

Rozelle

Out Of School Hours Care



*Before and After School
&
Vacation Care Service*

Address: Rozelle Public School (663 Darling Street)

Hamilton Street entrance via School hall

All correspondence: PO Box 300, Rozelle, 2039

Telephone / Fax: 9818 3472

Mobile: 0412733570 or 0414752431

At Rozelle OOSH & Rozelle Vacation Care we believe that early and middle childhood is a unique and valuable stage of life.

We are committed to the care and individual interests of each child.

Our aims, objectives and beliefs are:

- To build and foster each child's self esteem by nurturing and forming strong relationships with each child, so they grow into confident, happy young people.

By listening to, and acting on each child's needs they will grow to feel respected and valued.

By encouraging children to show respect, empathy and understanding towards others.

Through play, to encourage co-operation, consideration, self-motivation and unbiased attitudes.

- To build and foster each child's cognitive, physical and creative skills.

Provide opportunities for children to learn through play, to be involved in direct experiences, to become independent learners.

To program for individual children as each child has his/her own strengths, needs and interests.

Through encouraging independence and responsibility.

Through introducing scientific principles and social awareness, children are exposed to appropriate information about the physical and social world in which they live.

Through a variety of appropriate activities, fine and gross motor skills are encouraged and developed.

Through drama, music and visual arts, children are encouraged to express themselves and develop an appreciation of the expressive arts of others.

- To encourage children to express themselves, communicate and listen to others and to make decisions and accept the consequences.
- To extend and complement the home by providing a loving, stable and secure environment in which each child can develop to his/her fullest potential.

That each family is important and unique; we aim to support parents in the care and upbringing of their children.

Through resources, visual aids and experiences, we aim to reflect the cultural diversity that exists in our centre and in Australia.

We support and value the diversity within the Australian society and believe that children should learn to respect and celebrate that diversity. we believe that children be provided with a wide range of social and cultural experiences, family

types and different ways of doing things, so that they may learn from the diversity that exists within their environment.

- *I believe it is important to complement the role of the family in the child's life through staff and families working together in partnership. I also believe that families and the community should have a positive approach towards helping the children in the community by offering any skills or facilities they may have which could help the children's learning and exploring.*
- To involve the centre in the community by taking an interest in other groups and inviting others to share in our program.
- For children to be aware of their local community and the facilities that exist, so they feel confident and at ease when venturing forth.
- *To employ a range of staff, trained and untrained, both men and women*
- *Model positive behaviour for the children*
- To employ staff that possess knowledge of the emotional and developmental needs of the children, and through in-service workshops we aim to extend their skills.

Our staff must be respectful, nurturing, sensitive and committed to the well being of the children and parents at the centre.

- To provide good working conditions for the staff which *encourages positive team work and lasting relationships to develop between staff and all individuals associated with the centre.*

To provide children with the experience of a diverse menu which includes a wholesome, nutritious & balanced diet. The children are encouraged to enjoy the social side of sharing a meal and to take responsibility for the processes involved in meal times including maintaining a high standard of hygiene.

- We believe communication (listening to others) and developing strong relationships with staff and families is the basis of a happy centre.

We understand that the needs of children, families, staff and the community are constantly changing; therefore, ongoing evaluations are important in creating a service that is responsive to those needs.

From our philosophy we have developed centre policies and procedures both are reviewed annually.

Philosophy is currently under review & the Parent Handbook reviewed and updated July 2007

QUALITY ASSURANCE

Rozelle Out of School Hours Care and
Rozelle Vacation Care Inc
Are registered with the National
Childcare Accreditation Council.

Rozelle OOSH was accredited in June
2005 receiving High Quality in all of the
8 Quality Areas. The staff, children and
families are very proud of our results
and continue to strive for High Quality
Care.

Rozelle Vacation Care was accredited in
July 2006 receiving High Quality in all of
the 8 Quality Areas. The staff, children
and families are very proud of our
results and continue to strive for High
Quality Care.

1. Registration

Rozelle OOSH provides care for children attending Rozelle Public School, and Rozelle Vacation Care is open to all children in the community. Where demand for child care exceeds the available child care places a priority order is followed;

1. First priority - A child at risk of serious abuse or neglect.
2. Second priority - A child of a single parent, or of parents who satisfy the work/training/study test (section 14 of the Family Assistance Act.)
3. Third priority - Siblings of children already in care.
4. Fourth priority - Any other child.

Parents must fulfil the following procedure in order to ensure their child is registered and then if places are available care can commence.

- (a) **Complete in full** a enrolment form (all information supplied by you is private & confidential);
- (b) Pay the first two week's fees for each child. The following rates are effective from January 2008:

Before School Care	(Permanent):	\$10.40
	(Casual):	\$11.75
After School Care	(Permanent):	\$13.60
	(Casual):	\$14.80
Vacation Care	{Daily}:	\$35.00

& Pupil Free Day's. Some excursions and clinics occur an additional cost. Please note only a 50% deposit is required if you have a permanent oosh booking and require vacation care. Non oosh users and external families are required to pay for the total cost of vacation care.

Please see separate fee policy for further information.

2. Child Care Benefit

All families are eligible to receive Child Care Benefit. Rozelle OOSH is a registered provider for Before and After School Care and Vacation Care CCB therefore, we will be required to issue the FAO a claim for CCB each term.

Families can contact the Family Assistance Office in writing, by visiting any centrelink or ATO office, and through a dedicated phone number, **13 61 50**.

Please note :If you wish to claim CCB as a lump sum or claim the 30% rebate you must call the FAO and register with our service.

Our CRN numbers are;

BSC / ASC Combined: 407 012 731 B

VACATION CARE: 407 133934A

3. Hours of Operation

Before School Care	7.15am - 9.15am
After School Care	3.00pm - 6.00pm
Vacation Care	7.30am - 6.00pm

4. Procedures

- (a) **Before School Care & Vacation Care:** Parents must accompany their child onto the premises and sign the 'Parent sign - in sheet'.
- (b) **After School Care & Vacation Care:** Parents must come into the centre to collect their child and sign the 'Parent sign - out sheet'. By law NO child can sign themselves out and leave the centre by themselves.

Please note: It is a departmental regulation that you sign your child in and out of the centre and note the times. Failure to do so may jeopardise the safety of your child and also stop your CCB.

- (c) Parents must notify the Centre **in writing** of **any** change to the information on the registration form (telephone numbers, address, permanent change in days etc.)
- (d) Staff **will not** permit people other than parents to collect children unless a signed authorisation form has been received by staff prior to children leaving the centre.

5. Fee Payment

- (a) Fee's are payable as per 1 (b)
- (b) Fee charges must be maintained two school weeks in advance. Please refer to payment schedule.
- (c) Parents will be notified by statement where fees are not paid two school weeks in advance. Failure to rectify account as outlined in the statement will result in suspension and then termination of care.

(d) Late Collection policy

If your child is collected late after 6:00pm you will be charged the current late fee of \$1 per minute. The second time your child is collected late you will be charged \$1 per minute and be issued with a written warning.

The third time your child is collected late you will be charged \$50 and Issued with a final warning.

Full fees are still payable in the event of public holidays and non attendance by your child due to sickness, family holidays, teachers' strikes, school staff development days and school pupil free days which occur during school terms and which fall on your child's care days.

- (e) Fee's can be paid by cash or cheque and handed to a co-ordinator in a marked envelope with your child's name. If you prefer to pay fees by direct deposit please see staff for bank details. If fees are unable to be paid in the specified time please make arrangements to meet with the co-ordinator to arrange a possible payment plan.

6. Illness

No child is permitted to the centre if suffering from an infectious disease. If your child becomes ill while at the centre, you will be notified as soon as possible. If your child is not immunised they will be excluded from care until all risk of infection has passed.

Contagious/Infectious Disease Policy

Parents will be notified immediately and the child kept isolated until collected by the parent and not allowed to return to the centre until no longer contagious or infectious. Doctor's clearance required.

Medication Policy

Medication will only be administered with the explicit permission of the parents or in the case of an emergency with the permission of a medical practitioner. Parents who require medication to be administered to their child at the centre must complete a medication form. (Available from staff). Please note that only prescription medication will be administered to your child. Panadol will only be administered to a child who has a temperature of 38° or higher.

7. Accident

In case of emergency or accident, medical attention will be sought for your child; however, these expenses must be borne by the parent.

Accident Policy

In the event of an accident, which is unable to be treated by first aid procedures administered by a trained first aid person, or if there is a change in consciousness, head, back or neck injuries, extensive bleeding, eye injury or convulsions, an ambulance will be called.

8. Cancellation of Before & After School Care

- (a) In the event of a child commencing care and then cancelling, two week's notice in writing is required. Fee's are to be paid up to the time of cancellation, at any time during the year.
- (b) In the event of a cancellation without notice, no monies will be refunded and the week's advance fees will be retained.

PLEASE NOTE: There are no refunds when cancelling a Vacation Care booking

9. Complaints

Feedback from parents is important in ensuring that services are continuing to meet parents' needs and for planning for appropriate services. An important source of feedback is parent complaints/suggestions and these are welcomed and encouraged by staff. Parents have the right to complain and to suggest changes to the services they receive. Parents are welcome to:

- Complain by telephone or in person
- Contact us in writing
- Use an advocate to help procure a change in the service.

If you need to take your complaint further, contact:

The Commissioner for Community Services
Level 3, 128 Chalmers Street
Surrey Hills, 2010

Within five working days, both you and the staff member concerned will be informed of the result of the complaint by letter. This letter will assure you that no retribution will follow the complaint and that confidentiality is guaranteed to the parent.

General Information

Management Structure

Rozelle Before and After School Care is a privately operated centre, reporting to Rozelle Public School P&C on a monthly basis and to Rozelle School Principal annually. Rozelle Vacation Care is an incorporated entity. The management committee is made up of volunteer parents and community members and meets five times a year. Any person wishing to attend a meeting is welcome. Please see staff if you are interested.

Policies

Rozelle out of School Hours Care and Rozelle Vacation care policies are located on the sign-in/out table for family perusal. These are reviewed annually or as needed. Families are encouraged to have input into the review of the centre policies.

Our Staff Team

Susan Rigg is the centre Coordinator and has a Diploma in Youth Work. Susan has been working in OOSH for 10 years.

Andrea Takoushis is the other Centre Coordinator and has a Diploma in Child Studies and has been working in OOSH for 14 years.

Our Assistants Are:

Matthew has completed Certificate 3 in Child Studies, Certificate 4 in Sports Coaching & a Diploma in Sports Management and has 4 years oosh experience. Daniela has a Diploma in Child Studies and has 3 years oosh experience. Daniela is the Junior OOSH coordinator.

Nicolo is completing a degree in Graphic Design and has 3 years oosh experience. Nicolo is a former Rozelle Public student.

Athena is a qualified beautician and has 3 years oosh experience.

Daniella is completing a Diploma of Children's Services at Meadowbank TAFE and has 2 years oosh experience.

Adrienne is completing a Bachelor of Education - Primary teaching and has 2 years oosh experience. Adrienne is also a former Rozelle public school student.

Belinda has a Diploma in children services and has 4 years oosh experience

Claudia has a Diploma in children services and has 9 years oosh experience.

- (a) Afternoon tea is served at 3.30pm and this cost is included in the ASC & Vacation Care fees. Afternoon tea is a variety of nutritionally balanced snacks, with fruit served daily e.g. pastas, noodles, rice, soups and banana cakes. A weekly menu is displayed on the child & family notice board.
- (b) Breakfast is provided in BSC at no additional cost, breakfast includes cereal, toast and fruit. Breakfast is available between 7.15am and 8.45am. The centre promotes healthy eating. The family information stand has a variety of flyers that may be of use to your family.
- (c) **Food Handling & Hygiene-** The children are asked to wash their hands before eating food at the centre. On excursions where hand-washing facilities are not available the staff will provide children with hand wipes. Hand washing is the most important way of controlling infection. Individual plate/napkins, serving tongs are provided for children. Susan and Andrea have completed a Certificate in Workplace hygiene and food preparation. This is an accredited Tafe course. Food is purchased weekly or fortnightly .All stock is rotated weekly and afternoon tea is prepared daily.
- (d) Staff are interested in your suggestions, criticism and opinions, so please do not hesitate to contact us for any reason.
- (e) Children in the care of staff are requested to abide by the centre's safety rules, listed hereunder:
 - Walk inside.
 - Toilets are not a play area.
 - Always play safely.
 - Be friendly to each other. If you have a problem, please see the staff.
 - Respect each other's property.
 - Look after all equipment.
- (f) Centre Directors have the right to exclude any child who causes disruption or any child who is not following the policies of the Centre.
- (g) In the safety and interest of a smooth running program, please assist staff with all requests.

- (h) A program of activities is displayed each week on the parent Information board located in the stairwell and the child information board located on the indoor cupboard. Daily activities include an art, craft and sporting activity. The children determine these activities during a weekly children's meeting. Parents are encouraged to contribute program ideas via the suggestion box located in the foyer.
- (i) Assistance from parents is always welcome. Your help in supplying us with a variety of scrap materials, etc. will always be utilised in our craft programs.
- (j) If your child has any additional needs, please consult with the Child Care Co-ordinator. If you are experiencing any difficulties or have any complaints, please raise your concerns with the Child Care Co-ordinators.
- (k) Staff to children ratios are 1:15 in centre, 1:8 on excursions and 1:5 near water. Where possible we have an additional staff member in after school care most days.
- (l) We encourage parents to be involved by participating in centre fundraising events, sharing talents & experiences as a special guest, completing annual survey, suggestions for activities and afternoon tea, donating recycled goods and review of the centre policies.

Confidentiality & Privacy Statement

The service Co-ordinators are responsible for keeping confidential records and documentation relating to the families using the service. All records will be locked away to maintain confidentiality and staff will be trained in record keeping as required. Protecting the Privacy of personal and sensitive information collected and the need for confidentiality is fundamental for Rozelle OOSH & Rozelle Vacation Care in providing a quality Child Care Service.

Rozelle OOSH & Rozelle Vacation Care centre complies with the Commonwealth Privacy Act 1988 – Privacy Amendments (Private Sector) Act 2000.

Rozelle OOSH & Rozelle Vacation Care centre requires certain information be collected, in accordance with the regulatory framework of operating a children's service.

1 Collecting Information

- a. Personal information must only be collected and used specifically for the purpose of the centres function. Personal information should be collected in a fair and unobtrusive way.
- b. Persons providing the information should be given appropriate access to their information and be advised about the purpose for the collection of the information.
- c. The primary purpose for collecting information is to enable the centre to provide your child with an individual developmentally appropriate program that is stimulating, nurturing and safe.

2 Use and Disclosure

- a. The centre will disclose personal and sensitive information to the services' staff, for the specific purpose of administration and education of your child.
- b. The centre will obtain parent/guardian permission before disclosing a child's personal and sensitive information to a professional attending our centre for the specific purpose of providing a service for your child. This includes early intervention teachers, speech therapists, occupational therapists, doctors and counsellors.
- c. Personal information collected about children is regularly disclosed to their own parents or guardians. Information such as children's personal achievements and photos are displayed within the boundaries of our service's building.
- d. The centre organises fundraising activities. Information received from you may be used to make an appeal to you. We will not disclose your personal information to third parties for their own marketing purposes.
- e. The centre will disclose specific information; include your child's name, age and specific needs to the staff/carers of your child.
- f. The Co-ordinators may include your emergency contact details in a class list and in their contact directory. Access to these is limited to the staff.
- g. If you provide the service with the personal information of others, such as doctors or emergency contacts, we encourage you to inform them that you are disclosing that information to the centre and why. You will also need to inform them that they can access that information if they wish to do so.

3 Data Quality

- a. The centre will take all reasonable precautions to ensure personal information that is collected, used and disclosed is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information that is provided by the individuals.
- b. Parents/Carers will be required to advise our service of any changes that may affect the initial information provided.