbook and in the Service's policies.

FAMILY NAME	
PARENT NAME & Date of acknowledgement	
CHILD/REN'S NAME	
PARENT SIGNATURE	