

Family Handbook



Dear Families,

Welcome and thank you for enrolling your child at The Scots College OOSH.

This is our Family Handbook designed to provide you with important administration information regarding the centre.

The Scots College OOSH opened in October 2018. We cater for up to 30 children per session, operating out of the shared use classroom connected with the library. We provide a Before School Care and After School Care program, all from the convenience of onsite. The Scots College OOSH is a privately owned and operated family business. We are registered with the Australian Children's Education and Care Quality Authority (ACECQA).

The Scots College OOSH Quality Improvement Plan (QIP) is used for self-assessment of the centre's overall performance and to ensure we are delivering a quality education and care service. This document also helps us to plan for future improvements to ensure we are continually evolving and enhancing our practices. The QIP can be found at the information desk in the foyer. Please feel free to read and provide feedback at any time.

Entering into the world of OOSH is very different to your previous Long Day Care or Pre-school experiences. OOSH 'Out of School Hours Care,' provides childcare to school age children, in the forms of Before School Care, After School Care and in some cases Vacation Care. The service is onsite, providing a consistent environment for the boys enrolled, being able to easily transition to and from their formal school days. The convenience of being on the school college campus, also promotes flexibility with your bookings- we are here to take last minute casual bookings, due to family, work and or other changes.

Our service and educators understand that families need a quality childcare Centre that will support the increasing pressures of balancing work and family requirements. Our warm and friendly team of educators will support you with this.

Finally, it is very important to remember to share as much information about your child and family with their educators as possible. If you have any questions, considerations or concerns please do not hesitate to contact us.

190 Russell Avenue, Dolls Point 2219

Phone: 0455 053 801

scotsoosh@gmail.com

www.thescotscollegeoosh.com.au

At The Scots College OOSH we acknowledge the Traditional Owners of the lands where our Centre now stands, pay respect to their Elders- past, present and emerging- and acknowledge the important role Aboriginal and Torres Strait Islander people continue to play within our Centre's community.

Booking & Enrolment Information

Hours of Operation: Before School Care: 7:00am to 8:30am

After School Care: 3:00pm to 6:00pm

ASC After Academy: 4:00pm to 6:00pm

Bookings

Permanent bookings: Reoccur for the same sessions and the same days of the week, each week throughout term time. A permanent booking ensures that your child will continuously hold your desired pattern of attendance during the year.

Casual bookings: Children who do not attend OOSH on set days can book into the centre on a casual basis.

Casual bookings need to be made by 5:00pm on the day prior of care. This is to ensure the appropriate educator ratios are met. Casual bookings can be made either over the phone or in person. Phone 0455 053 801.

Casual bookings can be changed up until 5:00pm the day before the booking, otherwise full fees will apply.

Changing attendance: Written notice is to be given to the centre two weeks prior to change of days for permanent bookings. Fees will still apply for two weeks after receiving your notice.

Fees

Before School Care *permanent*: \$22.00/session

Before School Care *casual*: \$27.00/session

After School Care *permanent*: \$42.00/session

After School Care *casual*: \$47.00/session

ASC After Academy *permanent*: \$22.00/session

ASC After Academy *casual*: \$27.00/session

The Enrolment Process

The enrolment process takes place during fourth term of the school year, or throughout the year when care is required for new families. For existing enrolments, your child's current booking will remain the same and roll forward into the new year.

How to enrol

Step 1: Visit: www.thescotscollegeoosh.com.au

Step 2: Submit a 'Register Request'

Step 3: You will receive an email from 'The Scots College OOSH' with a link to Enrolment Forms

Step 4: Complete all documents and return to admin@keyorris.com.au

Step 5: Your child's enrolment will be confirmed via email notification

Change of Details: It is important that our records are kept up to date at all times. If any of your contact details have changed, please complete a 'Change of Details' form and return to the centre. E.g. New mobile phone number, change of address and/or work details.

Payment of Fees: Fees are paid fortnightly, two (2) weeks in advance. A full session fee is charged regardless of the number of hours your child attends. Parents are required to pay for the full term of operation while their child is enrolled at the service. School holiday periods will not be charged Before and After School Care times.

There are no concessions for personal school term holiday breaks, curriculum days, children away due to illness or public holidays (school term). Two full weeks written notice is required when children will be leaving the centre. Two weeks written notice is required when children are changing days of a booking. This should be addressed to the Nominated Supervisor. If written notice is not received, fees will continue to apply.

Our fee system is managed using 'Qikkids' software. Statements will be issued by email fortnightly. It is the parent's responsibility to register through myGov for the Child Care Subsidy (CCS). You must forward the following information for CCS to be processed by the centre: Child CRN, Child DOB, Parent CRN, and Parent DOB. If CRN numbers are not advised at the time of enrolment, no rebates will apply (if applicable). When your CRN numbers are provided after your child's commencement date, any credit will remain on your account for future childcare fees. No refunds will be given.

FEES ARE REQUIRED TO BE PAID using Debit Success. The centre's direct debit fee payment system is compulsory. Direct debit payments can be set up from your credit card or bank account. Any queries in relation to billing can be addressed by calling 9526 7000 and speaking to Administration.

As a parent you have signed an agreement with The Scots College OOSH on enrolment that you agree to our payment of fee system. It is your responsibility to therefore pay your fortnightly fees on time, ensuring that your account/credit card has sufficient funds for automatic transfer. Failure to do this regularly will result in your child's placement automatically being cancelled and your account will be referred to a debt collector where further fees will be incurred.

Daily Information

Nutritious Meals: Our breakfast and afternoon tea menu provides a nutritious variety of food options, supported by national dietary guidelines. Meal options are provided reflecting children's food allergies and cultural preferences. The menu is displayed at the Sign In & Out area, changing seasonally.

Breakfast consists of: Cereal, fruit platter, wholemeal toast with spreads, low fat milk and water.

Afternoon tea (example)

Monday	Tuesday	Wednesday	Thursday	Friday
Flat bread with dips & vegetable sticks	Custard with muesli crunch	Piklets with jam & spreads	Sao's with cheese & spreads	Popcorn, crackers & dried fruit platter
Fruit & veg. platter Water	Fruit & veg. platter Water	Fruit & veg. platter Water	Fruit & veg. platter Water	Fruit & veg. platter Water

Educators

Nominated Supervisor: The Nominated Supervisor is responsible for the day-to-day operation of the centre, which includes education, administration and monitoring of the children and educators. The Nominated Supervisor ensures the objectives and policies of the centre are implemented, and that the centres policies and practices meet the National Quality Framework. Parents should communicate with the Nominated Supervisor regarding the program and matters affecting their child/ren.

Educators: Our educators are all experienced in the provision of care and recreation activities for children. Our centre's energetic, caring and friendly educators, role model positive social interactions, their background all providing a unique quality to provide a diverse care team. Ranging from university teaching students, early childhood qualified educators, mothers and grandparents to sporting coaches.

Educators are rostered with:

- a minimum ratio of 1:15
- at least one educator onsite holding a current first aid, asthma, anaphylaxis and CPR qualifications
- at least one educator onsite holding an, 'identify and respond to children and young people at risk,' certificate

BSC & ASC Routine (example)

Our routine is flexible to reflect the boys needs and day.

7.00am	Centre opens. Child choice activities; board games, construction, art & craft, homework
7.15 - 8.00am	Breakfast as boys arrive at OOSH
7.30am	Outside group game and sports
7.40am	Planned project experiences
8.10am	Team building group games
8.30am	Transition to school
3.00pm	OOSH opens. Children arrive at OOSH, as departed from their classrooms. Free choice transition experiences
3.15pm	Group reflection discussions, roll call, home work
3.30pm	Afternoon tea. The boys are encouraged to assist with making some meals and serving when suitable
4.00pm	Sunscreen on and outside for group games and sports activities
4.20pm	Children's choice inside & outside activities. Arts & crafts, construction, dancing, board games, homework
5.40pm	Group inside games
6.00pm	Centre closes

Curriculum and Educator Information

Centre Philosophy (summarised version)

The Scots College OOSH aims to provide a safe, nurturing, stimulating and welcoming environment for school age children. Our centre offers experiences which reflect the children's diversity, strengths, needs and interests. We support positive learning and leisure experiences in a warm and friendly atmosphere which will foster each child's sense of self-worth, nurture positive group relationships and encourage cooperative and collaborative behaviour. We understand that parents and families have busy lifestyles. We strive to create a supportive family atmosphere assisting to relieve any family pressure and providing quality care.

Our centre implements the My Time Our Place Framework to ensure that school age children have the opportunity to engage in leisure and play-based activities that are a reflection of the interests and choices of the children. Our child directed program aims to provide for a variety of developmental levels. It allows for extension of learning through enjoyable play experiences, encouraging autonomy and interdependence. As Educators we believe in practice and advocate for the principles outlined in the United Nations Convention on the Rights of the Child, the Early Childhood Code of Ethics, Children's Services Regulations and the My Time Our Place Framework.

- ❖ As Educators we believe children: Have the opportunity to realise their full potential in a fun and safe environment
- ❖ Families need to have confidence in the care provided by the centre
- ❖ The centre promotes and supports a productive and supportive partnership with local communities
- ❖ We as educators promote children's understanding about their responsibility to care for the environment on a day to day basis and for long term sustainability
- ❖ The program offers diverse range of experiences through structured and unstructured activities and play opportunities
- ❖ Educators recognise the connections between children, families, and communities and the importance of reciprocal relationships and partnerships
- ❖ The Centre provides activities which can be adapted to ensure all children feel a sense of accomplishment and achievement

The Program: Our child focused program is planned from observations of the children's interactions within the centre. We program to meet the children's needs and interests as individuals and as social beings. We offer a variety of experiences, structured and unstructured, which aim to stimulate all developmental areas of the child. Programming ideas also come from members of the school, community links and the children's family.

Our daily routine is structured with a regular sequence of events, but allows for flexibility to support children's developing and ongoing interests. This allows the children to develop their self-esteem and develop a sense of responsibility for one's actions. There is an importance placed on children's participation in regular exercise, promoting positive values on a healthy lifestyle. The program is displayed at the 'Sign In & Out Area' and is evaluated daily.

My Time Our Place: Our centre's curriculum follows the My Time Our Place Framework. This framework promotes collaboration between educators and children. Aiming to provide opportunities to learn through play and leisure as well as to extend children's life skills. The framework focuses on establishing an OOSH environment that provides activities and interactions which are meaningful to children and support their wellbeing, learning and development.

National Standards: Our centre adheres to the National Quality Framework. The National Quality Standards (NQS) sets a high national benchmark for early childhood education and care in relation to outside school hours care services in Australia.

The Scots College OOSH 's QIP is used for assessment of the centre's overall performance and to ensure we are delivering a quality education and care service. This document also helps us to plan for the future to ensure we are continually evolving and enhancing our practices. The QIP can be found at the in 'Sign In & Out' area. Please feel free to read and provide feedback at any time.

Policies and Practices

Arrival and Departure Procedures

- On arrival or departure to the centre, the authorised person must deliver and pick up your child from inside the centre
- The authorised person must sign your child in/out on the QIKKIDS Kiosk
- Children must be delivered and collected to/from the centre during the centre's hours of operation
- The authorised person must ensure that an educator is aware that they are dropping off or picking up your child from the centre.
- Educators are to be notified if the person collecting your child will be later than usual. Your child will be notified to avoid any anxiety.
- Any information about your child's time at OOSH, special events or health concerns can be discussed at drop off or pick up time.

Late Collection of Children: The Scots College OOSH closes at 6:00pm SHARP.

Late Charges:

- 0 to 10 minutes late \$10.00/family
- 10 to 20 minutes late \$20.00/family
- 20 to 30 minutes late \$30.00/family
- 30 to 40 minutes late \$50.00/family
- 40 to 60 minutes late \$100.00/family

Late fees are to be paid in cash direct to the educators on the day or following day.

If parents are going to be late it is encouraged that they phone the centre and inform the Nominated Supervisor. This will allow the educators to make other arrangements for your child if requested during the phone conversation. For example, the parent may ask the centre to contact one of the emergency contacts on the child's enrolment form to pick them up.

Compliments and Complaints: The service's aim is to welcome parents' comments and concerns in any area of our centre and encourages parents to speak with us if they have any concerns or comments that may help us improve our service. Positive, supportive and collaborative points of view, will support our program continuously developing within all aspects of our service. A grievance does not have to be interpreted as a negative experience, it should be encouraged and welcomed in a positive manner. We can always improve and we can always assess how specific situations occurred.

If you do have concerns then please do not hesitate to immediately discuss these with: in the first instance, the Nominated Supervisor, if the issue is not satisfactorily resolved then please contact head office and speak with management. All grievances will be managed with a high level of fairness and confidentiality.

Confidentiality: Records are kept in accordance with Education and Care Services National Regulations, clause 158 – 162. Our service protects privacy and confidentiality by ensuring that all records and information about individual children, families, educators and management are kept in a secure place and are only accessed by/or disclosed to those people who need the information to fulfil their responsibilities at the centre or have a legal right to know.

Immunisation: We respect the right of individual parents whether to immunise or not to immunise their children. However, children who are not immunised will be excluded for the period of an outbreak that is a vaccine-preventable disease. Proof of immunisation will be sought during enrolment.

Infectious Disease

- Confirmation of immunisation is required for each child on enrolment. Children who are not immunised will have to be removed from the centre for the duration of any infectious disease outbreak.
- The centre reserves the right to request that children stay away from the centre when suffering from an infectious illness. A Doctor's Certificate may be required when the child returns to the centre.
- If a child suffers from vomiting or diarrhea the child is not to return to the centre until 24 hours has passed after the last incident has occurred.

Medication: Information about regular medication, health conditions and or medication provided for allergies must be recorded on your child's enrolment form to ensure educators are able to provide appropriate care.

We are only able to administer medication to your child if:

- You have completed a 'Medication Authorisation Record' including details of time and dosage.
- The medication is in its original container and is prescribed for that child.
- Non-prescription medication will only be given if accompanied by a Doctor's Certificate stating the dosage and the time to be administered.
- Educators will administer medication as required provided parental permission has been granted.

All medication will be administered by an employee/educator with a current first aid certificate; this action will be witnessed by another employee/educator and recorded on the 'Medication Authorisation Record.'

Medical Action Plan: Parents of any child with asthma/anaphylaxis/allergies are required to complete and return an 'Asthma/Anaphylaxis/Allergy Action Plan'. This will advise the employees and educators of the actions to be taken should your child become unwell and/or suffers a medical episode such as an Asthma attack or Anaphylactic reaction. The relevant form will be available at your local Doctor upon request.

Please inform the centre's Nominated Supervisor, of your child's medical management needs:

- Provide all relevant information regarding your child's medical treatment via the Medical Action Plan that is relevant to your child's medical conditions such as, Asthma or Anaphylaxis Action Plan as provided by your child's Doctor.
- Notify the Nominated Supervisor, in writing, of any alterations to the Medical Plan.
- Ensure that the centre is always provided with an adequate supply of appropriate medication (reliever) and Spacer device or Epi Pen etc clearly labelled with your child's name including expiry dates.
- Communicate all relevant information and concerns to educators as the need arises.
- Parent must give written authority for medication to be dispensed by filling in a Medication Authorisation Record. If the Form is not filled in, except in the case of an emergency, medication will not be administered on the day.
- Upon arrival to OOSH, educators will ask your child to remove their medication and related equipment from their bag and place it in the dedicated medication area. Upon pick up from the centre, the person doing pick up is to remind your child to collect their medication and equipment from the dedicated medication area to be taken home. This process is to be followed daily, for children who have one form of medication shared between school, home and OOSH. Alternatively, if you have multiple units of the required medication and equipment, this can be kept at the OOSH centre permanently.
- It is important that parents ensure their child's medication preventatives are fully stocked and in date all year round. Similar with Medical Action Plans and Medical Certificates. It is the parent's responsibility to ensure all written information is up to date. If medication and or Actions Plans and Certificates expire or are out of stock, your child can not attend the service, until an adequate supply of medication is replenished and new Action Plans and or Certificates are provided.
- At the beginning of each School Term, the parent routinely checks all information and products are in date and current at OOSH. Similarly, it is the parent's responsibility to remove all expired Medication and products from the OOSH site. The services Nominated Supervisor, will support you through this continuous process.

Incidents, Injuries, Trauma & Illness

- Continuous supervision, support and caregiving are provided to all children by educators within a safe environment. If an accident is to occur, first aid will always be administered by qualified educators to comfort your child. This may include a band aid or ice pack.
- In the occurrence of a more severe accident your child will be treated following correct first aid procedure. The child's parents will be immediately contacted and informed of the situation. It will often be encouraged that someone picks the child up from the centre to be examined by a Doctor, if educators are concerned about the child's well-being.
- In the case of a serious injury requiring hospitalisation, arrangements for the transportation of the child to the hospital will be made and the parents notified.
- If a child becomes unwell whilst at the centre, the educators will monitor the child while they are supported and guided to a passive area. If the educators feel that the child's condition is deteriorating the child's parents/guardians will be immediately contacted for the child to be collected.
- All accidents and illnesses will be documented on an 'Incident Injury Trauma and Illness Report.' This form will be filled out by the primary educator who cared for the child. The Nominated Supervisor will approve and sign the report before showing the child's parents and will be kept in the child's file. These reports are reviewed monthly to ensure quality control within the centre.

Hygiene: We provide a healthy and hygienic environment that will promote the health of the children, educators and families. All educators in the centre will follow preventative measures in infection control. Educators will ensure that they maintain and model appropriate hygiene practices.

Sun Protection: We aim to ensure that all children attending OOSH will be protected from harmful rays of the sun. All educators model appropriate sun protection behaviour and enforce the sun protection policy. Children must remember to bring a sun hat and wear appropriate school clothing at OOSH. Sun Screen is available at the centre. If your child wears specific skin sensitive cream, please ensure this is in their school bag daily.

Equipment and Property: Parents are expected to reimburse the centre for any deliberate damage caused by their child to the centre's equipment and property.

Child Protection: We believe the welfare of all children is of paramount importance and that the centre has an obligation to defend a child's right to care and protection. Educators and management have a responsibility to take action to protect children they suspect may be abused or neglected. Our centre will carry out responsibilities of mandatory reporters as indicated under legislation. This responsibility involves following the procedures as outlined by the Children and Young People (care and protection) Act 2012 and the Education and Care National Laws and Regulations.

Participation and Access: We believe that participation by parents and approved persons in issues relating to their child is important. We aim to provide a caring and supportive environment where everyone feels welcome and valued. Involvement of family members in activities will be actively sought and open communication constantly maintained.

Assistance and Additional Needs: Children with additional needs will be supported by The Scots College OOSH. The centre will make full use of all available support services. The individuality of each child will be respected, their needs considered, and their rights supported and protected. Onsite additional support can be arranged with Shire Therapy Group. A service providing a holistic approach to paediatric therapy for our children and their families. We can also work collaboratively with your family to apply for additional government funding and inclusion support, via Proda.

Homework/Family Needs and Expectations: During the Before and After School Care routine, homework time is allocated daily. This is when educators work with groups or individual children, supporting and encouraging children to focus on their homework. Time allocation and settings may differ depending on the child's year at school. If your child does not have homework with them, it is encouraged that they spend this time quietly reading, problem solving alternative activities or assisting a peer. Many families may have specific requests of the educators and their child. These requests need to be personally communicated with the Nominated Supervisor so that both parties can implement an effective strategy to meet your family's needs.

Emergency Drills: OOSH follows the school's emergency procedures in the event of an emergency within the premises or within close proximity of the premises, which is designed to ensure the safe evacuation and lockdown of all children, educators, family members and visitors. The 'Evacuation and Lockdown Procedure' is displayed at all exit areas and are practiced regularly throughout the year, in accordance with requirements specified in the Education and Care Services National Regulations under the Education and Care Services National Law.

For further Policies, Approved Provider Information, Governance Structure and useful Centre Information, please refer to the Centre Sign In & Out area.