

Pedder Patter Child Care Centre Inc.

Youngtown Primary School

Outside School Hours Care



Family Information Handbook

## **Introduction:**

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

We hope that the information assists in providing a positive OSHC experience for you and your child. 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 (Tasmania) 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](http://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'.

- An environment that provides children with choices
- To foster the social, emotional, physical, intellectual development of each child
- For the children to develop respect for others, equipment and their environment
- To provide high quality care which meets the standards of the Department of Education (Tas) Licensing Guidelines and Pedder Patter Child Care Centres Policies
- To involve parents and staff with appropriate and continuing interaction
- To provide continuing training of staff

## **Aims and Goals**

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

To provide each child the opportunity to develop in the following areas:

- Social and emotional skills, physical skills, fine motor, gross motor and intellectual/cognitive skills
- For children to develop independence and self discipline
- For the children to develop effective communication and problem solving skills
- For all children to have equal access to the programme regardless of race, ability, age or physical abilities
- To offer families a positive alternative to caring for children in the home or leaving them in informal care arrangements
- To increase recreational and social access for children with additional needs

## **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 is 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 Venue**

Youngtown Primary School  
Victoria Street (Corner Napier Street)  
Youngtown TAS 7249  
Phone: 6344 6235  
Mobile: 0428 805 655  
CRN:

**The Venues and the CRN must be quoted when registering for Child Care Benefit at the DEEWR Office on 13 61 50.**

## **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.

## **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. Contact DEEWR to advise your intention to use Pedder Patter Child Care Centres OSHC Programmes on phone 13 61 50.
2. Register your child/ren for the venue that you intend to use by quoting the CRN for the service as noted above
3. Sign your child/ren in and out of the programme each day

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.

## **Payment Method**

Fees are charged at the following rates or adjusted accordingly to CCB. Hourly rates are not available. Fees are to be paid weekly or fortnightly only.

After School Care:	3.00pm to 6.00pm weekdays (includes afternoon tea)
\$20.00	Casual Visit per child per day
\$18.00	Permanent Booking per child per day
\$13.00	Full time (\$65.00 weekly) per child per day (5 days)

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 find included with this booklet a Direct Debit form for payment arrangements)
- Direct deposit to BSB: 633 000 Account: 13169 8441 – please put in reference details.

## **Billing Information**

- Accounts are charged and posted fortnightly
- Direct debits through credit cards are done on the 1<sup>st</sup> and 3<sup>rd</sup> Tuesdays of each month
- If accounts are not settled within a fortnight, all further bookings will be placed on hold until payment is received

## **Cancellations**

Cancellations of any booked days will still incur the full fees unless notice is given. This can be done by phoning Pedder Patter Child Care on 6344 9993 or the OSHC mobile number on (to be advised)

## **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

## **Families and Children Not registered with DEEWR for the Service they wish to use**

If children are not registered with DEEWR for the programme they intend to use, the following will apply:

- Families will be requested to make a payment towards their fee until CCB arrives
- The enrolment will be classified as 'informal' until all CRN's have been presented

## **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 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.

## **Behaviour Management/Expectations 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.

## **Family and Child Grievance Procedures**

The service has a family and child grievance procedure.

Forms are located on the sign in desk at the programme venue.

Please forward any formal grievances on to:

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





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*Pedder Patter Child Care Centres Inc*

ABN 31 792 554 660

**YOUNGTOWN**

**PRIMARY**

**SCHOOL  
OSHC ENROLMENT FORM**

Childs Details: \_\_\_\_\_ Gender: Male / Female

Child' full name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Family CRN: \_\_\_\_\_

Child CRN: \_\_\_\_\_

Family Information: \_\_\_\_\_

Parent/Guardian Details:

	MOTHER	FATHER
<b>Full Name</b>		
<b>Date of Birth</b>		
<b>Address</b>		
<b>Home Contact Number</b>		
<b>Work Contact Number</b>		
<b>Occupation</b>		
<b>Place of Employment</b>		
<b>Country of Birth</b>		

Persons authorised to collect the child (must be 16 years of age or older):

<b>Name</b>	<b>Address</b>	<b>Phone</b>	<b>Relationship to child</b>

I will notify the Centre, should I wish my child/children to be collected by any person other than those stated.

Signed: \_\_\_\_\_

**Emergency Contacts:**

<b>Name</b>	<b>Address</b>	<b>Phone</b>	<b>Relationship to child</b>

**Child's Medical Practitioner/s (this may include the child's dentist)**

<b>Name</b>	<b>Address</b>	<b>Phone</b>

I hereby authorise the staff of Pedder Patter to care for my child, and I also give permission, in the case of an emergency or accident to call an ambulance/hospital and/or a Medical Practitioner at my expense and further authorise that Medical Practitioner to carry out such treatment that he/she may consider necessary for my child.

Signed: \_\_\_\_\_

## CHILD INFORMATION

Child' full name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Country of Birth: \_\_\_\_\_

Laanguage spoken at home: \_\_\_\_\_

### Allergies/Dietary restrictions (please supply a medical action plan if required):

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### Other relevant medical history / detail:

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### Special Requirements:

Please note any special requirements for your child, including cultural, religious or any other special needs:

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Immunisation (please tick one):

- I have provided the Centre with a Statutory Declaration stating that my child has not been immunised
- I have provided the Centre with my child's immunisation records

I undertake to inform the Centre of Immunisation updates.

Parents are advised that non immunised children may be excluded from care in the event of an infection outbreak, and may not be eligible for fee assistance through the CCB scheme.

## **PARENT AGREEMENTS**

### **Medication:**

In the event of a child/ren needing medication at the Centre, parents must sign the MEDICAL INSTRUCTIONS SHEET located at the front desk, giving clear details of medication and all dosages. All medications are to be left with a staff member, who can store it appropriately. *Refer to the Drug Administration policy.*

### **Health:**

In the interests of your child and others, alternative care must be arranged for sick children. Children with contagious diseases will not be accepted into care until cleared of infection by medical practitioner. Parents must abide by the decision of staff as to the fitness of a child to attend the centre on any given day. OSHC staff may be able to provide care for children with some mild illness (eg. a mild cold) but reserve the right to refuse access to the programme if they deem a child to be too unwell.

### **Infectious Disease:**

The Centre requests immediate notification of infections in the Centre, in the interests of other children.

I have read and accept the above policies and agree to abide by them.

Signed: \_\_\_\_\_

### **Court Orders (tick one):**

- There are no court orders in place in relation to my child/ren.
- There is a court order in place and I have provided the details to the Centre.

### **Fees and Policies:**

I have been made aware of the policies of Pedder Patter Child Care Centre and agree to abide by them.

Signed: \_\_\_\_\_





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## ALLERGY AND INTOLERANCE RECORD

Service Details:

Date:

Childs Name:

Parents/Guardians:

Address:

Date of Birth:

Phone (H):

Phone (W):

Mobile:

1. Allergy or food intolerance details:

2. What are the symptoms of your child's food allergy or intolerance?

How quickly do the symptoms appear?

3. Is your child are risk of a life threatening reaction? YES / NO

If yes, we require a copy of the medical management plan provided by the treating specialist and/or dietician. If you do not have a medical management plan we recommend you request one.

If no, what first aid must be administered if your child comes in contact with the substance or food?

4. What are the foods/drinks that your child must avoid?



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## SPECIAL DIET RECORD

Service Details:	
Date:	
Childs Name:	
Parents/Guardians:	
Address:	
Date of Birth:	
Phone (H):	
Phone (W):	
Mobile:	
1. Reason for Special Diet:	Religious / Health / Other
2. What are the foods and substances that your child must avoid?	
3. What are the alternative foods that your child can consume? (eg. eggs, nuts, dairy, tofu, beans instead of meat for vegetarian diets)	
4. How long will your child be on the special diet?	
Do you wish to discuss with Director / Staff the programming involving food? YES / NO	
Review date for requirements: _____	
My child will be accessing the centre Menu YES / NO	
Parent/Guardian	
Signature: _____	Date: _____



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# *Pedder Patter Child Care Centres Inc*

ABN 31 792 554 660

I \_\_\_\_\_ authorise Pedder Patter Child Care Centre to deduct the fortnightly balance of my child care fees from my Visa / Mastercard / Bank card per fortnight.

I understand the amount of payment will change if my regular booking increases or decreases, and may change due to application for holidays

Signed: \_\_\_\_\_

Card Holders Name \_\_\_\_\_

Card Number \_\_\_\_\_

Expiry Date \_\_\_\_\_

Type:        (please circle)        VISA        MASTERCARD        BANK CARD

This arrangement is to commence on \_\_\_\_\_ and every 1<sup>st</sup> and 3<sup>rd</sup> Tuesday thereafter.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

All personal credit card information will be kept strictly confidential. All credit card information will be used for payment of Pedder Patter Child Care fees and will not be given out to anybody. In the event that payment is unable to be taken due to unforeseen circumstances, you will be duly notified and a new arrangement will be agreed upon.



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Child' full name: \_\_\_\_\_

Please tick to indicate days you require After School Care for your regular booking:

- MONDAY
  
- TUESDAY
  
- WEDNESDAY
  
- THURSDAY
  
- FRIDAY