

Pedder Patter Child Care Centre Inc.

Outside School Hours Care

Family Information
Handbook



Introduction:

This booklet is designed to provide parent/guardians with important information about how the Outside School Hours Care Programme operates and what is required of parents or guardians who use the service.

We hope that this information assists in providing a positive OSHC experience for you and your child/ren. It should be read in its entirety and if you have any questions please feel free to contact Pedder Patter Child Care Centre on: 6344 9993.

The programmes offer supervised, secure and enjoyable activities, designed to meet the care and recreational needs of infant and primary school aged children.

The programme uses qualified staff and meets the Department of Education (Tas.) Licensing Guidelines and Pedder Patter Child Care Centres Policies.

In addition, parents using the programme are eligible to receive a fee subsidy for having their child/ren on the programme under the Commonwealth Governments Child Care Benefits Scheme.

Further information on family's entitlements under the Child Care Benefit Scheme can be obtained by contacting your nearest Centrelink office or visiting the following website www.facs.gov.au

Aims of the Outside School Hours Care Programme

Our Philosophy

Our philosophy is to provide a quality OSHC programme, which is clean, safe, stimulating and develops the 'whole child'.

Aims and Goals

To provide the children with a healthy, happy, loving, caring and trusting environment, where each child develops a strong sense of independence and belonging.

Please view our full OSHC philosophy and goals at the end of this booklet.

What Happens to Information Collected by Pedder Patter

Pedder Patter Child Care Centre requires information from families using the OSHC Programme to provide the best possible care for your child/ren and administer CCMS (Child Care Management System). The information collected by Pedder Patter Child Care Centre is kept in accordance with the Information Privacy Act 2000 and the Health Records Act 2001. All the information collected is stored securely, remains confidential and only accessed by the appropriate staff members.

For further information and questions on what happens to your information or if you would like to gain access to your records, please contact Pedder Patter Child Care Centre Inc on: **6344 9993**

Programme Venues

After School Hours Care Venue:

West Launceston Primary School
Kindergarten Room
23-32 Basin Road, West Launceston, 7250
Telephone: 6344 9993 / 0400 119 234

Vacation Care Venue:

West Launceston Primary School
Hall/Kinder Room
23-32 Basin Road, West Launceston, 7250
Telephone: 6344 9993 / 0400 119 234

Before School Hours Care:

West Launceston Primary School
Kindergarten Room
23-32 Basin Road, West Launceston, 7250
Telephone: 63449993 / 0400 119 234

New Development Aug. 2010

Licensing and Accreditation

The programme is fully licensed with the Department of Education (Tas.) Licensing Department. The service is also registered with the National Child Care Accreditation Council. Both the Child Care Unit and the NCAC can do spot visits to ensure the programme is operating within regulations and is meeting a quality standard.

Please view our Accreditation record at the end of this booklet or visit the website: www.ncac.com.au and type in Pedder Patter Child Care Centre.

Responsibility of Parents/Guardians

To enable Pedder Patter Child Care Centre Inc. to provide the best possible service to parents and guardians using the OSHC Programme to meet the requirements associated with offering the Child Care Benefit Scheme, we rely on the cooperation of parents and guardians to complete several tasks.

For parents/guardians to receive reduced fees using Child Care Benefit Scheme (CCB) or to claim CCB as a lump sum at the end of the financial year, you are required to:

1. Provide the centre with the CCB holder's CRN (customer reference number).
2. Provide the centre with your child/ren CRN (children's reference number).
3. Provide the centre with the CCB holder's date of birth.
4. Sign your child/ren in and out of the programme each day.
5. Provide the service with a copy of your child/ren immunisation records.
6. The enrolment will be classified as 'informal' until all CRN's have been presented.
7. The enrolment will be classified as 'formal' when all CRN's have been presented.

Parents are required to notify Pedder Patter Child Care Centre if the following occurs:

1. You have used absence days in other approved Child Care Services during the year or other Vacation Care Programmes during the current financial year.
2. You have other children in approved care services when you have a child/ren attending the programme.
3. Your contact details have changed or are incorrect.
4. If your child will be absent for a particular day.
5. Your child/ren will not be attending any future Pedder Patter Child Care Centres Inc. OSHC Programmes.

Who Can Use the OSHC Programmes?

The programme is open to all children of parents who are eligible under the Commonwealth Governments Child Care Benefits Scheme and or priority of access guidelines.

Children with additional needs are welcome to attend the programme. Pedder Patter Child Care Centre is committed to providing care to children from diverse backgrounds, which includes children with additional needs and those with a physical or intellectual disability.

Please contact Pedder Patter Child Care Centre if you are planning to enrol a child with additional needs in the programme and we can provide you with the appropriate paper work.

Arrival and Departure Procedure

Parents/guardians over the age of 18 years **must** sign their child/ren in and out of the programme each day. This is a **legal requirement** for DEEWR and CCMS purposes and must be adhered to at all times.

Children must not be dropped at the centre prior to opening times and will not be accepted until the official opening time. Pedder Patter Child Care Centre will not accept responsibility for children arriving or leaving unaccompanied outside operating hours.

Only a person authorised on the enrolment form is allowed to collect children. If a person unknown to the carer is collecting for the first time, then they will be asked to provide identification.

Enrolment Process

Bookings- Casual

Casual bookings are accepted for the current week or next week by telephoning: **6344 9993**. Care for the same day can be booked by calling: **6344 9993** or **0400 119 234**.

Bookings-Permanent

A permanent booking entitles your child to attend the service at the same time each week, without having to make a booking each time. This may be any number of days.

If your child cannot attend on the day as planned, a small fee will still apply. You are requested to notify the service by calling the service so that staff are aware not to expect your child. Fees apply to all bookings when the programme is open. If the programme is closed fees do not apply.

If you wish to discontinue the permanent arrangement, the booking must be cancelled by providing two weeks notice.

Telephone bookings are available and are a quick and easy way of completing the booking process.

Payment Method- Before School, After School & Vacation Care Programmes.

Fees are charged at the above rates or adjusted accordingly to CCB. Hourly rates are not available. Fees are to be paid **weekly / fortnightly ONLY**. Accounts will be sent out via mail every fortnight.

Casual and Permanent Bookings

Payment can be made at Pedder Patter Child Care Centre, 21 Pedder Street, South Launceston. We **DO NOT** accept cash payments.

Payments can be made by:

- Cheque (made payable to Pedder Patter Child Care Centre)
- Visa and Mastercard
- Eftpos
- Direct Debit through credit card account (please see Pedder Patter to arrange)
- Direct Deposit. Account details BSB: 633000 ACC 131698441 (please put in reference details) Please find included with this booklet a Direct Debit form for payment arrangements.

Billing Information

Billing details are as follows:

- Accounts will be charged and posted weekly
- Direct debit is always done on the second Monday of every month.
- If accounts are not settled within a fortnight, all further bookings will be placed on hold until payment is received.
- All casual booking payments will need to be finalised on the day of care.

Vacation Care

Parents or persons making the bookings must complete and sign the enrolment form. Only one form needs to be completed for the full programme and can cover all members of the same family. Please mark clearly on our bookings form the specific programme you require and the days your child will be attending. These forms can be collected from Pedder Patter Child Care Centre, 21 Pedder Street, South Launceston, by mail, by email or downloaded at www.pedderpatter.org.au

Please note staff at the programme are not able to accept a child unless the enrolment form has been completed and signed by a parent / guardian.

Cancellations

Cancellations of any booked days will incur a small fee of 30% unless two weeks notice is received.

Payment Method

See above. Hourly rates are not available.

How Places are Allocated

Places will be allocated to families who wish to use the OSHC Programme in the following order:

1. Families with a child at risk.
2. Families who are working, studying or looking for work.
3. Families who are applying for respite.
4. Other.

Providing families:

1. Have no outstanding fees from previous programmes.
2. Have submitted the enrolment form.
3. Have contacted DEEWR in relation to CCB and a CRN

Cancellations, Refunds and Absences

For CCMS purposes, cancellations and absences will be marked as an absence if appropriate notice has been given.

Children are allocated 42 absences a year for all approved Child Care Centres. If parents exceed their 42 absences then special approval must be granted to claim extra.

Collection

Parents/guardians are required to notify the centre immediately if they are going to be late collecting their child. If parents are going to be more than 30 minutes late, they will be required to make alternative arrangements for the collection of their children.

If after 15 minutes, parents/guardians have not made contact with the centre, the staff will contact the emergency contact person to arrange collection of the child/ren.

Illness and Infectious Disease

OSHC staff may be able to provide care for children with some mild illness for example a mild cold. However, staff reserves the right to refuse access to the programme if they deem a child to be unwell.

Pedder Patter Child care Centre policies do not permit children with an infectious illness to attend the programmes. A child with an infectious illness/condition jeopardises the health of other children, staff and other families. A medical certificate may be required before a child can return to the programmes.

Parents are advised that non immunised children:

- May be excluded from care in the event of an infection outbreak.
- May not be eligible for fee assistance through the CCB Scheme

Behaviour Management / Expectation of Children

Pedder Patter Child Care Centre follows a positive 'Guiding Children's Behaviour' policy. Rules are set by staff in conjunction with the children at each programme. Children are expected to behave in a way that is appropriate to meet the aims and objectives of the programme.

Pedder Patter Child Care Centre reserves the right to remove any child/ren from the programme where the child:

- Acts in such a way that threatens the physical and or emotional health of any child, staff member or themselves.
- Repetitively and or deliberately does not follow the instructions given by staff.
- Has an illness or other health related issue that may be dangerous to other children, staff members or themselves.
- Deliberately damages any property or belongings.

Staff will follow and document the warning system for children who misbehave at the programmes.

Please ask to view our Behaviour Management Policy

Family and Child Grievance Procedures

The service has both a family and child grievance procedure!
Forms are located on the sign in desk at Before School, After School and Vacation Care.
Please forward any formal grievances on to:

**Pedder Patter Child Care Centre
Board of Management
PO Box 467 Kings Meadows 7249**



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