



OOSH

Out Of School Hours care

Family Handbook

Welcome

to Intereach Out Of School Hours

Intereach is a community-based, not-for-profit organisation that has been working with older people, people with disability, carers, children and families and communities in the Riverina-Murray region of NSW and in Northern Victoria.

Our vision is Strong Connected Communities. We work toward this through our purpose, which is to:

- **Strengthen and improve** social and personal well-being for individuals, families and communities;
- **Promote and facilitate** access, equality and social justice; and,
- **Deliver services** locally that are of quality and have value.

Our values are defined as:

- **Leadership** - We use our social influence to motivate others to reach their full potential;
- **Partnerships** - We work collectively with others toward a common goal of positive social and cultural change; and,
- **Social Justice** - We protect and promote human rights by recognising that all people are free and equal in dignity and rights.

Children's Services

Intereach offers flexible and professional services where children are provided with quality education and care in a warm, friendly environment. Intereach education and care services include:

Out Of School Hours Care (OOSH)

Deniliquin Out Of School Hours (OOSH) care provides quality centre-based education and care exclusively for primary school aged children in a safe and caring environment. After School Care operates during NSW school terms and Vacation Care operates during NSW school holidays.

Family Day Care

Family Day Care provides children 0-13 years (not attending secondary school) with education and care in a home environment with a registered educator. Educators are trained and supported by the experienced and highly qualified Coordination team. FDC operates in NSW and Victoria, offering flexible childcare options for full-time, part-time, casual, overnight and weekend care.

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Intereach OOSH

Located: Intereach Family centre
Address: 366 Trickett St Denqiliquin
NSW 2710
Phone: 0439 814 624
Email: OOSH@intereach.com.au

After School Care (during school term)

Times: Open 3:00pm – Closes 6:00pm
Meals: Afternoon tea is provided
Transport: Transport from school to the service is available

Vacation Care (during school break)

Times: Open 8am – Closes 6pm
Meals: Morning tea and afternoon tea and lunch to be provided by families each day, unless specified on the Vacation care flyer
Transport: Drop off and pick up is required by families.

Annual Service Closure:

Intereach OOSH service will close up to four weeks per year for staff developmental days and staff holidays and wellbeing.

Vacation care and After School Care do not operate on public holidays.

Philosophy

- Our practice is centred on play-based experiences that promote fun, learning and choice for children.
- We recognise that play energises and enlivens us, renewing sense of brightness whilst providing opportunities for children to experience moments towards their future successes.
- We endeavour to value each child's individuality in creating a safe space where a child can feel confident to use their imagination and build upon their belonging.
- We support positive experiences with healthy food to foster good food habits and provide energy for physical wellbeing and activities.
- We openly encourage families to get involved and we actively plan towards community engagement, networking and contribution.
- The National Quality Framework and My Time, Our Place framework principles, practices and outcomes guide our practice to nurture a positive learning environment.

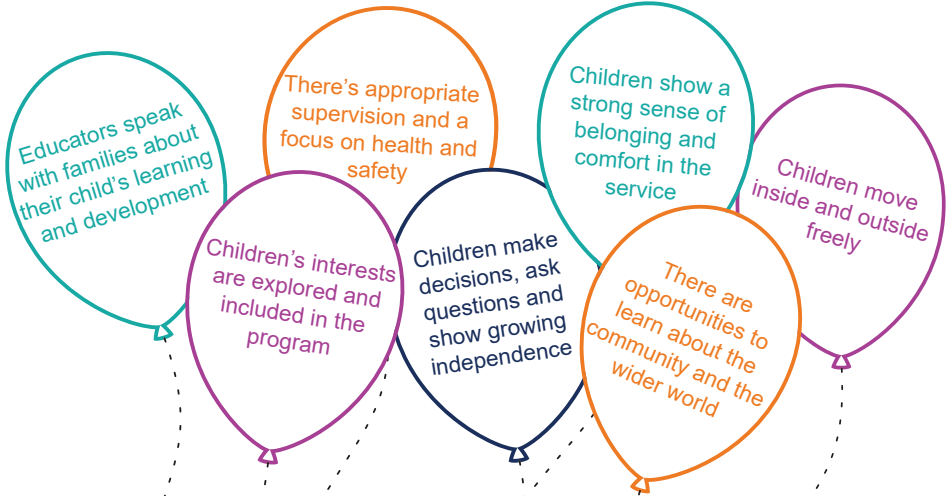


Quality Care for your Child

How do I know this is a quality service?

Intereach Out of School Hours (OOSH) program has been rated as 'Meeting' against the National Quality Framework, a rating system that benchmarks education and care services in Australia.

Education and care should be convenient, affordable and available when you need it. The following indicates quality education and care:



Asking the following six questions can help you gauge the quality of an early childhood service.

1 How will you let me know what happens during my child's day?

3 Are there opportunities for children to play outside and learn about the environment?

5 How do you deal with sickness and accidents?

2 What are the daily routines and activities? Is there plenty of variety?

4 How are children's interests included in the learning program?

6 Has your service been assessed under the National Quality Framework? What rating did you receive?



Our Educator and Child Ratios

What to expect?

Quality early education and care lays the foundation for development and learning.

Two of the main influences of quality are the qualifications of staff and ratios of qualified staff to children. Higher ratio numbers of staff to care for children allow qualified staff (also known as educators) to give more individual care and attention to your child, which helps them to develop better social and learning skills. Also, educators develop more effective and meaningful relationships with your child, to help make sure they are engaged, happy, safe and relaxed.

Educator to child ratios are part of the National Quality Framework for Early Childhood Education and Care. The set ratios are based on evidence about how quality education and care is beneficial to children.

The following ratios are recommend and supported by Australian Children Education and Care Quality Authority (ACECQA).

Children over preschool age:

Centre = 1 staff member to every 15 children

Excursion = 1 staff member to every 8-10 children

Water excursion = 1 staff member to every 5 children

Priority of Access

We follow the government guidelines and where demand exceeds supply, or placements are allocated as follows:

Priority 1 - children at risk of first abuse or neglect

Priority 2 - a child of a single parent who satisfies, or parents who both satisfy, the work/training/study test under Section 14 of the Family Assistance Act

Priority 3 - any other child

Within each of these categories mentioned above, the following children are given priority:

- Children in Aboriginal or Torres Strait Islander families
- Children in families which include a person with disability
- Children in families with a non-English speaking background
- Children in socially isolated families
- Children in families with low incomes

Where a service has no vacancies and is providing care for a child who is a Priority 3, the service may require that the child's place be allocated to a child with higher priority. Families will be provided with at least 14 days' notice if a placement needs to be changed to allow care for a higher priority child.

In situations where the service does not have any vacancies, the service will establish a waiting list.

Custody matters

Where there is a restriction on access to or contact with a child, a copy of the relevant court order must be provided to the Coordination Unit.

Registration, Enrolment and Waiting List

Intereach OOSH accepts enrolments for primary school age children or children enrolled to start school in the following school year. Intereach OOSH After School Care is licenced for 60 children.

All families when registering and enrolling into the Service will do this via the online enrolment system 'My Family Lounge' on a computer or laptop (the enrolment system does not work on a mobile device or tablet). Please call or text the OOSH mobile phone: 0439 814 624

Complete yours and your child's details (you will need both yours and your child's Customer Reference Number and your child's up to date immunisation statement).

Following submission of your registration/enrolment, an OOSH staff member will make contact with you to discuss your child's needs, priority of access and service availability.

In order to receive the Australian Government's [Child Care Subsidy](#), eligible families will need to confirm childcare enrolments via their myGov account before the subsidy can be applied. For more information on the Childcare Subsidy, please visit <https://www.servicesaustralia.gov.au/child-care-subsidy>

The enrolment form must contain all relevant details relating to personal, custodial details for each child, parent or guardian and emergency contacts along with any special requirements relating to that child such as medical diagnosis of a disorder, disability or medical condition such as asthma, allergies etc.

Enrolments will not be finalised without full completion of the registration/enrolment forms and any other requested forms from the service.

Attending, Arrivals and Departures

Arrivals and departures / Signing in and out

We work to ensure that arrivals and departures to the Family Centre are safe and seamless for children and families. It's also a valuable time for exchanging information between families and educators. Upon arrival and departure each day, children are signed in and out by a parent / guardian or authorised educator.

For the safety of all children who attend the Intereach After School Care program, we have a process in place surrounding notification of child care arrangements.

Children will only be released from OOSH to persons nominated by the parents/guardians listed on the enrolment form. A text message from the parent/guardian will be accepted if it is a nominated person collecting the child. A follow-up phone call from an OOSH staff member will be made to confirm.

The parent/guardian needs to inform OOSH in writing (preferably via text message) when someone other than those nominated will be collecting the child. If possible we ask that you provide a photo of the person nominated to collect the child.

We use a digital sign in and out system called QK Kiosk. This enables parents/guardians to digitally and securely sign children in or out. With your phone number and a unique PIN code, you can quickly and conveniently sign your child in and out of our service. If your child misses an attendance, you'll receive a pop-up alert the next time you're in to confirm missed attendances. From time to time we may also provide you with important messages and reminders via message alerts on the Kiosk.

Bookings/Cancellations

For all cancellations please text the OOSH mobile phone

Can I make a casual booking?

- Yes. We recognise that family needs are ever-changing and casual bookings are able to be offered as long as places are available.
- Casual bookings can be made using the My Family Lounge App for both After School Care and Vacation Care. If you experience any difficulties with the app, please text the OOSH mobile.
- If booking on the day, please book prior to 12pm.
- For unexpected After School Care casual bookings after 12pm, you must please text the OOSH mobile to make your booking.
- Please note that Vacation Care is casual bookings only and to avoid a cancellation fee, you must notify OOSH the day prior, before 8am by texting the OOSH mobile phone.

Can I make a regular permanent booking?

Absolutely. We welcome you to text the OOSH mobile number and an educator will set up the permanent booking for you, or you can submit an After School Care booking request through My Family Lounge website for a permanent place with After School Care (please note: the My Family Lounge App is for casual bookings only). Vacation Care is a casual booking only.

Can I change my permanent days?

Yes, provided there are vacancies, you are able to change permanent days with two weeks' written notice (via text message).

Please note that if you have a permanent booking that falls on a public holiday, you will incur the normal daily fee.

How care needs to be cancelled

If cancelling a permanent booking, a childcare service is taken to have permanently ceased providing care for a child on the day the child last physically attends a session of care. This means that CCS will not be paid for absences submitted after a child last physically attends a session of care. Parents or educators can cancel care with a minimum of two weeks' notice or by negotiation.

If we don't know that care is ceased, we may still report absences for several weeks and receive CCS for you incorrectly.

Absences

After School Care

It's important that we know your child is safe, so please let us know preferably by 12pm on the day and if possible no later than 2pm if your child is unable to attend for any reason. You can do this by contacting the service directly (preferably via text message).

A bus/attendance list is emailed to all schools each day outlining which children are to be directed to the OOSH After School Care program. If you do not notify OOSH of your child's absence, your child will be placed on the daily bus list and the school will place your child onto the OOSH bus. By contacting the OOSH service you will help minimise confusion for all parties.

When a child fails to turn up to the service and we have not received notification that a child will be absent, it is the responsibility of the educators to locate the child. This may mean that educators have to search the school grounds, speak with school staff and contact parents/guardians to ascertain the child's whereabouts and safety.

Vacation Care

If a child is booked in, notification of absence is required before 8am the day before (preferably via text message).

Absent Fees

To avoid an absent fee, cancellation is required the day prior, before 8am.

Fees and Payments

After School and Vacation Care fees

Fees for After School Care and Vacation Care are reviewed and set annually and charged per day. There may also be additional fees charged during Vacation Care for excursions and other activities.

Fees Schedule

Fees for After School Care and Vacation Care sessions, are reviewed and set annually and charged per session. Additional fees during vacation care for excursion and other program activities can be charged. CCS subsidy if eligible will reduce the daily cost pending on your %.

After School Care is open: 3pm- 6pm

A nutritious afternoon tea will be provided including a fruit and veggie platter and something yummy like a pasta cup, nachos, cake etc.

A bus service is available from each school (Fees included in the Daily Fee)

Vacation Care is open: 8am - 6pm

Bring your own morning and afternoon tea and lunch (unless brochure specifies a meal provided that day by OOSH).

During Vacation Care holiday program, you will be able to refer to the flyer for any additional daily fees for attendance, for example if we are going on an excursion there may be an entrance fee to the venue or transport fee.

This fee is added to your account.

Payment of Fees

Families who apply for and are eligible for CCS are required to pay the fee not covered by the subsidy. This is commonly referred to as the 'gap' fee. Please note until CCS claims are processed and accepted full fee payment will be required.

Payments are made through Electronic Fund Transfer (EFT) which is a bank transfer or a direct deposit. Cash payment will not be accepted.

There are two payment options for direct debit:

- Direct debit via bank account
- Direct debit via credit card

Families will receive receipts for fees paid from Intereach.

Intereach issues accounts every two weeks of care and are due to be paid in full within two weeks of receiving an invoice:

- statements are sent out within two weeks after Vacation Care; and,
- statements for After School Care are sent out every two weeks.

If an account is overdue the family will be informed that:

- a direct debit payment plan will be put in place for outstanding balances;
- If the plans are not adhered to and accounts are not paid, families will be required to pay the accounts in full to bring them up to date; and,
- future bookings will also require payment in full in advance for sessions to be attended.

In extreme cases, where accounts continue to be overdue, any subsequent care bookings must be paid for in advance.

Where accounts are outstanding by 6 weeks, care will be cancelled until fees are paid in full. During this time care positions will not be held.

Important Information

Child Care Subsidy (CCS)

The Australian Government provides a number of subsidies and programs to help with the cost of childcare. The CCS is the main type of assistance that most families will use.

For eligible families enrolled, the CCS will assist with reducing out of pocket childcare costs and help to make childcare more affordable.

Please note that if your CCS assessment has not yet been approved and finalised by Centrelink, full fee payment will be required.

Do families need to register with myGov?

In order to receive the Child Care Subsidy, eligible families will need to confirm childcare enrolments via their myGov account before the subsidy can be applied and before the child's first attendance or full fee will apply .

To find out more about what you may be eligible for, please visit the Department of Human Services [website](#).

Additional Child Care Subsidy (ACCS)

The ACCS is a top-up payment in addition to the Child Care Subsidy which provides targeted additional fee assistance to families and children facing barriers in accessing affordable childcare.

Entitlements when your child is absent

The Government's CCS and ACCS are payable for up to 42 initial absence days for a child in a financial year. These absences can be for any reason, including public holidays. For all absences beyond the initial 42 days, full fees will be charged as the CCS cannot be applied. If your child is going to be absent, please let us know.

The CCS enrolment automatically ceases after 14 weeks of inactivity and will need to be reconfirmed for each care period.

CCS is not paid for absences after the last day of actual attendance at OOSH. Parents/guardians must be clear when informing OOSH that their child has ceased care.

Immunisations

Families must provide a copy of the child's Immunisation Statement at the time of enrolling and when the child's immunisation status changes.

Custody matters

Where there is a restriction on access to or contact with a child, a copy of the relevant court order must be provided to OOSH.

Sun Smart

OOSH is a 'Sun Smart' service,

Summer: hats are required to be worn by children for all outdoor activities between September and April. Educators are also expected to wear a hat whenever outdoors. The use of sunscreen is mandatory, and a sunscreen container is available for families in the foyer. Educators minimise the time children spend outdoors during peak UV times. Sunscreen is to be applied before going outdoors and reapplied.

OOSH provides sunscreen, however, if your child is sensitive to sunscreen, please provide your own.

OOSH staff can provide buckets hats for children who do not have one.



Slip

on protective
clothing



Slop

on SPF30+
sunscreen



Slap

on a hat



Seek

shade



Slide

on sunglasses

Winter: OOSH staff can provide beanies to children who require them. All children must wear a jumper and enclosed shoes when outside.



My Time, Our Place

Curriculum Framework for School Age Care in Australia

The My Time, Our Place (MTOP) nationally approved learning framework is embraced by OOSH to inspire conversations, improve communication and provide a common language about children's play, leisure and learning among children themselves, their families and the broader community. Our experienced educators design and deliver high-quality programs in consultation with children, based on the framework.

The framework sets expectations and provides direction for OOSH providers to facilitate children's play, leisure and learning in school age care settings. It supports the following outcomes:

- 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

We work collaboratively with families to build strong, respectful relationships. We partner with children and families to plan activities, menus and inclusive experiences that support children's interests and needs.

Our educators foster an engaging and supportive environment where children feel a sense of belonging. A collaborative learning community is encouraged by promoting opportunities for children to explore, discover and create.

Programs are evaluated daily and displayed in the OOSH Family Centre for families to read and provide feedback at any time. Families are encouraged to bring their children to visit the centre before care starts, to see the centre and meet the educators.

OOSH understands and caters for the developmental differences and similarities of children aged 5-13 years (not attending secondary school). Children are shaped by many experiences and therefore we encourage all children to support one another and build upon one another's skills and knowledge bases.

Eat Smart, Play Smart

Eat Smart, Play Smart ESPS manual for Out of School Hours Care includes the most up to date guidelines on healthy eating and physical activity for children and provides best practice towards food handling and hygiene information.

The Eat Smart Play Smart Manual supports OOSH services to meet certain Quality Areas of the National Quality Standards and the principles and practice.

National Quality Framework

The National Quality Framework (NQF) provides a national approach to regulation, assessment and quality improvement for early education and care. The framework is designed to drive continuous improvement of quality and compliance within education and care services across Australia.

The NQF sets out the following seven quality areas against which education and care services will be assessed and rated:

- Educational program and practice
- Children's health and safety
- Physical environment
- Staffing arrangements
- Relationships with children
- Collaborative partnerships with families and communities
- Governance and leadership

Assessors spend time visiting services and appraising OOSH which has a long and proud history of success when being measured against early childhood quality standards. We welcome families asking about our service rating. More information is available at www.mychild.gov.au.

Intereach Children's Services policies and procedures are developed to incorporate these seven quality areas. They can be found at www.intereach.com.au/service/out-of-school-hours-oosh/

You can find more information about the NQF at www.acecqa.gov.au

Quality Improvement Plan

Since the introduction of the National Quality Standards (NQS) in 2012, early childhood education and care services across Australia have been required to examine and reflect on the services they provide for children and families, and to implement processes that help them to strive for continuous improvement, which is recorded, this forms the QIP Quality Improvement Plan.

The approved provider must ensure a Quality Improvement Plan (QIP) is in place for each service. The aim of a QIP is to help providers self-assess their performance in delivering quality education and care, and to plan future improvements. The QIP also helps regulatory authorities with assessing the quality of the service.

Policies and Procedures

At Intereach, our Children's Services policies and procedures are readily available to families via our [website](#). These include but are not limited to the required policies and procedures under the national regulations:

- Delivery and collection of children
- Excursions
- Transport
- Acceptance and refusal of authorisations
- Dealing with illness and infectious disease
- Dealing with medical conditions
- Emergency and evacuations
- Health and safety including matters relating to:
 - Nutrition, food, and beverage
 - Sun protection
 - Water safety
 - Incident, injury, trauma and illness (including administering of First Aid)
 - Providing a child-safe environment
 - Sleep and rest
- Staffing arrangements
- Interactions with children
- Governance and management of the service
- Enrolment and orientation
- Payment of fees
- Complaints
- Child protection
- Privacy

Your Rights and Responsibilities

We recognise that all people are free and equal in dignity and rights and commit to working within a human rights framework.

We ensure that people we work with:

- are treated with respect;
- do not encounter discrimination based on any real or perceived differences;
- experience a safe and secure environment;
- have their privacy maintained;
- are provided with clear and accessible information about services;
- are encouraged to contribute to decision-making around services and issues that affect them; and
- are able to be represented by an advocate if needed.

We ask those who work with Intereach to:

- be respectful;
- act safely;
- maintain privacy and confidentiality in group settings; and
- give us feedback about our services.

Please see our Human Rights Policy for more information (available to download from our website www.intereach.com.au or on request).

Child Safety and Protection

Intereach is a Child Safe organisation. Staff and educators of OOSH are mandatory child protection reporters. This means they are required by law to report suspected child abuse and/or neglect to government authorities and are committed to implementing the Child Safe Standards from the Office of the Children's Guardian NSW Government.

Child Safe organisations create cultures, adopt strategies and act to prevent harm to children, including sexual abuse. A Child Safe organisation is one that:

- Creates conditions to reduce the likelihood of children being harmed;
- Creates conditions that increase the likelihood of identifying and reporting harm; and
- Responds appropriately to disclosures, allegations and suspicions of harm.

Inclusion

All children are welcome to participate in our programs and we aim to provide a service which recognises and responds positively to the needs of children and their families, irrespective of the abilities of the child, parents/guardians or family. However, if your child needs additional support, contact the OOSH Nominated Supervisor prior to booking to ensure your child's needs are able to be met. Please note that our service may not be able to accommodate the needs of all children/families.

Working in collaboration with children and in partnership with families, educators shape daily programs from the information we gather from the child's family and from our own interactions with and observations of each child. We set goals and plan for children with the intention of facilitating, supporting and extending learning and enjoyment for each individual.

Food and Nutrition

We encourage families to pack a variety of nutritious and healthy foods for their children for required programs, avoiding soft drinks and large quantities of sugary foods.

Please note that we are a nut free service, as many children who enrol are allergic to nuts and nut products. Please do not bring any nut products including peanut butter or Nutella to OOSH.

If your child does have any food preferences, sensitivities or allergies please speak to us about your child specific needs.

After School Care (during school term)

A nutritional afternoon tea is provided and included in the fee for After School Care. Afternoon tea will be served at approximately 3.45pm and includes a beverage, fresh fruit and healthy snack. We will endeavour to provide for children's nutritional needs and encourage children to foster good eating habits. Weekly menus are displayed in the foyer.

Vacation Care (during school holidays)

Children are required to bring their own food unless stated otherwise on each holiday program. Children will need to have sufficient food for morning and afternoon tea and lunch, as well as a drink. Please make sure you supply a drink container that can be refilled. You may also like to provide an icepack in children's lunchboxes to keep their food cold (when at the centre, a fridge is available for children's lunchboxes). Due to Work, Health and Safety reasons we are unable to heat up any food for children. Food may be brought in a thermos if hot food is preferred.

Pack your child a HEALTHY LUNCH BOX



Choose a variety of foods from each food group

Fruit



Vegetables



Dairy



Wholegrains



Lean meat & alternatives



A Healthy Lunch Box



MAKE WATER
YOUR DRINK



PACK ICE BRICKS
TO KEEP FOOD
COOL



USE A THERMOS
TO KEEP FOOD
WARM



Child lunchbox ideas:

Choose one item from each section. Mix and match each day.

<https://healthykids.nsw.gov.au/downloads/file/campaignsprogram/AHealthyLunchboxPoster.p>

(see next page for healthy lunchbox ideas)

Frequently Asked Questions

Enrolments

Where do I find the enrolment form?

Please phone the OOSH service on 0428 554 718. OOSH staff will discuss your needs and provide guidance on enrolment.

Do families need to register with myGov?

In order to receive the Child Care Subsidy, eligible families will need to confirm childcare enrolments via their myGov account before the subsidy can be applied.

My child has finished preschool, when can they start at OOSH?

Your child can attend OOSH from the first open day of the year that your child is enrolled to start school.

Bookings

Can I make a regular permanent booking?

After School Care: Yes. We welcome you to text the OOSH mobile number with your preferred days and children names, if a booking vacancy is available we will set it up for you and confirm via text the booking is made.

Vacation Care: Vacation care are casual bookings only, you cannot make a permanent booking. You can start making casual bookings for vacation care two weeks prior to vacation care starting by using the “My family Lounge App” or by texting your request to the OOSH mobile 0428554478.

Can I change my permanent days?

Yes, provided there are vacancies, you are able to change permanent days with two weeks’ written notice (via text message). If a permanent booking occurs on a public holiday, you will incur the daily fee.

Can I make a casual booking?

When making casual bookings or casual cancellations (only casual) you can load the “My family Lounge App” onto your phone from the app store for free and use or otherwise text or call the OOSH Mobile 0428554478 and we can make bookings for you.

Cancellations:

Please text the OOSH mobile to make a cancellation.

- Casual bookings: 8am the day prior to the booking
- Permanent bookings: 2 weeks notice is required

Failure to notify may result in fees being charged.

Family Lounge App (for casual booking)

Please download the app from the “App Store” onto your phone, once you have done this you can get started with your casual bookings

A useful hint when making casual bookings you will see the day/change colours as listed below:

Green = Available days are seen as green

Purple = once you make a booking the day should turn purple and

Red = when you make a cancelation it should turn red.

Can my child bring toys or a personal electronic device to OOSH?

Children are discouraged from bringing toys from home. Use of personal electronic devices are not permitted. Should your child need to get in contact with you, they may use the service phone. Any items brought in from home are the responsibility of the child and should remain in their school bag.

Vacation Care

What should my child wear to Vacation Care?

- Summer: Children should wear appropriate clothing for the season, including a broad brimmed hat and enclosed shoes.
- Winter: Children should wear a warm jumper, enclosed shoes and socks, beanie and gloves are optional and encouraged for outdoor play.

What should my child bring to Vacation Care?

Children should bring a water bottle and enough food to be enjoyed during morning tea, lunch and afternoon tea.

Where meals are provided, families will be notified. Children should also bring any personal items to support their individual care needs (e.g. medication or change of clothes).

What activities are planned for Vacation Care?

A full day program of indoor and outdoor activities is distributed four weeks prior to the holidays commencing.

What fees are involved for Vacation Care?

Activity fees apply to all families attending that day, these activities may include incursions and excursion and this fee needs to be paid on the day. Meal fees may apply when meals are provided by Intereach OOSH, families can choose to order and pay on the day or not order.

When a vacation care day/session involves an excursion all children attending the service that day will be required to partake within the excursion as all educators and children will partake in the excursion.

Excursions

Excursions are an essential and valuable part of OOSH as they provide variety and a unique opportunity for children to participate in outings, offering diverse learning opportunities, participation in activities and community engagement.

Excursions are well-considered and planned, provide meaningful experiences and every reasonable precaution is taken to protect children being educated and cared for by the service from any harm or hazard likely to cause injury or illness.

Excursions are inclusive and all children are welcome.

Families are advised of any forthcoming excursions, including the date, location and other necessary information. Families are required to sign the Excursion and Transportation form prior to the excursion.

Due to limited resources, it is not always possible for children who do not have permission to attend an excursion to remain at the centre and as such will not be able to be booked into care for that day.

Health

What if children are sick?

Children should not attend OOSH if they are unwell. Please inform the OOSH staff if your child will not be attending and abide by the illness exclusion periods.

If a child becomes unwell while attending OOSH, you will be contacted and asked to pick up your child. If your child is injured whilst at the service, you will be notified.

For injuries you will be required to sign the Incident/Injury/Trauma and Illness Record that an educator will complete.

What should I do with my child's medication?

Prescribed medication must be handed directly to an educator before leaving the child in care and an *Administration of Medication Form* completed. We ask for medication to be packed in a chemist pack such as a Webster pack or in its original container.

Please note: all medications must be pharmaceutically dispensed with the child's name, dosage and be within the expiry date.

What if a person shows signs of an infectious disease?

When any child or educator is found to be showing signs of an infectious disease:

- We will contact you immediately to collect your child and seek medical advice. If this is not possible to arrive in a timely manner, alternative arrangements must be made for collection of your child and the service must be notified of these arrangements.
- Whilst waiting to be collected, your child will be provided with appropriate First Aid, ensuring your child is comfortable and receives adequate supervision.
- For any diseases or conditions, we may require a medical certificate to clear the child or educator from the illness, before that child or educator can return to the program.
- Clear medical information, such as signs and symptoms of any illness or condition, will be posted in the parent area.
- Children who have not attended school due to illness are not eligible to attend After School Care for that day.

Pupil Free Days and Teacher Strike Days

What happens on Pupil Free and/or Teacher Strike Days?

Where possible to support families, Intereach OOSH will open for the day with the same extended hours as Vacation Care Day from 8am – 6pm.

In the instance of a local school taking a pupil free day, where possible Intereach OOSH will aim to open and provide a Vacation Care day to support families, however due to the number of schools within our area and the variance in these pupil free dates and at times the limited timeframes towards OOSH being notified, it may not always be possible to provide a Vacation Care day. Please always call Intereach OOSH 0428554478 to confirm with the service.

All permanent bookings including bookings which occur on a pupil free day are charged unless families give two weeks' notice. Generally on a pupil free day to support families the service will extend its open hours, pending if enough families require the full day service as service running costs of the day must be covered for the service to open.

The full day session from 8am – 6pm will apply a daily fee in accordance with the current daily vacation care fee. If families are eligible for the Child Care Subsidy this will apply and the remaining gap daily fee will be charged.

If your regular ASC booking does fall on an pupil free day, your child can still attend the ASC session from 3pm – 6pm, families are required to arrange delivery of the child to the service.

Please note; Schools may communicate to the first Monday of the first three terms as pupil free days, for OOSH these days are considered Vacation Care days not pupil free days and must be booked by the families as a vacation care booking.

Collection of children

Can someone else collect my child/ren if I'm unable to?

We understand at times approved guardians will not be available to collect their child and therefore may ask a friend or family to come to OOSH and collect their child/ren for them.

At these times, we ask parents and guardians to confirm in writing by texting through to the OOSH mobile phone the person's details including first and last name and the date of collection and estimated time, if known, that they will be collecting the children. We are then able to confirm in writing that we have received the message and can then check the I.D of the person collecting your children upon arrival and prior to releasing the child/ren into their care.

If your nominated friend or family member is not able to produce I.D then we are unable to release the child into their care.

Unplanned circumstances such as additional authorisation for collection of child

Responsibility of parents

In relation to unplanned circumstances such as additional authorisation where a person not listed in the enrolment form is expected to collect a child from the service, guardian authorisation must be provided to the service prior to collection of the child or refusal of collection by the service will occur.

This authorisation must be provided both verbally where a conversation between guardian and the service's educator has occurred and then also in writing via text message to the service mobile phone.

The nominated person collecting the child is required to give proof of identification, including photo ID to staff or educators if they have not seen them previously.

Responsibility of service

The service responsibility is that the Responsible Person/Educator must seek verbal and written authorisation from guardian prior to acceptance of collection of children in unplanned circumstances such as additional authorization for collection of child.

How parents can support OOSH to be Safe

Families can play a critical role in preventing / responding to emergencies by:

- Ensuring all OOSH security measures are followed when visiting the service. This includes entering the building using the secure pass code door lock and checking in with an OOSH educator upon entrance to the centre.
- Reporting any issues, concerns or rumours to the responsible person in charge that could affect the safety of OOSH such as a fire, storm or stranger on premises.
- In the event of an emergency or injury, people listed as 'emergency contacts' for the children will be contacted. Please ensure any emergency contact details are updated if there is a change in your circumstance.

Lockdown, shelter-in-place or evacuation situations

- Lockdown: A lockdown is normally in effect when there is a threat to the service. Children, visitors and staff are removed from harms way by moving them to secure areas. During lockdowns access to the building is prohibited.
- Shelter-in-Place: Shelter-in-place is instituted when the threat is outside of the building. Children, visitors and staff are secured inside a room or other areas inside the Family Centre reducing the risk for exposure to an incident, weather event or other potential harm such as a gas release.
- Evacuation: Evacuations are conducted to remove children, visitors and staff from harm's way by having them safely vacate the building and reassemble in a more secure location.
- Relocation: Should there be a fire or flood approaching, relocation away from the service may be necessary.

For more information about emergency procedures please visit

www.intereach.com.au/service/out-of-school-hours-care-oosh/ or see the OOSH Emergency Management Guide.

We encourage feedback and complaints and understand they are an important part of the continuous improvement of our services. We commit to handling any concerns raised fairly and in an objective and unbiased way. You can provide feedback or make a complaint in any manner that suits you, for example, in person, by phone, email or letter or through the online complaint form on our website.

We will:

- promptly acknowledge receipt of a complaint;
- try to resolve any complaints as quickly as possible;
- keep you informed of any progress;
- maintain strict confidentiality;
- accept anonymous complaints;
- support you to be represented by an advocate; and
- support you to refer your complaint to an external agency if you are unhappy with the outcome.

How to lodge a complaint

In person: to any Intereach employee

Phone: 1300 488 226

Email: complaints@intereach.com.au

Post: PO Box 501, Deniliquin NSW 2710 (marked confidential)

Online: www.intereach.com.au/contact

You may also contact the Early Childhood Education and Care Directorate at any time for help with matters pertaining to children's services (free call 1800 619 113, email ececd@det.nsw.edu.au) or the NSW State Ombudsman Office (free call 1800 451 524).

Please see our Complaints Handling Policy for more information (available to download from our website www.intereach.com.au or on request). Please note: If the feedback is alleging that the safety, health or wellbeing of a child was or is being compromised, or that the law has been breached, the appropriate documentation will be forwarded to NSW Early Childhood Education Directorate (ECED). The ECED is the independent statutory authority for NSW. Once the ECED receives the form it will make contact with OOSH and may arrange to visit the service.

Keep in touch

We value our families' points of view. If you have feedback or suggestions for us, there are a number of ways you can contact us to keep in touch:

- Speak to our friendly educators on the phone or in person
- Use the suggestion box located in the foyer
- Complete a feedback form via www.intereach.com.au

Need help? Contact OOSH

Monday to Friday 2pm to 6pm, or 8am to 6pm during Vacation Care.

Phone: 0428 554 478 (OOSH mobile)



P: 1300 488 226 | www.intereach.com.au

March 2024