

# 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  
admin@rozelleoosh.com.au*

*Telephone: 9818 3472*

*Fax: 9818 7669*

*Mobile:*

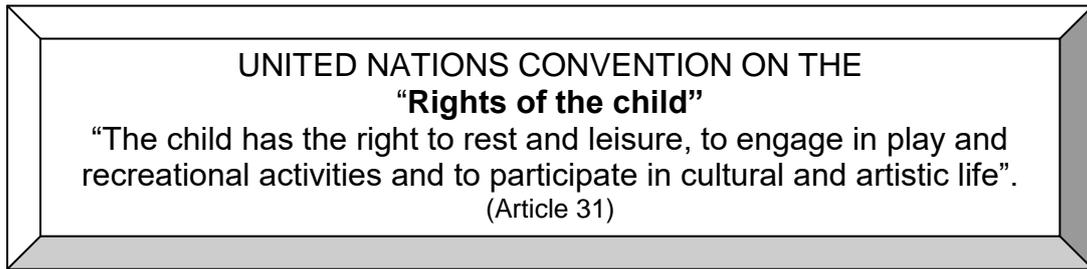
*Susan - 0412733570 Monday/Tuesday/Wednesday  
or*

*Andrea – 0414752431 Wednesday/Thursday/Friday*

**[www.rozelleoosh.com.au](http://www.rozelleoosh.com.au)**

Updated – 29<sup>th</sup> June 2016

## **Rozelle OOSH Philosophy**



## **Rozelle OOSH Philosophy**

At Rozelle OOSH, we believe that early and middle childhood are unique stages of life. We are committed to the care, individual interests, needs and wellbeing of each child. We believe that we facilitate this by providing a fun and welcoming and educational environment where children can establish and maintain friendships with each other and educators.

Our philosophy and objectives are the foundation on which our centre is built and provides us with a solid basis for the holistic nurturing, education and growth of all children, families and educators.

We recognise that children thrive when families, educators and the wider community work together in partnership to support one another.

### **Our aims, objectives and beliefs**

- To build and foster each child’s self-esteem and sense of identity by nurturing and forming strong relationships with each child. This is so they can grow to be confident, resilient and happy young people.
- By listening, encouraging and supporting each child’s needs, we acknowledge and value their input by allowing them to contribute to the centre.
- We encourage children to show respect, empathy and understanding towards others. We value each other’s contributions and promote shared decision making and communication.
- We recognise that all children are unique individuals and should have equal rights and opportunities regardless of demographic, culture, religion, gender or natural ability.
- By recognising that children learn through play, we endeavour to encourage co-operation, consideration, self-motivation and respect for others.
- We recognise that children are competent and active learners. We aim to develop positive learning outcomes. We aim to provide a setting where children can adapt and explore what they have learned from one context to another through our program and spontaneous experiences.
- Through dramatic and creative experiences children are encouraged to express themselves, express ideas and develop an appreciation of the creativity of others in a range of ways.
- To provide opportunities for discovery learning through self and peer directed experiences. We encourage the development of children’s skills and processes such as problem solving, enquiry, experimentation, hypothesising, researching, investigating and evaluating. This promotes learner agency and decision making.

- Our program encourages children to be physically active each day and take responsibility for their own wellbeing. Planned and spontaneous experiences are available.
- Each child's agency is promoted, enabling them to make their own choices and decisions in their play and experiences. Children are empowered to resource their own learning through connecting with a wide variety of materials.
- We foster creativity through art and craft experiences. This helps to support children's developing sense of identity and connection to the world.
- Through our program children are empowered to work together, to show respect, care for and appreciate their natural environment.
- In playing with natural materials children begin to have a sense of the interconnectedness of humans and nature.
- Children are supported to become environmentally responsible and aware, and show respect for the environment.
- We recognise that children have a need to express themselves, to listen and communicate with others. We encourage them to do so with respect and consideration.
- To extend and complement the home environment by providing a secure and supported setting where each child can develop and realise their full potential.
- We aim to provide an inclusive environment that promotes competence, independent exploration and learning through play.
- We aim to provide an environment that fosters children's emerging autonomy, interdependence, resilience and sense of agency.
- We work closely with Rozelle Public School and the wider community to ensure children are connected with and contribute to the world around them. We aim to maintain consistency by reflecting the values of the school community.
- We acknowledge and value parents as children's first and foremost educators and recognise the importance of forming and maintaining positive partnerships with them.
- Through resources, visual aids, texts and experiences, we aim to reflect the cultural diversity that exists in our centre, our community and in Australia.
- To provide children with a diverse menu. This includes a nutritious and balanced diet. We encourage children to enjoy the social experience of sharing a meal while taking responsibility for the process involved in meal times, including maintaining a high standard of hygiene. We believe that these are desirable life skills for children.
- We build and maintain partnerships with children. We provide opportunities for children to investigate complex concepts and ethical issues that are relevant to their lives and local community.
- We recognise that when children feel secure and supported they venture forth as active citizens. We aim to create this through the physical environment and through the relationships developed with their educators.
- As educators we provide the opportunity for children to resource their own learning through connecting with people, places, technologies and natural and non-sustainable/ manufactured materials.
- We provide an open ended environment where children can freely follow their own interests and experiences. Educators intentionally set up provocations to stimulate and extend children's learning and play.

## **Staff**

- We employ both men and women from a variety of cultural backgrounds to enrich the staff team and reflect the diversity within the community.
- Educators develop and implement programs to work as a co-operative team; sharing skills, ideas and resources in collaboration with the children and families. We consider interests and individual needs of children in our program.
- Educators are encouraged to further their knowledge of child development through reading and professional development, which reflect industry standards. Our centre aims to instil positive values and attitudes in our educators that will support the children and the quality of care.
- Our educators will be respectful, nurturing, sensitive and committed to the wellbeing of the children and families at the centre. We are committed to developing lasting relationships between educators and all individuals associated with the centre.
- We aim to provide an environment that is enjoyed by both educators and children. We encourage educators to contribute to all aspects of the centre with an emphasis on teamwork and co-operation.
- Educators are focused, active and reflective in designing and delivering the program for each child.
- Interactions convey mutual respect, equity and recognition of each others strengths and skills.

Through consultation with families, children, educators and the community we work to incorporate the children's needs and interests. We understand that these are continuously changing. On-going critical reflection is important in creating a service that responds to this.

Our Philosophy was reviewed and updated January 2015. We used our evaluations along with national standards and guidelines and My Time Our Place to help us to develop our philosophy, policies and procedures.

## **Quality Assurance**

Rozelle OOSH was accredited in 2005, 2007 and 2008 receiving high quality in all of the 8 quality area's.

## **National Quality Framework**

The new national quality standard will be implemented to out of school hours care services starting January 2012. This will replace the current quality assurance system. The new standard has been designed to ensure a continuity of care across all areas of childcare and a child's learning and development.

The 7 quality area's are:

1. Educational program and safety
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management

The quality area's have been designed so that the following outcomes for children can be met:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators

Rozelle OOSH was assessed in September 2015

Rozelle oosh has received the following ratings 19<sup>th</sup> October 2015

<b><u>Current National Quality Framework Ratings</u></b>	
<b><u>Quality Area 1</u> Educational program and practise</b>	Meeting
<b><u>Quality Area 2</u> Childrens health and safety</b>	Meeting
<b><u>Quality Area 3</u> Physical Environment</b>	Exceeding
<b><u>Quality Area 4</u> Staffing arrangements</b>	Exceeding
<b><u>Quality Area 5</u> Relationships with children</b>	Meeting
<b><u>Quality Area 6</u> Collaborative partnerships with families and communities</b>	Exceeding
<b><u>Quality Area 7</u> Leadership and service management</b>	Meeting

## **1. Enrolment**

Rozelle OOSH provides care for children aged between 4.5 to 13 years of age attending Rozelle Public School and Rozelle P.S Pre-school. Children can attend vacation care after they have completed Term 1 of pre-school or kindergarten, in some cases kindergarten children can attend in-centre days during the January holidays although this is discouraged as we have found it can be detrimental to a child's transition to school.

The service aims to include all children regardless of disability. However our facility does not always cater to some physical disabilities due to its location.

Where demand for child care exceeds the available child care places a priority order is followed;

### **Before and After School Care**

- Priority 1 – A child at risk of serious abuse or neglect
- Priority 2 – A child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the A new Tax System (Family Assistance) Act 1999
- Priority 3 – any other child

Within these main categories priority will be given as listed in the order below

- Children currently enrolled at the service who attend Rozelle P.S
- Siblings of children currently enrolled (see access policy for more information)
- Families in the Rozelle P.S catchment area that are enrolled at Rozelle Public School.

Special consideration at the discretion of the Directors will be given to;

- Single parents on a low income (see access policy for more information)
- Socially isolated families that have no support network within the Country or State
- Children in families on low incomes that would not otherwise be able to afford private care situation, eg. babysitter

### **Vacation care**

- Priority 1 – A child at risk of serious abuse or neglect
- Priority 2 – A child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the A new Tax System (Family Assistance) Act 1999
- Priority 3 – Rozelle Primary school students
- Priority 4 - Children who attend other schools. The external mailing list is currently frozen as we are having difficulty meeting the vacation care needs of the Rozelle school community. A waiting list will be developed and updated regularly which identifies priority of access eligibility, Placement from the waiting list is determined using the Commonwealth Government priority criteria.

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** an enrolment form (all information supplied by you is private & confidential);
- (b) Pay \$150 deposit for each child. This deposit will be deducted from your first fortnight's fees. This a requirement for new families only.
- (c) **Provide**
  - (i) Immunisation Letter
  - (ii) Letter from employer indicating the necessity of care
  - (iii) Risk minimization – for children with allergies, medical conditions, diagnosed conditions
  - (iv) Allergy & asthma action plans
  - (v) Court orders & custody agreements

**NB: IF ANY OF THE PROVIDED INFORMATION IS FOUND TO BE FRAUDULANT OR MISLEADING ROZELLE OOSH IS WITHIN ITS RIGHTS TO CANCEL CARE IMMEDIATELY.**

## **2. Services we provide**

- Before School Care
- After School Care
- Vacation Care & Pupil Free Day's
- Strike Care if approved by Rozelle P.S

Please see Fee Schedule located at the back of this document.

All families are required to complete an Ezidebit form on enrolment. All fees are automatically debited from your nominated account fortnightly in advance.

Some families are eligible to receive Child Care Benefit. Rozelle OOSH is an approved provider for Before and After School Care and Vacation Care.

We are required to issue the FAO a weekly claim for CCB.

To register for CCB, lump sum claims and the 50% childcare tax rebate (CCTR) 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**. Once registered you are required to provide the centre with the registered parents date of birth, family reference number and each child's reference number.

You can opt to have your CCTR paid directly to your nominated bank account fortnightly, quarterly or annually. Alternatively, you can elect to have the rebate paid directly to the service provider. Families are eligible for the 50% tax rebate regardless of income. Below are the centres reference numbers which you will need to provide FAO with:

Before School Care: 1-1TRDQK

After School care: 1-1U8CWP

Vacation Care: 1-2HGQY8

### 3. Hours of Operation

Before School Care            7.15am - 9.00am

After School Care            3.00pm - 6.00pm

Vacation Care                7.30am - 6.00pm

### 4. Procedures

#### Before School Care

Preschool, kindergarten and year one BSC is located in the Junior OOSH building located in the bottom part of the school in a two story terrace. BSC for children in years 2 to 6 is in the Big OOSH. Parents must accompany their child onto the premises and sign the 'Parent sign – in sheet'. Breakfast is served between 7.15am and 8.30am and is included in the fees. At 8.55am the children will collect their belongings and make their way out to the playground with the centre staff and line up in their class lines. Kindergarten children are escorted to morning lines and Preschool children are escorted to the pre-school with an oosh staff member and signed in.

#### After School Care

**The Mini OOSH** caters to our kindergarten and year 1 students and is located in the bottom part of the school in the library. They will walk to the mini OOSH with a staff member, have their names marked off and have their afternoon tea. The kindergarten children are collected from their class teachers by a staff member. They will walk to the Mini OOSH and have their afternoon tea before commencing the day's activities. Any children not collected by 5.55pm will be escorted to the big oosh ready for collection.

**The Junior OOSH** caters to year 1 to year 2 children and is located in the bottom part of the school next door to the pre-school and near the kindy classrooms in a two story terrace. The kindergarten children are collected from their class teachers by a staff member. They will walk to the Junior OOSH with a staff member and have their afternoon tea before commencing the day's activities. Children in Years 1 and 2 make their way to the Junior OOSH have names marked off and have their afternoon tea before commencing the day's activities.

**The Big OOSH** is located in the centre of the school (top floor of the school hall). Children in Year 2 to 6 make their way to Big OOSH have their names marked off and their afternoon tea before commencing the day's activities.

**Vacation Care:** The Vacation Care program is emailed out to families week 4 of each term and parents book the days they require. The daily program is located next to the roll for children and parents to read each morning. Vacation care bookings are accepted on a first in, first booked basis. Having a before or after school care booking does not guarantee a vacation care place. It is important to keep in mind that we cater to 245 children on a daily basis during school terms but can only provide vacation care to 90 children daily in centre and 110 on excursions.

The centre closes for 3 weeks during the Christmas break.

#### Vacation Care Junior Team Members (under 18 years of age)

Our Junior team help out with all areas of the program but are not included as part of the staff child ratio's. They play with the children and are great role models. Most of them start as Junior OOSH helpers whilst they are in Year 5 & 6 attending

oosh. As they have all attended an oosh centre they know what is important to the children.

## 5. Sign In/Out

Parents must accompany their child onto the premises and sign the 'Parent sign – in sheet'.

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. Children must be signed out by an adult (person over the age of 18) no exceptions will be made.

Please notify us **in advance** if a nominated authorised person other than a parent will be collecting your child on any day.

**Programming** - The Big OOSH after care program of activities are displayed each week on the parent sign in and out table. The junior oosh program is located on the sign in and out table. The mini oosh program is located on the noticeboard above the sign out table. The program and menu can also be viewed on our website. Daily activities include an art, craft and sporting activity. There is also plenty of opportunity for your child to have 'free play' throughout the session. Cooking is rotated weekly. The children determine these activities during a weekly children's meeting and through suggestions in the daily evaluations and staff observations. Parents are encouraged to contribute program ideas via email or in the suggestion/fee box located in the main rooms.

**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.

Please note: Children are not considered to be legally in our care until they have been signed in by a parent in the morning or marked as attending on the role by an OOSH staff member during after school care. From the commencement of school of a morning when children are sent to lines and once a child has been signed out by a nominated career, the child is no longer considered to be in the care of Rozelle OOSH.

- (a) Parents must notify the Centre **in writing of any** change to the information on the registration form (telephone numbers, address, permanent change in days people authorised to collect your child etc.)
- (b) Staff **will not** permit people other than parents or known collectors to collect children unless a signed authorisation form has been received by staff prior to children leaving the centre. Collectors must be over 18 years of age. No exceptions can be made as this is a legal requirement.

## 6. Non-notification Fee

Parents must notify the centre by phone or email if the child will not be attending OOSH e.g. away on holidays, having a play date or is off from school sick. Failure to notify the centre by 3pm will result in a non-notification charge of \$10 to your account.

## 7. Fee Payment

- (a) Fee charges must be maintained two school weeks in advance.
- (b) 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.
- (c) 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.
- (d) Fee's can be paid by internet banking or cheque and handed to a co-ordinator in a marked envelope with your child's name. 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.

- (e) We reserve the right to charge a late fee of \$25.00 for each week that your fees are overdue.

## 8. Phone Calls, Messages and Contact Information

- (a) Phone Calls – should you need to phone OOSH, it is preferably to call between 7.15am and 2.50pm on 9818 3472. Otherwise you may leave a message on the answering machine. Please advise us of an absence between 7.00am and 2.55pm. If the message is urgent or if you are concerned about your child at any time, please call on our mobiles, Andrea: 0414752431 or Susan: 0412733570. Children are not allowed to have mobile phones at OOSH. Please call the centre if you need to speak with them.
- (b) Diary – we have a diary located on the sign-in shelf where you can leave your contact phone number for the day (if different to usual) or if somebody else is picking up your child. Please remember to ring OOSH if you are unable to write in your message. No child will be released from OOSH with anyone else unless notification is given. Verification will always be sought from you as a parent first before your child leaves OOSH.
- (c) Emergency Contact Numbers – on your enrolment forms you filled in the names of emergency contact people and their phone numbers. If at any time these details change, please inform a staff member. This is vital for our records.
- (d) Change of Address or Phone – it is your responsibility to notify us ASAP of any changes to your current home address or phone numbers. Please note that it is your responsibility to keep us informed should we need to contact you for any reason during the day or in the event of an emergency.
- (e) Web Page, Notice Board and Emails – Please ensure that you read all newsletters and emails. Check the website [www.rozelleoosh.com.au](http://www.rozelleoosh.com.au). You are welcome to display notices that are of community interests within our service but please check with a coordinator first.

## 9. Centre Opening Hours and Late Collection policy

- The centre is licensed to operate between 7.15am to 9.15am and 3.00pm to 6.00pm. Children cannot enter the centre or be signed in until 7.15am. Please ensure that you collect your child and have left the service by close time of 6pm, or a late collection fee will apply. If you are running late, please call the service on 9818 3472 to advise them of your arrival time. This does not negate the late collection fee. It is a condition of enrolment that you abide by these times. The centre is unable to operate childcare outside these hours without formal approval from the Department of Education.

The school requires the service to lock the gates each night.

- Gate 1- side entrance at the front of the school at 5.55pm
- Gate 2- bottom entrance next to the terrace at 6.05pm
- Gate 3- side gate next to music centre/ teachers car park at 6.05pm

In the event of an emergency you will be required to call if you will be late.

*Emergency- a serious situation or occurrence that happens unexpectedly and demands immediate attention.*

If your child is collected late after 6:00pm you will be charged the current late fee of \$5 per minute. The second time your child is collected late you will be charged \$5 per minute and issued with a written warning.

The third time your child is collected late you will be charged \$5 and issued with a final warning in writing.

**Please note:** By regulation at least two staff members are required to stay with your child until you collect them, and out of respect for our staff we ask that you take all steps to ensure that you do not arrive late. Please refer to our Non collection & late fee policy for full details.

## 10. 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

## 11. Complaints, Feedback & Suggestions

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, staff and community members have the right to complain and to suggest changes to the services they receive. Please see the complaints procedures policy on additional information regarding this process. Staff are interested in your suggestions, criticism and opinions, so please do not hesitate to contact us for any reason.

Parents and community members are welcome to:

- Contact us 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 a complaint further you can contact:

For complaints against staff:

NSW Ombudsman  
Ph: 1800451524  
Address: HSBC Centre, Level 24,  
580 George Street,  
Sydney, NSW 2000

For complaints against the service:

NSW Early Childhood Education  
and Care Directorate  
Locked Bag 5107, Parramatta,  
NSW, 2124  
eceed@det.nsw.edu.au  
Ph: (02) 86331810

## 12. Responsibilities of Parents

Is it the parent's responsibility to make themselves familiar with the information provided in this handbook. If you would like further information you can access the Rozelle OOSH Policy and Procedures Manual. A copy is kept in each of the three centres and in the office. If you have any questions or concerned you are encouraged to discuss these with the coordinator of the centre your child attends or the directors. Parents are also responsible for ensure that information regarding your child are kept up to date including contact details, approved extra-collectors and medical information.

## 13. Parent involvement in the service

We believe that participation by parents and guardians is important. Involvement of parents and extended family members in activities will be actively sought and open communication constantly maintained we will actively seek this involvement by:

- Spending time at the centre, participating in activities with your child and others or just observing the centre program in action
- Sharing talents & experiences as a special guest
- Reviewing centre policies
- Suggestions for activities and afternoon tea idea's
- Complete the annual survey
- Asking for your assistance and participation in particular events such as assisting in the program or excursions, working bees, fundraising and other special events.
- Your help in supplying us with a variety of recycling and scrap materials, etc. will always be utilised in our craft programs.
- Attending formal and informal functions arranged by the centre eg. Halloween and Christmas events.
- Encouraging feedback and input from parents in relation to the program, policies or other issues relating to the centre.

- Encouraging parents to offer skills and knowledge in a variety of ways and to contribute to the diversity of experiences for the children attending the centre.

## **14. General Information**

### **Service History**

Rozelle Out Of School Hours Care is considered to be one of the longest operating OOSH services in Sydney. The service has been operating in a child focused capacity for over 30 years.

Susan Rigg and Andrea Takoushis are the centre Coordinator's and have been operating the service since January 2002. Andrea has experience working in Children's services and Out of School Hours Care for 23 years. Susan has been in the industry for 20 years.

### **Management Structure**

Rozelle OOSH is a privately operated centre, reporting to Rozelle Public School P&C on a monthly basis and to Rozelle School Principal.

## **15. Policies**

Rozelle out of School Hours 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. We have a variety of policies covering many topics e.g. Fees, Dropping off and picking up, indoor & outdoor environment, Staff child: ratios, Staff selection, hygiene, food and nutrition, first aid, medication etc

### **Child Behaviour Management Policy -**

To assist in maintaining a positive, safe and caring environment, staff and children will have the following responsibilities:

- Basic rules and guidelines will be established clearly, in collaboration with staff and children. If applicable, school guidelines will also be incorporated.
- Rules will be clearly displayed in a positive manner throughout the centre. This will ensure that parents, staff and children are mindful of the services guidelines.
- Rozelle OOSH maintains a duty of care to all children and families. Effective procedures are in place to provide the necessary support for any child and their families. The Family and Community Services online reporting tool is used as a guide to source external support.
- Any consequence for inappropriate behaviour will be relevant and fair to the individual situation and not demeaning to the child. In more serious circumstances, when the coordinators see fit parents may also be notified. Collaborative meetings may also be arranged.
- No child is to be subject to or threatened with physical violence.
- Food or any other basic need will not be withdrawn from a child as part of a punishment.
- No child is to be disciplined by another parent whilst in the care of Rozelle OOSH. If a parent has any concerns with another child they are to consult the coordinators.
- Staff will only use time out for short periods, where children are encouraged to sit and think about their actions. Staff will follow up on all 'time out situations with the child- Staff and children will work towards better solutions and decision making skills for future circumstances.
- Positive behaviour will be encouraged through role modelling, diverting children to more appropriate and positive experiences, showing an appreciation for appropriate behaviour and positively reinforcing each child's strengths and achievements.
- Children are to be given opportunities that enable them to be responsible for their own behaviour, through the development of problem solving skills and rationalisation. Children will be encouraged to seek support from staff when necessary.
- Staff will have access to training and support in positive approaches to behaviour management.
- Rozelle OOSH staff, parents and the school community will work in partnership where possible in order to promote a consistent and positive approach to behaviour management.
- Staff will raise concerns regarding behaviour as they arise and discuss ways of working with parents to assist children in making changes to challenging behaviour. Staff endeavour to remain available and approachable to parents and carers in order to discuss happenings and concerns as they occur.
- Caregivers will be notified in writing of any listed negative behaviours

**To assist in maintaining a positive, safe and caring environment, staff and children will have the following responsibilities:**

Children are encouraged/ guided to:

- Accept and value every child and adult, regardless of ethnicity, culture, religion, sex, ability or family structure.
- Treat each other with respect, courtesy and understanding.
- Maintain positive communication and relationships with their peers, staff and other adults.
- Ensure that appropriate language is used at all times.
- Settle differences in a peaceful manner; endeavour to use verbal communications to resolve difficulties.
- Develop self-disciplinary skills with direction and positive role modelling from staff.
- Develop an understanding that behaviour is the result of choices made by the individual and that all behaviour has consequences.

**Staff will:**

- Accept and value every child and adult, regardless of race, cultural background, religion, sex or ability.
- Treat children with respect, courtesy and understanding.
- Maintain positive communication and relationships with children, parents and fellow staff members at all times.
- Engage in conversations with all children; developing an understanding of individual children and their interests.
- When communicating with children, staff will endeavour to understand and converse at the child's level in a friendly, positive manner.
- Form friendly and warm relationships with children, be supportive and encouraging of children's beliefs and interests and remain supportive of positive behaviours.

**Staff will encourage children to take responsibility for their actions. Staff will do so through:**

- Acting as role models for positive behaviour.
- Recognising and encouraging positive behaviours with children.
- Addressing unacceptable behaviour without developing a negative view of the child/ children.
- Providing an environment which will foster children's positive self-esteem.
- Helping children to develop self-disciplinary skills through positive role modelling and reinforcement.
- Introducing all children to simple conflict resolution skills.
- Helping children to appreciate and care for each other and their surroundings.
- Ensuring that appropriate and positive language is used at all times.
- Never singling out a child; making them feel inadequate.
- Encourage children to resolve conflict autonomously if possible.

**Implementing behaviour support, suspension or expulsion**

Unacceptable behaviour by the children in our care that may result in a behaviour support plan being implemented, suspended or expelled from care is a process which involves family and external agency consultation prior to implementation.

Parents/caregivers are encouraged to have input into their child's care and solutions for their behaviour.

Families are offered support with referral to community support groups to assist where possible.

A comprehensive list of agencies is offered on our website.

**Examples of unacceptable behaviour from parents, staff or children which may result in the exclusion/suspension of a child from the centre:**

- Sexual innuendos/ actions.
- Physical violence.
- Children consistently ignoring staff direction.
- Unwanted or inappropriate physical contact.
- Swearing/ shouting.
- Emotional abuse towards children.
- Physical abuse towards children.
- Bullying.
- Continual threats and bullying towards peers or staff members.
- Children running away from the service.
- Children locking themselves in areas which staff cannot access.
- Disrespecting staff members, peers or visitors to the service.
- Throwing objects that could cause harm, eg. Rocks, toys
- Threatening staff members or peers.
- Cruelty to animals.

- Graffiti, vandalism or theft.
- Inappropriate drawings or letters.
- Continual use of profanities. Continual flight attempts or lockdowns.
- Theft or vandalism.
- Ignoring staff directions and placing children at risk
- Physical violence towards staff
- Acting in an aggressive way which requires restraining.
- Continual disruptive behaviour.

If a pattern of negative behaviour is established a behaviour support plan will be implemented.

In cases when a Child or Educator is placed at immediate risk of harm suspension or expulsion will be immediate.

#### **Vacation care:**

- If a child is currently on a behaviour management plan the child will only be allowed to attend vacation care, in particular; vacation care excursions based on their evaluation of behaviours from the previous school term. Where inappropriate behaviours may put children and staff members at risk of harm the child will not be allowed to attend.
- If a child is attending vacation care whilst a behaviour management plan is being implemented, and they have been given permission to attend, this plan will continue throughout the vacation care period.
- If behaviour deteriorates or there is no improvement, where such behaviour may place other children and staff in dangerous situations or take staff members away from the care and safety of other children, the child will be immediately excluded from excursions,

Rozelle Vacation Care Code of Conduct clarifies expectations and standards of behaviour during vacation care with an emphasis on excursions. Children not adhering to the Rozelle OOSH code of conduct and who place children or Educators in harm's way will result in the exclusion/suspension of a child from attending vacation care, specifically out of centre experiences.

#### **Children will:**

- Be respectful and polite to everyone, this includes other children, educators, parents, visitors, volunteers & members of the public.
- Display age/ ability appropriate behaviours at all times.
- Treat all equipment with care.
- Work together for positive solutions.
- Everyone will be treated as individuals, with respect & courtesy.
- Be honest and own our behaviour.
- Follow all rules, guidelines and centre policies.
- Remain within the nominated boundaries at all times.
- Keep our hands and objects to ourselves, and never resort to violent behaviour to settle differences.
- Be aware of our surroundings and act in a way that keeps everyone safe.
- Act in a safe and responsible way at all times.

#### **Children will not:**

- Use threatening or offensive behaviours to others.
- Take photos or share images on social networking sites.
- Touch another child personally or with an object.
- Make inappropriate comments or obscene gestures or language.
- Jokes or innuendos of a sexual nature.
- Not place ourselves, any child, educators, parents, visitors, volunteers or members of the public in physical danger.
- Intimidate or threaten with physical violence.
- Share a toilet already occupied by another child.
- Initiate inappropriate physical contact with a child.
- Place ourselves in immediate physical danger by neglecting to follow instruction or rules.
- Disrupt the group or other children with negative behaviours.

#### **Restraining**

“staff may take reasonable action that is immediately required to restrain a student from acts or behaviour dangerous to the member of staff, the student or any other person.”

Examples of violent or dangerous behaviours of concern include but are not limited to:

- Self-injuring behaviour
- Attacking other students or staff
- Throwing furniture or objects
- A verbal threat of harm which you believe a student will immediately enact
- Running onto a road or near some other hazard

Staff have a duty of care to students to take reasonable steps to protect students from risks of injuries that are reasonably foreseeable. The restraint of a child will only be used when there is an emergency or when there is a danger of harm to other children.

Restraint can also be used to prevent a child from inflicting harm on themselves or others and when there is no reasonable alternative that can be taken to avoid the danger.

If a child is found to be consistently using inappropriate behaviours;  
(Consistent – weekly occurrences)

- In cases where staff members and/or children are at risk of harm or if staff are unsuccessful in curbing behaviour, parents will be called to immediately collect their child.
- If the incident occurs in one of the junior centres the child will be immediately escorted to the senior oosh to await collection.
- At the coordinators discretion the child may be excluded from the service for the following day, or a longer period of time.
- In extreme cases, care may be immediately cancelled.
- Staff members may have to physically restrain a child if there is imminent threat of harm to another child. Parents will be notified immediately.

NB: Extreme – “Wound or inflict grievous bodily harm with the intent to do grievous bodily harm”

A behaviour management plan will be implemented in collaboration with the child and carers.

In the event of a parent displaying any of the above behaviours, coordinators reserve the right to ask the offending parent to leave the service immediately. Further action may be taken; the police may be called in severe cases. At the coordinators discretion the parent may be banned from attending the service for drop offs and pickups.

**Allergy Policy** - Rozelle OOSH is an 'allergy aware' service therefore we would ask that families refrain from packing any nuts or nut products in their child's morning tea and lunches.

**Food & Nutrition** - Afternoon tea is served at 3.00pm 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 and orange cakes. Water is also available for children at all times. A weekly menu is displayed on the child & family notice board as well as on the centre website.

Breakfast is provided in BSC at no additional cost, breakfast includes cereal, toasted sandwiches, toast and fruit. Breakfast is available between 7.15am and 8.30am. The centre promotes healthy eating. The family information stand has a variety of flyers that may be of use to your family.

Snack times are seen as a social event where children and staff can relax, talk about their day and experience a variety of foods. Staff will demonstrate good healthy and hygienic eating habits while with the children.

**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, Andrea, Daniela, Paula, Matt, Athena, Harry and Taylor have all 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.

**Staff : Child Ratio's** - As per the National Standards and Guidelines our 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.

**Sun Protection** – Outdoor activities will be scheduled where appropriate outside of peak UV times or planned for shaded areas. Sun protection will be used for all children, an SPF 30+ sunscreen is always available. Staff will direct children to wear hats for outdoor play. Staff are to enforce the “No Hat, No Play” rule.

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

**Medication Policy** - Parents who wish medication to be administered to their child at the center will complete the medication form providing the following information.

- Name of medication
- Date, exact time and dosage to be administered. (General time, eg lunchtime will not be accepted.)
- Signature.

Medication must be given directly to an authorised staff member and not left in the child's bag.

Parents and staff are to ensure the details on the form are clear and clarify any questions.

Educators will store the medication in the designated secure place, clearly labeled.

Educators will ensure that medication is kept out of reach of the children at all times.

Medication will only be administered by an authorised staff member.

Prescription medication will be administered only to the child for whom it is prescribed, from the original container bearing the child's name and with a current use by date.

Non-prescription medication will not be administered at the centre unless authorized by a doctor.

Medication will be administered with the parent's/Guardian's written permission only, or with the approval of a medical practitioner in the case of an emergency.

Authorisation from anyone other than the parents cannot be accepted.

If anyone other than the parent is bringing the child to the centre, a written permission note from the parent, including the above information, must accompany the medication. The service has the right to contact the parent to verify the note provided.

Before medication is given to a child the authorised staff member (nominated supervisor, certified supervisor, authorised supervisor) who is administering the medication will verify the correct dosage with another staff member.

Where possible a second staff member is to witness the administration of the medication.

After the medication is given the authorized staff member will record the following details on the medication form - name of medication, date, time, dosage, name of person who administered and name of person who verified and witnessed.

Where a medical practitioner's approval is given staff will complete the medication form and write the name of the medical practitioner for the authorization.

Where medication for long term conditions (such as the treatment of ADD, asthma, epilepsy etc.) is required, the centre will require a letter from the child's medical practitioner or specialist detailing the medical condition of the child, correct dosage as prescribed and how the condition is to be managed.

Where medication for the treatment of food allergies is required an in date EpiPen must be supplied to the center. The allergy plan is to be completed by the child's medical practitioner and provided to the centre prior to the child commencing care.

If the child attends care without their Epi pen the child will be asked to leave the center with their parent until the Epi pen is provided.

If children are receiving medication at home or school but not at the centre parents should inform the centre of the nature of the medication, its purpose and any side effects it may have for the child so that staff can properly care for the child.

It is not the responsibility of the centre to collect the medication from the school office.

Parents are required to make arrangements with the class teacher to request the medication is given to their child after school.

Where children have medication in their school bags, children will be asked to place the medication in a secure place in the centre. This will be handed to the school office or directly to the parent.

In the event of a child having permission to self-medicate this must be detailed in an individual medical management plan including the recommended procedures for recording that the medication has been administered. This plan must be provided by the Doctor. In one off circumstances the service will not make an exemption to this rule and will require the parents to complete the procedure for the educators to administer the medication.

**Illness & Infectious Disease** - 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.

If your child has had a serious illness, e.g. chicken pox, we will require a copy of a doctor's certificate from your family Doctor or GP to ensure that your child is no longer contagious, **prior** to them being allowed to return to the Centre.

In the case of a contagious/infectious disease 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.

## **16. The children need to bring**

All children have a locker or bag hook to store their belongings. Please ensure that all clothing and belongings are clearly labelled with your child's name. In before and after school care the child will need a hat and jumper depending on the season. During the school holidays your child will need to wear closed in shoes and bring a hat and sunscreen with them. Breakfast and Afternoon tea are provided so they will need a healthy morning tea; drinks and a packed lunch (please limit treats). The children are usually very hungry during the day so please ensure there are additional snacks if required. Where possible it is a good idea to have an extra change of clothes just in case your child has a toileting accident.

## **17. What to expect - settling in**

The transition to pre-school and school is a big step for families and how children react to the significant event will be very individual. Staff recognise that families know their children best and we encourage parents to collaborate with us to tailor an orientation to best meet their needs. Families are encouraged to always say goodbye to their child on departure and not to slip away unnoticed. Please let a staff member know when you leave in the morning and when you collect your child in the afternoon. Staff will support and comfort children if necessary when saying goodbye. Please feel free to call the centre to see how your child is settling in.

## **18. Our Staff Team**

### **Our Coordinators Are:**

Susan is one of the certified supervisor and is a director of the service. She has a Diploma in Youth Work. Susan began working at Rozelle OOSH in January 2002. Susan works in program three mornings and three afternoons.

Andrea is the centres nominated supervisor and is a director of the service. She has a Diploma in Child Studies and began working at Rozelle OOSH in January 2002. Andrea works in program three mornings and three afternoons.

Athena is a certified supervisor and is the Big OOSH co-ordinator. She has a Diploma in Out of School Hours Care and is a qualified beautician. She began working at Rozelle OOSH in February 2005. Athena works in program five mornings and afternoons.

Daniela is a certified supervisor and is the Junior OOSH co-ordinator. She has a Diploma in Child Studies. She began working at Rozelle OOSH in February 2005. Daniela works in program five mornings and afternoons.

Paula is a certified supervisor and is the Big OOSH assistant Coordinator. She has a Diploma in OOSH as well as a Diploma in Community Services and Welfare. She began working at Rozelle OOSH in January 2010. Paula works in program two mornings and two afternoons.

Taylor is a certified supervisor and is the Mini OOSH coordinator. Taylor has completed a Diploma in Out of School Hours Care and began working at Rozelle OOSH in January 2011.

Neille is a certified supervisor and is the Big OOSH coordinator. Neille has completed her Diploma in Children's Services and began working with us in August 2016.

### **Our Assistant Coordinators Are:**

Sione is currently completing a Diploma of school age education and care. Sione began working at Rozelle OOSH in January 2012. Sione is an ex pupil of Rozelle public school and oosh attendee.

Louis is currently completing a Diploma of school age education and care. Louis also works at Rozelle P.S. as a teacher's aide. Louis began working at Rozelle OOSH in March 2013.

Paddy is currently completing a Diploma of school age education and care. Paddy began working at Rozelle OOSH in October 2014.

Maria is completing a Diploma of school age education and care. Maria commenced working at Rozelle OOSH in January 2016

Bridget is completing a Bachelor of Education. Bridget began working at Rozelle OOSH in October 2012. Bridget is one of our senior staff member.

### **Our Assistants Are:**

Carolynne has completing a Bachelor of Psychology/Bachelor of Music and began working at Rozelle OOSH in September 2011.

Sione has completed a Diploma in Graphic Design. Sione is a former Rozelle Public School and OOSH child and he began working at Rozelle OOSH in January 2012.

Paul is completing a Bachelor of Arts and began working at Rozelle OOSH in February 2012.

Adrian is completing a Bachelor of Arts/Masters of Education. Adrian began working at Rozelle OOSH in August 2012.

Bridget is completing a Bachelor of Education. Bridget began working at Rozelle OOSH in October 2012.

Angela is planning on completing at Diploma in out of school hours care. Angela began working at Rozelle OOSH in July 2014.

Georgia Blue is completing a Certificate IV in Community Services. Georgia Blue began working at Rozelle OOSH in May 2013.

Bella is currently completing a double degree in Communication & International Studies. She is a former Rozelle Public School student and Rozelle OOSH child. Bella began working at Rozelle OOSH in September 2013.

Bill is currently completing a Bachelor of Education (Primary)/Bachelor of International Studies. Bill began working at Rozelle OOSH in February 2014.

Hannah is currently completing a Bachelor of Education (Primary)/Bachelor. Hannah began working at Rozelle OOSH in April 2014.

Georgia is currently completing a Bachelor of Early Childhood. Georgia commenced working at Rozelle OOSH in March 2015.

Ella is currently completing a Bachelor of Teaching (Primary). Ella commenced working at Rozelle OOSH in April 2015.

Christina- is currently completing a Bachelor of Education (primary). Christina commenced working at Rozelle OOSH in November 2015

Brohdy has completed a Cert 3 in Childrens Services. Brohdy commenced working at Rozelle OOSH December 2015

Molly is currently completing a Bachelor of Education. Molly commenced working at Rozelle OOSH November 2015

Emily is currently completing a Bachelor of Biomedical Science. She is a former Rozelle Public School student and Rozelle OOSH child. Emily commenced working at Rozelle OOSH May 2016.

James is currently studying a Bachelor Arts. He is a former Rozelle Public School student and Rozelle OOSH child. James began working at Rozelle OOSH in May 2016.

**Vacation Care Junior Team Members (under 18 years of age)**

Our Junior team help out with all areas of the program but are not included as part of the staff child ratio's. They play with the children and are great role models. Most of them start as Junior OOSH helpers whilst they are in Year 8 or 9 after completing their Duke of Edinburgh with us. As they have all attended an oosh centre they know what is important to the children.

# 2017

# FEE SCHEDULE

## PERMANENT BOOKING

Before School Care **\$15.00**

After School Care **\$19.50**

Vacation care **\$51.00** excludes excursions/clinics

Please note the above fees do not reflect your childcare benefit discounts if you are entitled. All working families are entitled to a 50% tax rebate.

## CASUAL BOOKING

### (A child without a permanent oosh booking)

Before School care **\$17.00**

After School Care **\$21.00**

**Late Collection Fee (after 6pm) \$5 a minute**

**Non-notification (if you do not call to say your child is absent from oosh & we have to go looking for them) \$10**

## **Privacy Statement**

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

The service Co-ordinators are responsible for keeping personal records and documentation relating to the families using the service. All records are kept secured to maintain privacy. Staff will be trained in record keeping as required.

Protecting the Privacy of personal and sensitive information collected is fundamental for Rozelle OOSH in providing a quality Child Care Service.

The Commonwealth Privacy Act 1988 — Privacy Amendments (Private Sector) Act 2000.

### **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 will 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.

#### **4 Archiving and Disposal**

##### **Electronic Records**

Electronic records and computer database files are kept in accordance with legal requirements.

##### **Archives**

All records that are required by law, which need to be kept for an extended period of time, and are older than 12 months old are stored securely. All documents are clearly labelled, and stored in sealed containers. Every effort has been made to ensure they are protected from the elements & the threat of fire.

All documents can be retrieved and returned to the business operating address within 7 days if required. Records/Documents will only be released to those who are legally required or entitled to obtain the information.

All documents are disposed of a professional manner on expiry. Paper documents are be shredded.