Information for Parents for Caves Beach Out of School Hours Care (CBOOSSH)

Managed by Swansea Community Cottage Inc.

Location: At the grounds of Swansea High School, in The Green Shed, Park Avenue Caves Beach

Phone 0418 661 321 an answering machine after 9:30am-2:30pm.

Hours of Operation:

    Before School  7am-9:30am
    After School   2:30pm – 6pm

Our service provides care for school age children between the ages of 4½ (enrolled in school) to 12 year olds (inclusive until they turn 13). Children can start at the centre immediately upon enrolment.

Priority is given to parents working or studying although all school age children are welcome to attend.

Please let us know if your child has special or additional needs so we can cater for extra support when needed.

Staff consists of 1-2 morning and 2 afternoon staff. We have a ratio of 1 staff to 15 children and an extra staff person when numbers are over 30.

Centre Philosophy: Caves Beach Out of School Hours Care provides a friendly and caring environment that will enhance children’s learning and development. Children and families will be treated with respect and as equal and valued individuals. We aim to provide a quality affordable service which addresses the current need for our clientele.

“My Time, Our Place” is the framework CBOOSSH incorporates into their operating practices.

Centre Aims & Outcomes:

- To help children to appreciate respect and care for each other and their surroundings
- To provide an interesting and varied program.
- To provide a safe and caring supportive environment for all children to develop, play and create
Our core outcomes for our children are:
1. Children to have a strong sense of identity
2. Children are connected with and contribute to the world
3. Children have a strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators.

Enrolments: An enrolment form must be completed before using the service for the first time and at the beginning of each year to make sure information is updated. It will be parents responsibility to also notify centre of any changes to enrolment during the year. eg; medical, custodial, emergency contacts etc.

Fees and Payments:
Types of fees: Permanent or Casual rate
Bookings are at a flat rate of Permanent or Casual however every family is eligible for a Centrelink percentage this will help reduce fees to a more affordable rate.
Please phone Centrelink on 136150 between 8am-8pm with family details.

Fees are set by the management committee as at 1 July of each year.

First fortnight fees are required in advance at the beginning of each term.

<table>
<thead>
<tr>
<th>Service</th>
<th>Fee</th>
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<tbody>
<tr>
<td>Bus donation</td>
<td>$1 (per child per pickup/dropoff)</td>
</tr>
<tr>
<td>Breakfast</td>
<td>$1</td>
</tr>
<tr>
<td>Annual Enrolment</td>
<td>$10 per family per year (payable on the first day of attendance in the year.)</td>
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<tr>
<td>Late pick up fee</td>
<td>$1 per min after 6pm</td>
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Paying Fees: Permanent bookings are asked to pay the first fortnights fees in advance at the beginning of each term
A fortnightly invoice statement is placed in account box situated on front desk as you enter the centre or emailed if preferred. Parents are required to pay the amount due which will be payable either by cash, cheque or internet direct deposit before the next fortnightly invoice statement.

Receipts: A hand written receipt will be issued on payment of fees if paid at the Centre.
Please ensure that you fill out the payment sheet and sign it with a staff member countersigning.
NB. If there is no evidence of payment we are unable to credit any money to your account. The amount paid will appear on your next invoice.

If you have a permanent booking, fees will be charged even if absent. Afternoon casuals need to cancel before 12 noon on the day to avoid being charged and morning casuals must phone by 5pm the previous day.

Drop off and collection of children: No children are to be left at the centre outside operating hours. It is the parents or guardians legal responsibility to sign children in/out of centre daily.
A daily attendance log is situated on the desk at front of centre. Please sign children in/out of centre depending on session type and time of drop off pick up.

It is expected that parents phone the centre when child is booked in for afternoon session and will not be attending this will mean staff do not have to leave other children to look for your child.
If you have not collected your child/children from the centre by a reasonable hour and emergency contact numbers have been exhausted then the Department of Family & Community Services – Child Protection Services will be called or child/children taken to the nearest Police Station.

If you would like your child to attend the centre and it is a late afternoon booking please phone both centre and school by 2:45pm. A message will be given to your child’s teacher. We cannot phone the school to say child will be attending the centre.

**Late pick up fee of $1 per min** will apply after 6pm. Please ensure you phone the centre if you are going to be delayed.

**Expectations of Families:** Please be aware of all procedures outlined in this information pack. Any concerns please see Staff or Co-ordinator.
Please keep us up to date with any changes to your child’s enrolment/routine. A parent communication book is located on front sign in desk if staff is busy please feel free to write in this if not of a confidential nature.

**Parent Participation:** All parents are welcome in the centre and staff will be happy to explain any activities and answer any questions you may have, however you must be aware of staff’s requirement to supervise the children, please feel free to make an appointment time suitable to both if you wish to exchange information about your child.

**Complaints Procedure:** Please approach centre co-ordinator with any complaints. All communication will be kept confidential. If you are not happy with the way complaints are handled please contact liaison person at Swansea Community Cottage either in writing or verbally. If this is still not satisfactory The Management Committee can be contacted by writing to P.O. Box 203 Swansea 2281.

**Children’s Behaviour:** Any teasing, bullying, racial comments, stealing or physical actions that affect another person will not be tolerated. There are centre rules displayed which children are expected to follow. Parents/Guardians are responsible for the cost of any deliberate damage to property.

If a child’s behaviour becomes unacceptable and the following steps have been followed –
- Normal **talking** to on one to one basis by staff member.
- **Redirection** of activities or **Time Out** if appropriate.
- Co-ordinator advised and parents advised of behaviour.
If unacceptable behaviour continues, Parents/Guardians will be asked to make alternative child care arrangements.
Health Issues: Parents are asked not to bring sick children to the centre. If your child feels unwell at the centre Parents will be contacted to take the child home. An incident, injury, trauma and illness form will be completed should your child fall ill whilst at the centre.

Please notify centre if your child has an infectious condition. This information is required as part of our regulations. Children are not to attend the centre until the infection has cleared, and a Doctors certificate stating your child is well enough to return to the centre, this is recommended by the Department of Health.

Please advise the centre of any allergies your child may have this being food, animals, plants etc. A medical management plan is required from the parent of the child and prepared by the medical practitioner that cares for your child. This is to be submitted to the staff explaining the effects of the medical condition, allergy, or other so staff can assist both yourself and your child.

Medication: Staff must be informed and a Medication form filled out if it is necessary for a child to use medication whilst at the Centre.

Medication must be given to the Nominated Supervisor for safe-keeping. No medication is to be kept in the child’s bag (this is to protect children attending the Centre). Medication must have the name of child, dose, times and doctor name clearly marked on the container.

The Medication record must have the following information recorded:
- child’s name and date of birth
- name of medication, last administered, when to be administer, dosage to be administered and method and to be signed by a parent or guardian.

The first aider or nominated supervisor who administers the medication must also complete and sign the medication record.

Asthmatic puffers/inhalers must have the child’s name clearly marked. An asthma spacer must be provided if required by child.
If the child has a long term medical condition then a medical management plan must be completed by the child’s medical practitioner and parent and lodged with our service.

Accidents: The Centre will have a staff member with a current First Aid Certificate in attendance at all times. This person assesses the situation/accident and if minor, treat the injury, if in doubt calls the doctor/ambulance.

Parents will be notified as soon as possible if their child is involved in an accident that requires medical attention, so the child can be collected from the Centre or doctor. In the case of a serious accident, the child will be taken by ambulance to hospital and parents notified as soon as possible or the
emergency contact number.

The expense of the ambulance and medical attention will be the parents’ responsibility.

An incident, injury, trauma and illness record will be completed by the relevant staff member.

If necessary and the incident is deemed serious, a SI01 form (Notification of serious incident form) will be completed and lodged with the regulatory authority, NSW Early Childhood Education & Care Directorate as per section 174 of the Education and Care Services National Law Act 2010.

**Emergency Evacuation Procedure:**
In case of emergency at centre, parents will be contacted and children evacuated to one of these assembly areas -
* onto the basketball court directly behind the centre or
* into the main carpark of the High School.

**Personal Belongings:** Please do not allow your child to bring their own toys, games to centre. Staff cannot assume responsibility for any items. Children are encouraged to take personal responsibility for their own belongings. Any lost property will be displayed in lost property area. Please ensure all items of clothing are clearly marked with child’s name to save confusion.

**Hot Days:** We provide sunscreen. The UV Index will be checked and activities planned accordingly. Should the UV Index be extreme (11+) indoor activities will only be allowed. Please ensure your child always has their hat and extra clothing plus an old towel as our main activity on very hot days is water play. Please let us know if your child has grommets or any type of ear complaint which will stop them from getting wet.

**Toilet Accidents:** If your child experiences an accident we take every measure to make your child feel as comfortable as possible. Hygiene procedures will be followed. If your child is uncomfortable with staff helping them please be aware we may have to phone you or alternatively your child will be redirected to an activity away from other children for hygiene purposes until your arrival at the centre.
We can provide clean underwear. Soiled clothing will be placed in a plastic bag and given to parent when leaving the centre.
If you think your child may have an accident of this nature please supply extra clothing in your child’s bag or leave at the centre.

**First day:** We understand your child may be a little nervous and will try to make this transition as easy as possible. New children will have a tour of the centre as there are some out of bounds areas and centre rules to be explained. If you would like to visit the centre before your child attends please feel welcome as this can ease nerves on the first day.
**Breakfast:** Please let us know if your child has not had breakfast when you arrive at the centre as we can provide toast, fruit and drink for $1. Or provide your own – if bringing cereal please provide your child with some milk or you will be charged $1.

**Afternoon Tea:** A healthy snack is always provided. If your child has a food allergy please let us know through the provision of a medical management plan so staff can be advised and aware of your child’s individual needs. You may need to pack extra if child feels hungry after afternoon tea.

**Centre Program:** A weekly program is displayed at the front of the centre. We program for all age groups, growth and development. A book is situated on front desk where you can write any ideas your child might like to try out as we value all parent / child input. We can program these ideas during the following weeks. Types of activities we offer at the centre are. Fabric painting, sewing, gardening, recycling construction, arts and crafts, soccer, footy, sand and water play, drawing ,colouring in beading.....and lots more.

**Transportation of children:**

**Caves Beach, Nords Wharf and St Patricks**

Children are transported to and from by mini bus at a donation of $1/$1.50 per child per session depending on the school.

- Please sign a permission note for child/children to travel on bus.
- 8:45 am children are delivered to school at Caves Beach and walked safely into the school yard. Kindergartens are taken to their classrooms for the first term. Children for Nords Wharf & St Patricks are then transported via minibus.

- CAVES BEACH: 3pm children meet staff member near the stage under the cola where they have their names marked off the attendance roll.
- NORDS WHARF AND ST PATRICKS have school designated pick up areas from where children are walked safely to the bus and driven back to the centre.
- **Rainy Days** Kindergarten children are collected from their class rooms. Other children are asked to assemble on the veranda outside the classrooms. Please provide a raincoat or umbrella.

**Policies and Procedures:**

All our policies and procedures are kept at the centre, and are reviewed when there are significant changes to the centre and staff. Families can access these at any time when requested.

**It is expected that parents especially read the following policies:**

*Illness and Infectious diseases.*  
*Allergies.*  
*Immunisation.*  
*Administration of Medication.*  
*Behaviour.*

Policy Number 0.03  Endorsed 4/6/2013  Reviewed August 2014