

# NATIONAL Quality Framework

## MY TIME, OUR PLACE

*Extract 'My time our place framework for school age care in Australia'*

### School age children experience learning in a wide range of settings.

Family, school and the community (including school age care settings) provide diverse opportunities for children to explore relationships and ideas, and build competence and skills. The diversity in family and community life means that school age children experience *belonging, being and becoming* in many different ways. They bring their diverse experiences, perspectives, expectations, knowledge and skills to their learning.

Children's learning is dynamic, complex and holistic. Physical, social, emotional, personal, spiritual, creative, cognitive and linguistic aspects of learning are all intricately interwoven and interrelated. Play is context for learning that:

- allows for the expression of personality and uniqueness
- enhances dispositions such as curiosity and creativity
- enables children to make connections between prior experiences and new learning assists children to develop relationships and concepts
- stimulates a sense of wellbeing.

Children actively construct their own understandings and contribute to others' learning. They recognise their agency, capacity to initiate and lead learning, and their rights to participate in decisions that affect them, including their learning.

Leisure time experiences constructed by children and supported by informed educators promote children's dynamic, complex and holistic learning. Children's happiness, optimism and sense of fun are dispositions that are significant to their emotional wellbeing and resilience. In school age care settings, children's sense of responsibility for their learning is co-determined and skills and attitudes towards life-long learning are consolidated. Children actively involved in community building develop common interests and learn about citizenship.

### Educators' role

Viewing children as active participants and decision-makers opens up possibilities for educators to move beyond pre-conceived expectations about what children can do and learn. This requires educators to respect and work with children's unique qualities, abilities and interests.

When children are given choices and control they experience connections between actions and consequences.

Educators' practices and the relationships they form with children and families have a significant effect on children's sense of identity and wellbeing which impacts on children's involvement and success in learning.

### Partnerships

Children thrive when families, educators and the wider community (especially schools) work together in partnership to support children's wellbeing and learning."

This Centre is dedicated to the welfare of its children and to provide a reliable and accessible service for families

**For more, search 'my time, our place' or visit [acecqa.gov.au](http://acecqa.gov.au)**

# CENTRE INFORMATION Out of School Hours Care

## PHILOSOPHY

### Statement of Principles

**Welcome to OSHC** where we seek to develop a partnership with and co-operation between parents, centre and school staff; to build relationships where trust and mutual understanding can develop between the home, the centre and the school.

These relationships seek to be secure, respectful and reciprocal.

## OUR VALUES

### Our values are clear and simple

- Greet and treat every child and carer with warmth and respect
- Build responsive, positive and harmonious working relationships
- Create a stimulating, warm, secure and organised environment
- Offer great programs and consistent high quality service

Our Centres focus on meeting the needs of children, parents, the school and the community by providing programs and experiences relevant to children's individual needs and interests in before, after and vacation care situations (see NQF references overleaf)

**Our program is diverse and inclusive of all children**—including those with additional needs. Centre Managers and Educators are properly qualified, experienced, screened and certified. They work in partnership with you to promote your child's learning and ensure their safety and wellbeing at the beginning and end of every school day.





# POLICY & PROCEDURE

## Important information for Parents

**Sign in and sign out:** Parents must sign their child in and out accurately on drop off and collection each day.

**Permanent Bookings:** Bookings for enrolment must be made at the beginning of each school year or upon enrolment. Any changes to booked sessions must be given in writing with two weeks notice. This is done using a “change or cancellation of booking form”.

**Casual Bookings:** Dependent on availability, casual bookings are welcome, provided vacant spaces are available. Parents should notify as soon as possible when a casual booking is required. Casual bookings are charged at a slightly higher rate and payment should be made on the day of attendance.

**Absent children:** Parents must notify the Centre if their child will not attend the Centre on one of their booked days. This assists staff in accounting for all children who are booked in, and ensures children's safety. A non notification fee will be charged when notification of absence is not given on a regular basis.

**Collection of children:** Only authorised persons are able to collect children from the Centre. Provision is made to nominate authorised people on the enrolment form. If this information changes, parent/guardian must notify Centre staff

**Children with allergies /Additional health needs:** Parents should notify Centre staff of any allergy so that the correct provision can be made.

In some cases an Action Plan, created in consultation with the family GP or allergy specialist, will be required.

Parents of children with allergies must notify Centre staff of the allergy via the enrolment form. If allergies require an action plan, epipen or any other medical treatment to be administered by staff, parent must complete a Consent form, supply and update an Epipen and ensure that the child's health details and requirements are maintained and regularly updated.

**Childcare Benefit:** Subsidised places are available to all families and can be allocated by application to the Department of Human Services. Please note— CCB eligibility and payment requires the provision of detailed and accurate information.

Please see the box (right) and visit [humanservices.gov.au](http://humanservices.gov.au)

**Inclusion Support (ISS/FSS):** Children with additional needs are welcomed and included in our centre. As an approved provider, we seek to obtain Inclusion support funding where applicable. Eligibility and subsidy limits apply.

### MORE ABOUT CCB

**Provision of accurate and consistent information to the centre:** The correct Customer Reference Number (CRN) or date of birth details for yourself and your child are mandatory. Attendance (usage) data is submitted to DEEWR weekly and matched to your records before CCB entitlement is paid.

Provision of details (such as CRN, date of birth etc) is the Parent's responsibility, not the Centre's. If details provided do not match those on file with the Department, CCB will not be paid.

If you are advised by the Department that usage data has not been submitted - it is likely there is an inconsistency in the details supplied. Please check and reconfirm these details with the Department and the Centre first.

**Immunisation Status:** The Department of Human Services require details of the child's immunisation status when applying for CCB.

**Absences:** The Centre is mandated to maintain a record of any absences from the Centre as each child is granted 42 'allowable absences' annually. Once absences are used, the CCB cannot be applied to fees on days where a child is absent. Parents authorise all attendances by signing the sign in/out sheets.

**Cessation of care:** If your child does not attend the service after notice of withdrawal/cancellation has been given, fees are charged at the full rate. CCB does not apply to absences during the notice period.

For more visit [humanservices.gov.au](http://humanservices.gov.au) and [education.gov.au](http://education.gov.au)

## CENTRE POLICIES

Your **Out Of School Hours and Vacation Care (OSHC)** service is governed by a comprehensive set of policies. Centre educators and service users are encouraged to use, review and revise the policies regularly. **Centre policies are available for parent review upon request.**

Policies cover six key areas:

- 1 Management and Administration
- 2 Staff
- 3 Health, Safety and Nutrition
- 4 Program
- 5 Facilities and Equipment,
- 6 Child Protection

Policies of particular interest to many families are detailed below:

#### **Behaviour Management:**

Educators implement a variety of techniques in setting and maintaining appropriate standards of behaviour.

Children are taught to respect other people's rights and feelings and are encouraged to feel positive about themselves. Children are regularly invited to participate in the creation of Agreements and Codes of Acceptable Conduct, applicable to the individual and group.

Educators use strategies which enhance children's self esteem. Positive behaviour is modelled and encouraged, with particular reference to the development of self control.

Communication styles are moderated to ensure they are appropriate to individual developmental levels of the children.

**Communication** with families is a priority and offered in a variety of ways. A *Family and Community Noticeboard* contains up to date information about the program, menu, events and other relevant issues. *Email* is the preferred method of communication and parents are requested to ensure current email addresses are provided.

Parents are welcome to informally discuss any issues with centre staff and also to participate more formally in parent meetings, surveys and questionnaires. A suggestion box is permanently situated near the sign in desk.

**Fees:** Are paid in advance of the service used and kept up to date. Overdue fees incur a late fee. Ezidebit is the preferred payment method and accounts are debited weekly. Any queries about fees **should be directed to your Centre Co-ordinator.**

Fees will apply whether or not a child attends a pre booked session. Late fees apply when children are collected after centre closing time. (Please see the Fees Schedule)

**Health and Hygiene:** Contagious illnesses must be reported to the Centre. Exclusion periods will apply in specified cases.

**Medication:** Staff only administer medication which is appropriately labelled, current and prescribed for the child by a medical practitioner. Parents must sign an authorisation form for medication to be given.

Our detailed Medications and Asthma and Allergies Policies are supplied to families along with an Individual Health Management Plan. These must be signed off and returned to the Centre prior to commencement.

**Sun Protection:** In accordance with current Cancer Council recommendations, children are required to bring and wear a wide brimmed hat for outdoor play. Sunscreen is provided by the Centre and children encouraged to apply it with staff assistance.

**Feedback/Grievance:** Parents are encouraged to bring their feedback to the attention of the Co-ordinator without delay. In this way, staff can address issues quickly and openly as they arise and the Centre can continually review and improve its practice. More detailed information is provided in the attached Feedback Policy.

Like us on Facebook to stay up to date with Centre happenings. Read more about us at [primaryoshcare.com.au](http://primaryoshcare.com.au)

