



Outside of School Hours Care (OOSH): Before & After School and Vacation Care Family Handbook 2018-2020



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Introduction

Welcome to the Dubbo Neighbourhood Centre’s Before School, After School and Vacation Care Services. Care is offered to students Pre-Kindy to Year 6. All infants and primary school students in Dubbo are able to attend. Children are provided with a range of enjoyable activities to choose from in a fun and friendly environment.

Before School Care

Before School Care is available for families who need care before school commences. Our experienced educators will provide your children with a homely environment ensuring a relaxed start to their day. Parents can take comfort knowing their child will be provided with a healthy breakfast and structured activity program based on the children’s interests. Support with homework is also available on request.

Before School Care operates from 6am, Monday to Friday during the school term. We transport students using DNC transport between 8:30am – 9:15am to their school.

The Before School Care center is situated at the Dubbo Neighbourhood Centre building, 80 Gipps Street, Dubbo (Kennedy Street entrance).

After School Care

After School Care gives peace of mind for parents who are unable to pick their children up from school. Our professional educators will provide extensive programs of creative and recreational experiences with the additional benefit of homework help. Children will also be provided with a healthy afternoon snack.

After School Care runs from 2.30pm-6.00pm Monday to Friday during the school term.

Vacation Care / Holiday Club

Our Vacation Care Program offers a wide variety of exciting and educational activities to keep the children entertained. Our qualified educators provide structured programs that take into account the skills, interest and needs of the children and offer a variety of arts, crafts, cooking, indoor and outdoor play as well as many special excursions outside of the centre.

Vacation Care is a supervised childcare program which runs from 7.30am-6.00pm Monday to Friday during the school holidays.

After School Care Centre locations

Central Before School After School and Vacation Care – Dubbo Neighbourhood Centre Building, 80 Gipps Street, Dubbo – (Kennedy Street entrance)

St Laurence’s After School Care – St Laurence’s Primary School, Corner of Fitzroy and Tamworth Street, South Dubbo

West Dubbo After School and Vacation Care – West Dubbo Primary School, 30 East Street, West Dubbo

North Dubbo After School and Vacation Care – North Dubbo Primary School, 162 Fitzroy Street, North Dubbo

South Dubbo After School and Vacation Care – South Dubbo Primary School, Fitzroy Street, South Dubbo

East Dubbo After School and Vacation Care – Buninyong Primary School, Myall Street, East Dubbo

Macquarie Anglican Grammar School (MAGS) Before and After School and Vacation Care – 11 Currawong Road, Dubbo

The Vacation Care Centres are situated at the Dubbo Neighbourhood Centre building and the other centre is rotated between the schools.



Before and After School Care Fees

There is a charge for each child attending the program, and the facility can be used on a permanent or casual basis. Current rates are shown below:
 Effective from 02.07.2018

	Pick up by 6.00pm	Late pick up fee
Permanent	\$24.00 per child/per day	\$30 per 15 minutes (minimum charge of \$30)
Casual	\$26.00 per child/per day	\$30 per 15 minutes (minimum charge of \$30)
Pre Kinder (ASC Mags Only)	\$26.00 per child/per day	\$30 per 15 minutes (minimum charge of \$30)

Vacation Care Fees

Vacation care	\$55 Per child Per Day	\$30 Per 15 minutes (minimum charge of \$30)
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A **resource levy of \$15 per Family** is charged at the beginning of each school term for each service families attend (excluding vacation care).

Dubbo Neighbourhood Centre is a CCS approved Out of School Hours Care Service. Childcare subsidy is available through the Families Assistance Office (Centrelink) for families that meet the criteria. To claim the subsidy, families must agree to 'Complying Written Agreements' through our software provider Xplor. Complete activity test and confirm children's enrolment through MyGov.

We acknowledge that with longer working days, meeting work and family commitments can be quite a challenge for working parents in Dubbo. We aim to supply quality, affordable after school care so that children attending our program can relax and enjoy their time with us, and parents can have peace of mind knowing that their children are well cared for.

Childcare fees are to be paid within 14 days. Failure to do so may result in our service being denied to you and any fees owing to Dubbo Neighbourhood Centre Inc. recovered by a debt collector (Please refer to end page for more details).

Xplor

Xplor is our software provider and digital platform. Upon enrolment Xplor will send you an email for setting up your login details. XplorCare is a free app that can be downloaded onto your phone for convenient access to accounts, attendance and bookings.

CCS (Child Care Subsidy) is connected to your Xplor account. To receive government subsidy both a CWA (Complying Written Agreement, on Xplor app) and MyGov (Centrelink app) confirmation must be signed.

Our staff can assist you with meeting all requirements to ensure government rebates are received.

Our Philosophy

The Dubbo Neighbourhood Centre Outside School Hours Care Services (OSHC) aim;

- To provide a positive environment for a safe and enjoyable OSHC program that caters for a diversity of cultures, ages and interests, with a semi-structured range of child-focused activities.
- To respect and encourage the involvement of all children, parents/carers, staff and educators to assist in the continual improvement of the services we provide.

We believe:

- Every child matters and has the right to feel safe.
- All children are encouraged to have a voice to enhance their sense of belonging whilst learning through play.
- Children are valued as an important part of our community.
- In providing the opportunity for children to explore their interests, their environment and their community.
- In providing a child focused flexible program of activities that encourages children to use their imagination in play & activities.
- In raising children's awareness of their wider community.

As Educators we:

- Have a responsibility to provide a safe and fun environment and to be positive role models.
- Support and encourage every child's wellbeing and social development
- Understand families mainly only see a 'snapshot' of their child's day, therefore as educators we have a responsibility to provide families with feedback of their child's experiences.
- Aim to provide an environment that allows every child the opportunity to play & learn at their own pace.
- Engage in continuous professional learning that contributes to the ongoing development of children during middle childhood.
- Nurture and build relationships to optimise the experiences for all.

At Dubbo Neighbourhood Centre Outside School Hours Care Services we strive to provide a caring, inclusive happy environment which supports all families.

Our Goals:

- To promote the social, emotional, creative and physical development of primary-school-age children through a stimulating program that offers children a diverse range of experiences through structured and unstructured activities and play opportunities.
- To provide a service that enables parents/guardians to pursue work, study, training or other activities with confidence about the wellbeing of their child/children.
- To ensure the safety of the children, their carers and staff whilst attending our centres.
- To provide adequate and appropriate space for active and quiet, and indoor and outdoor recreation.
- To provide a positive environment for a safe and enjoyable program that caters for a diversity of cultures, ages and interest with a semi-structured range of child-focused activities.

To achieve these aims, parents need to understand and support existing policies and procedures, and be involved in the development of new policies and procedures. There is a copy of the Dubbo Neighbourhood Centre Inc. Policy and Procedures Manual available in the Outside of School Hours centres at all times, available for parents to read.



Policies

Enrolment

All children must be enrolled with the Dubbo Neighbourhood Centre Inc. before they can attend. All information in the enrolment form must be provided before enrolment is complete. Parents must inform the supervisor of any changes to their enrolment information.

Confidentiality

All information on the enrolment form will be kept confidential and will be used solely for the purposes of maintaining effective contact with children's parents/carers, and managing emergencies or illness safely. No information will be shared with any third party except with the owner's permission or as required by legislation. It is the responsibility of parents/carers to ensure this information is confirmed each term, and to inform the After School Care supervisor of any change in contact or other details.

School Development Days

Dubbo Neighbourhood Centre Inc. offers care on Public School Development Days between the hours of 7.30am and 6pm if the minimum number of required enrolments is received.

Payment of Fees

The current fee structure is attached, and is reviewed annually. Currently, the methods of payment are; Direct Debit (setup through Xplor) Direct Deposit, Eftpos, cheque and cash payments that can be made at the Dubbo Neighbourhood Centre office. All fees are non-refundable. Any debt collection costs incurred recovering overdue fees are the responsibility of the parent/caregiver concerned.

Child Care Subsidy

Parents are able to apply for the Child Care Subsidy (CCS) through the Family Assistance Office (Centrelink). Families are responsible for notifying Centrelink of any changes in their circumstances. It is the responsibility of the parent/guardian to meet all requirement including a Compliant Written Agreement and approval of care on MyGov. DNC takes no liability for loss of rebates when CWA and MyGov are not actioned by parent/guardian.

Inclusion Support

The Inclusion support initiative is funded by the Australian Government. The program assists child care services to build knowledge and the confidence they need to offer a quality, inclusive environment to children with additional needs. In line with the National Inclusion Support Subsidy Program guidelines ISS is not to be used for 1:1 support. Further information can be provided by supervisors to apply.

Program content

The supervisor & educators in consultation with the children will plan a safe, child-focused, varied and stimulating program that meets the developmental needs of the attending children. Our daily program content will allow for choice, and will be on display at the centre. We encourage child and family input into program ideas. Programming is guided by ACECQA National Quality Guidelines and 'My Time Our Place'.

Meals and Snacks

Breakfast (BSC), Afternoon Tea (3:30) and Late Afternoon Tea (5pm) are available each day. The menu follows the Australian Dietary Guidelines and can be viewed at each centre. Occasionally, educators may give children treats as part of an activity. Parents are required to fully brief staff on any food allergies or nutritional requirements that their children have. During Vacation Care, it is the responsibility of the caregiver to provide a nutritional morning tea, lunch and afternoon tea unless specified in the program.

NOTE: ALL OUTSIDE SCHOOL HOURS SERVICES ARE **NUT FREE**.

Medical Information

In line with Regulations, all medical information must be provided on the enrolment form. Parents will be asked to assist with a Risk Management Plan (reg 90) for certain medical conditions. Staff will assist in this process.

Bookings and attendance

All children attending Before School, After School and Vacation Care must be booked in at least 24 hours in advance. In unforeseen circumstances, bookings may be made up to 1 hour before using Xplor. Parents may make bookings by recording regular days on the enrolment form, or by advising the Supervisor either in person, email or by phone before the planned attendance.

A **resource levy of \$15 per Family** is charged at the beginning of each school term for children attending.

Parents must sign their child/children out using the centre iPad or other electronic device provided before leaving the premises. Staff will only release children to persons identified as an authorised person on the enrolment form.

Priority of enrolment is in accordance with the Australian Government *Priority of Access Guidelines*.

Cancellations

All absences and cancellations are to be paid in full (subsidy applies). Change of bookings can be made upon request by filling in a change of booking form. 2 weeks' notice is required.

Absences from Childcare

Child Care Subsidy is paid for 42 absent days for each child, per financial year. Additional absences taken after the initial 42 days require documentation. If you are ceasing the service, 2 weeks' notice is required.

Supervision

Children will be supervised at all times by adult educators. The ratios are always at least:

- 1 educator to every 15 children whilst at the centre.
- 1 educator to every 8 children whilst on excursions.
- 1 educator to every 5 children whilst attending the swimming pool.

Our staff ratios are based on the recommendations of the Child Care Act 2002, Child Care Regulations 2013 and National Standards.

Behaviour

Dubbo Neighbourhood Centre Inc. aims to provide an environment that is safe, secure and enjoyable for all children to participate. Misbehavior will be managed according to the Behaviour Management Policy. Permanent expulsion from attendance may be observed if severe misbehaviour occurs regularly or if a child's misbehaviour has created an untenable situation for others attending the program.

Parents are expected to assist staff in encouraging children to take direction and cooperate with staff in the interest of safety and group harmony. Misuse of equipment, swearing, spitting, hitting or unruly behaviour is unacceptable and a behaviour management system will be implemented.

Reflection time

All behaviours are seen as part of learning to interact and behave in a socially acceptable manner. It may be necessary for children who are behaving inappropriately to be directed to another activity or be asked to sit and reflect on their behaviour for a short period of time (no longer than 5 minutes).

Immediate Suspension

If a child causes bodily harm to other children, centre staff or volunteers whilst in care, the child will be suspended. Parents /guardians will be notified to collect immediately and requested to have a meeting to discuss a behavioural plan for the child. At times parent/guardians may be requested to make alternative child care arrangements if ongoing harm of others occurs.

Disputes

Where there is a dispute between children, the staff members will endeavor to bring about reconciliation. If it continues the parent/guardian will be asked to assist with solutions. In the case of disputes, we follow DNC Grievance Policy.

Health and Safety

It is important that all educators and children work and play in a safe manner. All hazards, accidents or incidents are dealt with according to the WH&S policies and procedures. No one is to work or play in a manner that may cause harm to themselves or someone else. Dubbo Neighbourhood Centre Inc. operates sun safe and smoke free. An educator with a current first aid certificate and approved qualifications in the management of Asthma and Anaphylaxis is on duty at all times.

Clothing and Footwear

It is required that children wear suitable clothing and footwear for the organised activities. Enclosed footwear is to be worn in accordance with the sun-safe policy. Sleeveless clothes are not permitted. Children are to wear a hat for all outdoor play.

Emergencies

Educators are trained in dealing with emergencies such as fire, intruders and other hazards. Drills are conducted once each term. At least one educator on duty will have a current First Aid certificate.

Illness and medication

Children that are not well should stay at home, especially if their illness is of an infectious nature. If a child becomes ill while in our care, the Supervisor will inform the parents so they can be collected immediately. The Supervisor will attempt to keep the child comfortable in the meantime. Medicine will not be administered unless a parent completes a Medical Consent Form.

Child Protection

Dubbo Neighbourhood Centre Inc. is committed to the care and protection of children. This commitment means that at all times the safety of the child or young person will be given primary consideration.

At no time will any child be subject to harm (whether physical, emotional or sexual), ill-treatment, abuse, neglect or deprivation. Educators prevent, recognise and respond to potential or actual child abuse according to the Child Protection Policy.

Custody

Supervisors will need to be made aware of any custody arrangements, changes in custody arrangements or problems associated with custody. Any information given will be confidential.

Complaints

The Dubbo Neighbourhood Centre Inc. takes all complaints seriously. The Complaints procedure is outlined in the Policies and Procedures Manual, and parents are encouraged to bring complaints to the attention of the supervisor. The supervisor should be approached in the first instance and thereafter Children Services Manager can be contacted on 02 6883 2300.

Transport

The families arrange with the local bus company to have their children transported to the centre from their school if transport is required. The educators at the centre will meet children at the bus stop and walk them to the centre. Central After School Care centre will have a DNC owned bus collect the children from school and transport to our centre. Any transport required between centres (should a centre require to be transported to another centre for any reason) will be via our DNC owned bus.

By signing below, you agree for your child to attend Before School, After School and Vacation Care and be transported to and from school from Care as well as to other DNC After School and Vacation Care centres. Risk assessments are readily available upon request.

Sun Protection and Education

Dubbo Neighbourhood Centre Inc. aims to ensure that all children attending our centres will be protected from harmful sunrays. All educators are to model appropriate sun protection behaviour and enforce the sun protection policy. Children and staff will wear hats and sun safe clothing for all outdoor experiences year round. Parents are requested to provide a hat.

Food and Nutrition

We aim to encourage the consumption of nutritious and varied food of good quality in the centre. Children will be encouraged to develop good eating habits through examples and education. Parents will be encouraged to share family and multicultural values and ideals to enrich the variety and enjoyment of food by the children. High standards of hygiene will be maintained throughout any food preparation. Educators will ensure that gloves are worn during food preparation, that food has been stored properly and purchased from reputable outlets and that all food-handling utensils are clean and sterile.

Food and Nutrition Procedures

- Any food provided by the centre will be prepared in a hygienic manner.
- Where children are involved in food preparation, they will always be supervised and hygienic conditions maintained.
- Food requiring refrigeration will be stored in the refrigerator.
- Children should be seated while eating or drinking.
- Eating and snack times are seen as a social event where children and educators can relax, talk about their day and experience a variety of foods. Educators will demonstrate healthy and hygienic eating habits while with the children.
- The menu will be on display for families and children.
- Education of healthy eating habits will be developed through ongoing example, specific activities, notices, posters and information sheets to parents. The denial of food will never be used as a punishment.
- Children's cooking activities will be encouraged to develop life skills. At all times, safe and hygienic practices will be followed.
- Staff will ensure that drinking water is available to the children at all times.
- Staff will teach children about nutrition through planned and unplanned experiences with opportunities for discussion about taste, texture, colour, cultural origin and preparing foods that encourage healthy food choices.
- Food brought into the centre from an outside source to be shared amongst the children will need to be accompanied by a list of ingredients (eg Birthday cake – home made or store bought).
- All food and drink provided by families should be prepared taking into consideration the National Dietary Guidelines for Children and Adolescents in Australia. Foods that are not recommended to be brought into the centre generally fall into 3 categories:
 - Foods high in fat that contain few other nutrients
 - Foods high in sugar or those likely to cause tooth decay
 - Foods high in salt
- Vacation Care: Over a full day of care two (2) snacks and one meal should be provided. All food and drinks transported to the centre should be kept within safe temperatures (less than 5 degrees Celsius).

Reminder:

Children's clothing, toys or personal possessions are not the responsibility of staff



Fee payments

Direct Deposit

Account Name: Dubbo Neighbourhood Centre Inc.

Account No: 28002117

BSB: 062 534

Please leave child's name and name of centre as reference. Eg: Smith Central

Cash, cheque or Eftpos payments can be made at the Dubbo Neighbourhood Centre office between the hours of 9am- 5pm. Direct debit and credit card payments can be made directly through Xplor.

Before /After School/Vacation Care fees are due to be paid within **14 days of invoice date.**

If invoices are not paid within 14 days, parents will be sent a letter requesting payment.

Alternative arrangements for payment of outstanding debt can include a payment plan (where the child continues to attend) and an acceptable reduction of the debt is set up.

Vacation Care fees are to be paid prior to the following vacation care period for a booking.

If the debt is still **outstanding after 21 days** and the payment plan is not being adhered to the parent/carer is to be contacted and advised that the child/children are excluded from OOSH services until the full debt is recovered/or payment plan is in place.

Any debt collection costs incurred recovering overdue fees are the responsibility of the parent/carer concerned.

Location fee / Failure to notify of absence fee

If you fail to notify the service that your child will be absent and phone calls need to be made to locate your child, a \$30.00 charge will be added to your account. Notification is accepted in person, via phone call, via Xplor, email or text message.

Late collection fees

Parents or carers who collect their children after 6pm will incur a late fee of \$30 per 15 minutes (Minimum of \$30).

Parents and carers should advise the centre of any late arrival to collect children.

If a parent continues to collect their child after 6pm, the Supervisor will need to discuss alternative options with them, and suitable arrangements made or the child's place in the centre may be cancelled.

DNC Before and After School and Vacation Care Centres

	<u>Nominated Supervisor</u>	
	Michelle Morrissey Nicky Sullivan	
<u>OOSH</u> oosh@dnc.org.au 02 6883 2300	<i>Central Before School Care</i> Dubbo Neighbourhood Centre Kennedy Street, Dubbo Mobile: 0429 595 509	<i>Central After School Care</i> Dubbo Neighbourhood Centre Kennedy Street, Dubbo Mobile: 0407 936 891
<i>MAGS After School Care</i> Macquarie Anglican Grammar School Currawong Road, Dubbo Mobile 0490 550 512	<i>North Dubbo After School Care</i> North Dubbo Primary School Hall 162 Fitzroy Street, Dubbo Mobile: 0448 304 227	<i>East Dubbo After School Care</i> Buninyong Public School Myall Street, Dubbo Mobile: 0448 298 938
<i>St Laurence's After School Care</i> St Laurence's Primary School Corner of Fitzroy and Tamworth Street, Dubbo Mobile: 0409 818 341	<i>South Dubbo After School Care</i> South Dubbo Primary School Hall Fitzroy Street, Dubbo Mobile: 0448 303 364	<i>West Dubbo After School Care</i> West Dubbo Primary School Hall 30 East Street, Dubbo Mobile: 0409 608 737

Your feedback on our policies is always welcome. If you have any comments regarding the policies listed in this handbook or you would like to read any policies from our Policy & Procedure manual located at each centre, please feel free to contact any of the staff on the above numbers or send your comments to:

*Dubbo Neighbourhood Centre,
1/80 Gipps Street Dubbo 2830.*

Email: oosh@dnc.org.au