

Outside School Hours Care

Parent Handbook and Policies Guide 2017

Lorien Novalis School Community wishes to acknowledge the Dharug Nation and in particular the Bidjigal Clan, traditional owners of the hills north of Castle Hill where our school stands.

Welcome!

Welcome to Lorien Novalis Outside School Hours Care!

The co-ordinator is Nicole Gibbs, and the nominated supervisor is Karen Dogan.

In keeping with the school ethos we are committed to offering out of hours care which provides children from age 5 to 12 with a nurturing and fun program that supports their well-being, growth and development.

We share our space with the Lorien Playgroup. Many children will find comfort in this familiar place that is the home of happy moments, quality toys and comfortable furnishings.

The staff of Lorien Novalis Outside School Hours Care aim to provide a high quality and consistent standard of care by ensuring an environment in which children feel nurtured, safe, happy and valued. We maintain security and confidentiality of all personal and health related information relating to children, staff and volunteers.

As part of Lorien Novalis School we believe that the best outcomes for your child's development and education happen when there is a co-operative and harmonious relationship between the staff, parent/s and child. Every child has the right to be treated with respect. We encourage individual interests regardless of age and gender.

Goals

- To appropriately meet the guidelines set by the National Childcare Accreditation Council, so as to meet the 8 Assurance Areas.
- To meet all Occupational Health and Safety guidelines set by Workcover.
- To provide care that meets the framework of My Time Our Place.
- To maintain positive communication and relationships between staff, parents, children and the school.
- For children to enjoy themselves.
- To provide nutritionally balanced meals and snacks.
- To protect children from exposure to elements that may harm or hinder their well-being and development in any way.
- To encourage children to be active through age appropriate games and to engage the children's will forces in fun outdoor activities.
- To implement a balanced program which supports the individual child's journey through school and meets their needs.
- To be non-discriminatory and embrace all cultures and religious beliefs.
- To provide longer after hours care than most OSHC services to allow for the extra distance many of our parents need to travel for work.
- To provide quality care that is cost effective for parents and economically feasible for the centre.
- To provide information about the Child Care Benefit (CCB) and the Family Assistance Office (FAO), to ensure families are made aware of their entitlements and how to obtain assistance.

Policies & Procedures

Parents and community members are encouraged to view the Policies & Procedures folder which is available from the co-ordinator for perusal at the Outside School Hours Care rooms.

Hours of Operation

After School Care operates 2.45pm to 6.30pm.

Staff will collect children from class and escort them to After School Care

Before School Care is not currently available.

Please advise the OSHC co-ordinator if you would have an interest in utilising this service.

Staffing and Staff Ratios

Staff employed by Lorien Novalis Outside School Hours Care are committed to providing care that is consistent with the principals held by the Lorien Novalis School. At each session we exceed the requirements for First Aid officers and most staff have early childhood or similar training by Sydney Rudolf Steiner College. We aim to have double the student to staff ratio requirements, for example 15:2 rather than 15:1. As per regulation, all staff have Working With Children Checks.

Priority of Access

The Department of Family and Community Services has set the priority of access to childcare places as follows:

- First priority: child at risk of serious abuse or neglect
- Second priority: child of a single parent or parents who both work or study full time
- Third priority: any other child.

Schedule of Fees

After School Care

\$25per day for permanent placement and \$30 for casuals. A direct debit payment form will be included with the enrolment form.

Late Pick up / Emergency Contact details

In the event of running late for pickup or in an emergency, please call the OSHC room **landline number 9658 0750**.

Late Pick Up Fees & Procedure

Children are to be collected from After School Care by 6.30pm.

The time of collection is recorded accurately on the sign out sheet and also by staff. The clock on the east wall is the reference point.

Late pick up fees will be incurred at a rate of \$2 per minute after 6.30pm.

If a child has not been collected by 7pm with no notification, staff will call all numbers listed on the enrolment form. If contact has not been made by 7.15pm the local police will be contacted. At no time will a child be left unattended.

Daily Routine

The weekly program is displayed next to the front door of the service room.

After School Care:

- After all children have arrived a fruit plate is provided. Children are encouraged to help with food preparation.
- Children can choose from indoor and outdoor games, have quiet time or participate in structured seasonal activities that are aligned with the school's philosophy, such as gardening, building projects or food preparation. Unstructured imaginative play is also encouraged.
- A light dinner is served at 5.30pm, consisting of a healthy balanced meal and water or milk (or suitable alternative). All allergies, intolerances and religious needs will be catered for. Parents are to specify these needs in the enrolment form or by writing to the co-ordinator.
- Towards the end of the day is pack up time in which children are encouraged to be responsible for their tools, games and toys.
- Quiet activities such as reading are offered.
- Homework help may be provided in consultation with parents and class teachers.

Afternoon Tea and Dinner

The weekly menu will be displayed inside the door to the service room.

All food offered are healthy and fresh, with meals balanced and varied. Water will be provided at all times. All allergies, intolerances and religious needs will be catered for. Parents are to specify these needs in the enrolment form or by writing to the co-ordinator.

Children's input will be encouraged when planning meals and they will regularly be involved in the preparation of dinner under the guidance of staff.

The daily nominated supervisor and co-ordinator will have current food handling certificate and all staff will model and practice healthy eating and hygiene at all times.

Packaged foods such as chips or chocolate will not be served or allowed to be eaten in the service.

Signing In and Out

All children are to be signed in and out of the service.

- Children are not to leave the service unaccompanied.
- Family members must notify the service of any custody arrangements or court orders that impact on the collection of children.
- Children are only released from the service to persons nominated by the family on the enrolment form.
- The family must inform the co-ordinator if someone other than the persons listed on the enrolment form is to pick up their child. Staff will need to see photo identification of all people unknown to them personally who are to pick up a child.
- Families must be aware that the service's responsibility for their child only begins once the child has been signed into the service.

Enrolment Procedures

To enroll a child in the service, an enrolment form must be completed and handed to the school office or the co-ordinator along with the annual admin fee of \$50 and two (2) weeks care is to be paid in advance. An enrolment form must be completed prior to care. Enrolment forms can be downloaded from the Lorien Novalis website <http://www.lorien.nsw.edu.au/community/oshc/> or be picked up from the office.

To terminate an enrolment, two (2) weeks written notice must be emailed or handed to the school office or the co-ordinator. Failure to do so will result in the payment of two (2) weeks care and loss of bond.

Permanent and Casual Bookings

If you require your child to attend a session which has not been previously booked, you must first contact the co-ordinator to ensure a place is available. Email: oshc@lorien.nsw.edu.au for general enquiries and correspondence.

If you wish to request an After School Care booking please sms the co-ordinator via the OSHC phone 0428 236 371 by latest 11am on the day of care. You will be advised via text by 12.30pm either that your booking request is confirmed, or should there be no places available.

Please do not assume there is an available place unless confirmed by the co-ordinator. Priority is given in a first in first served basis.

Parents may cancel casual bookings without charge if they have notified the service by 11am on or before the day of booked care. Failure to cancel with due notice will incur the payment of fees for the booking.

Attendance for Permanent Bookings

Fees are charged for the days the child is booked into the service even if they are absent due to illness, family holidays or public holidays (excluding school holidays).

Non-attendance for All Bookings

Parents must notify the co-ordinator (on the OSHC mobile 0428 236 371) if a child is not attending a booked session or has been taken home from school during the day (regardless of whether siblings attend the service).

Change in Attendance/Bookings

Changes to your child's permanent bookings can be made at any time. As the service numbers affect staffing needs reasonable notice of more than 24 hours is appreciated so we can do our best to meet your needs.

Medications, Unwell Children and Accidents Policy

- Families are required to inform the service of any medical conditions the child may have at the time of enrolment. This information will be recorded on the child's enrolment form.
- Upon notification of a child's medical condition, the service will provide the family with a copy of this policy in accordance with regulation 91.
- Specific or long term medical conditions will require the completion of a Medical Action Plan developed in conjunction with the child's doctor and family.

It is a requirement of the service that a risk minimisation plan and communication plan is developed in consultation with the child's family. The co-ordinator will meet with the family and, if necessary, relevant health professionals as soon as possible prior to the child's attendance to discuss the content of the plan to assist in a smooth and safe transition of the child into the service.

Medication:

If a child is undergoing medical treatment and requires medication (including natural remedies), the following procedures must be adhered to:

- Continuing medical requirements must be recorded on the child's enrolment form.
- Families will provide a written Medication Consent Form (detailing the date, child's name, name of medication, dosage and time to be given) to accompany the medication.
- Medication must be in its original container and usage date must be current and handed to a service staff member by their parent (if dropping off for morning care) or by their teacher (at handover for afternoon care).
- A staff member will administer medication with another staff member present as witness.

Unwell children:

The service cannot care for children with infectious diseases, for example measles, mumps, chicken pox, influenza, fever or virus.

If your child has any symptoms of infectious disease you or your emergency contacts will be contacted to collect the child immediately.

Accidents:

Staff will assess accidents/situations and, if minor, provide basic first aid to the injury. If there is doubt to the extent of the injury or how the situation should be handled, a doctor or ambulance will be immediately called.

Any incident that occurs at the centre, regardless of the extent, will be documented in the confidential accident file, including the date name of the staff member who saw the accident.

The parent must read and sign the report stating that they were informed of what occurred and the treatment implemented. It is then a parent's own decision whether to seek further medical advice.

If a child becomes ill or injured in circumstances which require immediate medical attention, all reasonable steps will be taken without delay. The parent or legal guardian will be notified immediately.

Sun Protection

The service has a 'No Hat, Play in the Shade' policy and during times of peak UV (11am to 3pm) the service, at the discretion of the nominated supervisor or the co-ordinator may decide to apply sunscreen to the children whose parents have consented to this.

Positive Behavior Policy

The service adheres to the Lorien Novalis Positive Behavior Policy (220) which is available from the service co-ordinator and published on the Lorien Novalis School website www.lorien.nsw.edu.au

Extract from Policy (220)

4.1.3 Community living is based on each member fulfilling their responsibilities towards others in order to enjoy the right to be respected themselves. Where children are unable to meet any of these expectations the child may be asked to learn separately, remaining beside the teacher for example, for a time in order to learn to appreciate the value of community learning. Such boundary confinement will be at the discretion of the Class Teacher/Coordinator.

Media and Devices

Children will not use any electronic devices such as mobile phones, games, computers, tablets etc at Outside School Hours Care.

Smoke Free Workplace

By law, smoking is prohibited on the school grounds.

Lost Property

Please label your child's belongings. We will take all care but cannot be responsible for lost items. All items left at the service will be sent to the school's lost property.

Photographs/Videos

Photographs/videos taken at the service are used to evaluate programs. These may be displayed within the service and used in your child's documentation, the school newsletter and the service newsletters. Please state on your enrollment form if you do not consent to photographs being taken of your child.

Feedback/Grievances/Complaints

We support the rights of parents, children and the wider community to communicate freely. We invite their feedback and aim to resolve any problems as they arise.

A complaint can be formal or informal, and anyone with a concern is encouraged to talk to the co-ordinator who will consult with the school's College of Teachers to develop a strategy for resolving the problem. If the situation is not resolved at this level to the satisfaction of the individual they should discuss the issue with the school principals in writing or verbally.

Fire Safety and Evacuation Drill

The evacuation plan and map is located next to the door of the service.

We conduct fire/evacuation drills with the children regularly and they are made aware of the when drills will occur. Spontaneous drills will occur at later stages of the year.

In the case of a real emergency, 000 will be called immediately and the staff will attempt to contact all parents of the children within the service.

More information

Please contact the co-ordinator for more information and see the Lorient Novalis School Handbook found at www.lorien.nsw.edu.au or available through the office.

Thank you for joining us!

Outside School Hours Care

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