



GLENORIE OUT OF SCHOOL HOURS CARE

PARENT HANDBOOK

Centre Location

Glenorie OOSH Centre is located in the grounds of Glenorie Public School, Old Northern road, Glenorie 2157. The building is located behind Glenorie Pre-School, next to Glenorie Park and the School Car Park.

Postal Address

C/- Glenorie Public School
1731 Old Northern Rd
GLENORIE, 2157

OOSH Phone Number

(02) 9652 0074
(Answering machine regularly monitored)

OOSH Email Address

glenorieoosh@bigpond.com

Glenorie Public School Phone Number

(02) 9652 1237
(Emergency only)

Hours of Operation

Before School Care
7.00am – 9.00am

After School Care
3.30pm – 6.30pm

Introduction:

Glenorie Out of School Hours Care (OOSH) cater for 30 children in each session. Glenorie OOSH (a not for profit organisation) has been established to provide quality care for children aged between 5 and 12 (who attend school) before and after school. Whilst the majority of children who attend are from Glenorie Public School, we also cater for children who attend local schools. This manual provides information to families on all issues relating to the care of your children. If any parents, children, teachers or members of the community have any suggestions or require any further information please do not hesitate to contact the OOSH.

We offer a range of activities including:

Art and Crafts
Indoor and Outdoor Play
Sports Games
Problem Solving
Cooking
Reading and Stories
Drama
Free Play

Hours of Operation

Before School Care: 7:00am-9:00am

After School Care: 3:30pm-6:30pm

The OOSH operates between these hours Monday to Friday and is closed on Public Holidays

Staffing

The recommended staff to child ratio guidelines from the Department of Community Services for children aged between 5 and 12 is 1:15.

The centre is licensed to cater for 30 children before school and 30 children after school care. The centre employs one permanent coordinator and several casual OOSH staff.

Each staff member as a prerequisite is fully trained in First Aid and Asthma and Anaphylaxis.

Management

A Management Committee, directly manages Glenorie OOSH and the office bearers are as follows:

- President
- P&C OOSH Executive
- Treasurer
- Secretary

The committee meets regularly on the third Tuesday of the month (unless otherwise arranged), at 6.30pm in the OOSH building.

The P&C also meet to discuss any issues for the OOSH and school after this meeting and then hold an annual general meeting each December, where the office bearers of the Management Committee are elected.

During the monthly meetings management views coordinator and treasurer reports as well as discussing changes, improvements and purchases which will be made in order to bring the centre in line with all Occupational Health and Safety laws as well as aiming to meet the NQF quality Assurance.

These meetings are an opportunity to contribute to the smooth running of your centre and all parents and guardians are welcome and encouraged to attend meetings.

Philosophy

Glenorie OOSH strives to provide a reliable and affordable Out of School Hours Care whilst maintaining the highest quality standards of service that is accessible to all members of the Community.

We believe in providing a safe, welcoming, caring and stimulating environment that displays neither bias nor prejudice and encourages children, staff and families to share their individual traditions, stories and family backgrounds.

We recognise the importance of Parents, Families and the Community to ensure children develop a strong sense of identity and respect for others. We encourage children and parents to be actively involved in the planning, implementation and evaluation of the Program.

Glenorie OOSH is committed to providing a, fun, challenging and active program that provides interactions to foster social, emotional, physical and cognitive development.

Our Centre implements the My Time, Our Place Framework to ensure that School aged children have the opportunity to engage in meaningful play that is a reflection of their interests and choices. We believe in children having the opportunity to learn through play based activities and support their well-being, learning and development.

The Program offers safe challenges, opportunities for decision making and leadership, and individual and group activities designed to foster positive self-esteem and confidence, whilst encouraging independence and autonomy. Structured activities and child directed play provide opportunities for children to explore, experiment and engage with each other and the wider community through a range of media and communication technologies.

We believe in providing a healthy, nutritious and diverse menu that encourages the children to enjoy the social experience of sharing a meal whilst taking responsibility for their own health and well-being.

As Educators we provide the opportunity for children to resource their own learning through connecting with people, places, technologies and natural/processed materials.

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 Regulation and the My Time Our Place Framework.

Glenorie OOSH Policies and Procedures

Management is constantly reviewing, renewing and creating policies for Glenorie OOSH.

If you are interested in viewing our Policies and Procedures folder to evaluate and provide feedback it is always available from the coordinator at all times, however they cannot leave the premises.

Fee Structure

Permanent Bookings: Fees are payable fortnightly, an account will be emailed, printed and sent to you, as you choose. All sessions have to be paid for, regardless of attendance. In the case where you have provided 2 weeks notice, in writing, you will not be charged. Any changes in these bookings must also be given in writing, with 2 weeks notice.

Casual Bookings: It is required that any casual days be paid on the day of care. At the very latest this must be paid at the end of the week in which you use the care. You will only pay for the care you use.

Our preferred method of payment is by EFTPOS, Cheque {made payable to Glenorie P&C Association (OOSH); or Internet {Bendigo Bank. BSB: 633 000, Account Number: 134 173 574}

For safety reasons, please refrain from paying cash. If you can only pay cash, please have the correct money as the staff are unable to give change. Any excess will be credited to your account.

If payment is not made, Glenorie OOSH have to right to cancel your child's place in the centre, until payment is made.

PLEASE SEE GLENORIE OOSH FEES POLICY FOR MORE INFORMATION.

Permanent Bookings

Morning Session: \$12.00 per child per session

Afternoon Session: \$14.00 per child per session

Casual Bookings:

Morning Session: \$14.00 per child per session

Afternoon Session: \$16.00 per child per session

Late Pick up Fee

A Late Fee of \$1.00 per child per minute will be charged after 6:30pm

The time of collection will be recorded accurately on the sign out sheet and also recorded by staff. The clock located on the parent's table will be the reference point.

If you know that you will be late, please notify staff on 9652 0074

If a child has not been collected from Glenorie OOSH by 6.40pm with no notification, staff will attempt to contact all of the emergency numbers on the child's enrolment form. If the child is not collected by 7:00pm, staff will contact the local police. Your child will remain in their care until a parent or guardian is found.

Child Care Cash Rebate Scheme

The Child Care Cash Rebate Scheme is a Commonwealth funded program that assists eligible families to meet the cost of work-related child care expenses for dependent children less than thirteen years of age.

The centre is approved to offer Child Care Benefit (CCB) to eligible families, therefore we are able to pass on Child Care Benefit to families as a reduction in your fees.

All you need to do is provide OOSH with your customer reference numbers which are obtained from the family assistance office. You will receive a reference number for yourself, and a separate number for each child attending OOSH. Your date of birth is also necessary for your details to be submitted. If you have other children in care elsewhere you will need to let us know.

It is recommended that all parents obtain these numbers in order to make tax time easier, when you are claiming the child care tax rebate. **Families cannot be offered CCB until assessments are completed.**

Lost Property

Please label your child's belongings as we do not take responsibility for any lost items. All items left at OOSH will be placed in the Lost Property Container located in the Office Area and at the end of Term placed in the School's Lost Property.

Reviewed and updated July 2015

Enrolment Procedures

The Glenorie OOSH enrolment form is to be filled in for each child prior to attendance. Please ensure all medical information is given. All information given will be kept confidential. If any children require medication please indicate details on the enrolment form as well as following the procedure outline in the "Medication" section of this booklet.

Arrival and Departure of Children

When you arrive please sign your child in, with time and signature, and ensure a staff member is aware that your child has arrived. Similarly, on departure please ensure that your child is signed out and a staff member is aware that you are collecting your child. If your child is to be collected by anyone other than yourself, he/she must be named on the enrolment form as having authorisation to collect your child, or has a signed note from the parent nominating them to collect their child on the day, which must be given to the coordinator.

Glenorie OOSH is not permitted to allow your child to leave the centre with anyone under the age of 16 years, nor someone who is not authorised to collect the child. You will be contacted if these requirements are not met.

If an adult attempts to pick up your child who is unknown to the staff, they will be asked to produce photo identification.

Under no circumstances can a child leave the centre without a parent or authorised person. Once staff have signed the child in at 3.30pm, the child remains the OOSH's responsibility until an authorised person collects them. This also means children cannot leave the centre to catch a bus or walk home, alone.

If written consent is provided children participating in extra-curricular activities which taken place on school grounds, a staff member will ensure the child gets safely to the activity on time, and will sign the child out, where necessary.

Non-Attendance – All Bookings

Parents must notify the Centre if a child is not attending or if the child has been taken home from school during the day (regardless of whether or not sibling attends the school).

Programming

All activities are planned and based on The Early Years Learning Framework. It also includes:

- Children's different interests and personalities; age groups; safety; equal opportunity and access to activities; cultural diversity; and children with special needs.
- Program input from children and families is actively encouraged through Emails, Daybook, Group Discussions and the Children's Ideas Wall

Routine

Our Weekly Program is displayed on the Parents Board for viewing and is uploaded to the Glenorie OOSH'S Facebook Page on a weekly basis.

Our Mornings are a relaxed atmosphere where the children involve themselves with reading, drawing, computer games board games and free play. With weather permitting the outside equipment is also used.

The Afternoons are slightly more structured with the Staff taking roll call at 3.30pm and explaining to the children what activities will be available. From 4.00pm the children are involved in Outdoor and Indoor activities before quiet activities are encouraged from 5:30pm till close.

Menu

Our Menu is based on the Australian Guide to healthy eating. We encourage nutritious foods for the children and change our Menu weekly to accommodate the children's feedback. It is displayed in the Kitchen and on our Billboard.

Breakfast is served from 7:00am-8:15am and includes fresh fruit, muffins, cereal, toast, yoghurt and Milk or Water to drink.

Afternoon Tea is served from 3:30pm-4:00pm and includes a healthy snack sized meal, fresh fruit and vegetable platter, rice crackers, cheese slices, dried fruit and Water or Milk to drink

****Our Centre is Peanut Free**

If your child has any food allergies or special dietary requirements, please inform the coordinator in writing.

Reviewed and updated July 2015

Administration of Medication

Parents/ guardians must give details on the enrolment form as well as provide a signed permission note to the coordinator or a member of staff. The permission note will need to contain the following information:

- Child's name
- Medication Name
- Reason for Medication
- Amount of medication
- Time of medication
- Nature of illness/ condition
- Methods of acute care

A Glenorie OOSH "Permission to give Medication" will also need to be completed on site.

Medication must be given to coordinator/ staff and be clearly labeled with the child's name. The medication must be in the original packaging; otherwise it will not be administered.

Although Asthma sprays are the responsibility of the child, the staff must be informed if the child has a 'puffer' or nebuliser and is required to use it. An asthma record form also needs to be filled out.

Medication will be kept out of reach of children. All medical information will be kept confidential.

Illness

If your child becomes ill at the Centre, you will be contacted so that your child can be sent home as soon as possible.

If parents/ guardians can not be contacted those persons listed in the enrolment form as emergency contacts will be telephoned.

If medical or hospital attention is required, it will be sought without delay.

Immunisation must be declared on the enrolment form.

If your child becomes ill with an infectious disease they will not be allowed to attend the centre as listed in "Glenorie Public School Information Manual".

If your child is ill with a cold or flu, please keep them at home.

Sun Protection

At Dural OOSH, we follow the 'no hat, no play' policy, as well as ensuring that children are provided with sunscreen when they are outdoors. This policy applies all year round and no expectation will be made to this policy.

Behaviour Management

Glenorie OOSH's Behaviour Management Policy is based on guidance, redirection and positive reinforcement. Basic Rules are established based on safety, respect for others, order and cleanliness and involves the children's input. Educators will act as positive role models and encourage and reward acceptable behavior.

In extreme cases, the Centre reserves the right to exclude the child from the service in order to protect other children and educators.

Photographs and Video's

Photographs are taken at Glenorie OOSH in order to evaluate programs and show parents the types of activities in which children participate in. These photographs are displayed throughout OOSH and may also be used in documents which are sent home to families attending Glenorie OOSH, on the website or on the Glenorie OOSH Facebook Page.

Please inform the coordinator in writing if you do not wish to have your child's photographs in documents and/or you do not wish for your child's photograph to be taken.

Television, Movies and DVD's

We encourage the children to participate in reading, play games and use their imagination.

We have developed a system that limits the hours of television watching per week. The children do not watch programmed television in the mornings or afternoons and only view dvd's or videos approved by the staff. There are often prescribed movie afternoons, and movies are also often viewed at the centre on rainy days. There are always other activities for the children to choose when the TV is on. Occasionally videos with a 'G' rating or 'PG' rating may be used as part of the program of activities. Please advise the Centre in writing if there is a problem with viewing 'G' or 'PG' material or if there is a particular fear or a special topic to be avoided. Children are briefed on the content of the film before it begins and are given the option of whether or not they wish to view the material.

Grievances and Complaints

We will support parents', children's' and the wider community's right to complain and will help them to make their complaints clear and try to resolve them. A complaint can be informal or formal. It can be anything which a parent thinks is unfair or which makes them unhappy with the service.

If an individual/s has a complaint or comment about the service, they will be encouraged to talk to the Coordinator who will arrange a time to discuss their concern and come to a resolution to address the issue. If the complaint is not handled to the individual's satisfaction at this level they should discuss the issue with the Chairperson or liaison person of the Management, either in writing or verbally.

The Management will discuss the issue with the Coordinator and develop a strategy for resolving the problem, this would be discussed further with the person raising the complaint or if necessary a meeting will be organised with the Coordinator and the individual/s to resolve the problem.

The Coordinator or Management will inform the individual/s of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of. This could be done verbally or if the issue has been dealt with on a more formal basis then the committee or Coordinator will write personally to the individual/s. If any complaint cannot be resolved internally to the consumer's satisfaction, external options will be offered such as an unbiased third party.

Information regarding Families

Glenorie OOSH encourages families to have input into the operation of the service and activity programming. Improvements to our program are often derived from feedback and changes may be possible to meet your needs.

Comments or suggestions on the service can be made in the following ways:

- Speak to the coordinator
- Use the suggestion box which is located in the Parent Area
- Attend committee meetings

Suggestions will be implemented if considered appropriate and feasible.

If you would like to speak to the coordinator privately please feel free to contact and arrange a time to meet. Confidentiality is assured.

Conclusion

We encourage you to get to know our staff and familiarise yourself with the Policies and Procedures of the Centre. If there are any points that you are unclear about, or any comments that you wish to make, please do not hesitate to contact the Coordinator or management committee.

We hope that you and your children find the Centre to be a happy and safe environment.