



Ainslie Out of School Hours Care

A diverse community where children are heard, respected and nurtured.

Family Handbook

Feb 2019

Telephone: 6249 1740

Est. 1981



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INFORMATION ABOUT OUR SERVICE

PROVIDER NAME	SERVICE NAME
Ainslie Primary School P & C Assn After School Care Sub- Committee	Ainslie out of School Hours Care
PROVIDER / SERVICE APPROVAL NUMBERS	PR-00005799 / SE00009639

HOURS OF OPERATION
Before School Care – 7:30am to 9:00am After School Care – 3:00pm to 6:00pm Vacation Care – 8:00am to 6:00pm

NOMINATED SUPERVISOR
Gemma Lockton

In the absence of the Nominated Supervisor, our service will have a Responsible Person placed in day to charge and on premises at all times. Please refer to Parents Board for more information.

CURRENT NATIONAL QUALITY STANDARD RATING	
QUALITY AREA 1: Educational Program & Practice	Working Towards National Quality Standard (W)
QUALITY AREA 2: Children’s Health & Safety	Meeting National Quality Standard (M)
QUALITY AREA 3: Physical Environment	Meeting National Quality Standard (M)
QUALITY AREA 4: Staffing Arrangements	Meeting National Quality Standard (M)
QUALITY AREA 5: Relationships with Children	Meeting National Quality Standard (M)
QUALITY AREA 6: Collaborative Partnership with Families	Working Towards National Quality Standard (W)
QUALITY AREA 7: Leadership and Service Management	Meeting National Quality Standard (M)

OVERALL RATING	
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DETAILS OF ANY WAIVERS HELD BY THE SERVICE	
DURATION OF WAIVER	-
SERVICE WAIVER OR TEMPORARY WAIVER	-

EDUCATIONAL LEADER
Lachlan Fittler

FEEDBACK, COMPLAINT HANDLING & COMMENTS		
NAME	Gemma Lockton	Ingrid Butterfield
POSITION	Director	Convener
PHONE NUMBER	0262491740	-
EMAIL	info@ainslieoshc.com.au	convenorainslieafters@gmail.com
ADDRESS	Ainslie OSHC c/o Ainslie Primary School, Donaldson Street, Braddon	Ainslie OSHC c/o Ainslie Primary School, Donaldson Street, Braddon

CONTACT DETAILS OF REGULATORY AUTHORITY
<p>Children’s Education and Care Assurance, Early Childhood Policy and Regulation, Education Directorate, ACT Government.</p> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="border: 1px solid black; padding: 10px; width: 30%;"> <p>Address: GPO Box 158 CANBERRA ACT 2601</p> </div> <div style="border: 1px solid black; padding: 10px; width: 30%;"> <p>Website: www.det.act.gov.au Email: ceca@act.gov.au Phone: (02) 6207 1114 Fax: (02) 6207 1128</p> </div> </div> <p>The National Law and National Regulations outline the legal obligations of approved providers, nominated supervisors, and educators and explain the powers and functions of the state and territory regulatory authorities and ACECQA. Please follow the link below for further information. https://www.acecqa.gov.au/nqf/national-law-regulations</p>

ALLERGY NOTIFICATION
WE HAVE CHILDREN WHO HAVE BEEN DIAGNOSED AS A RISK OF ANAPHYLAXIS

Philosophy

Professionals in Play, Freedom for families and Equity in Opportunity

Ainslie Out of School Hours Care (OSHC) is committed to caring for children, Playwork, families and equity in opportunity.

Children are our priority. We will ensure a safe environment, that promotes inclusion of all children, families and educators and develops an organic curriculum that is continuously shifting to meet the children's needs.

At Ainslie OSHC, we promote the theory of Playwork which,

‘Is about removing barriers to play, and enriching the play environment...The role of the playworker is to create flexible environments which are substantially adaptable or controllable by the children ...’ (F. Brown, 2009)

We understand that children do not come to Ainslie OSHC for the rigid, and structured environment that can be presented in the classroom. For many children the centre presents a unique opportunity for fun, and an opportunity to relax with their friends and peers. This freedom allows the students to develop their own identities, learn how to mitigate risk and become strong in their social and emotional wellbeing.

As a condition of this environment we ask that children respect the rules and responsibilities of the centre.

At Ainslie OSHC, we provide a service for all members of the community. Communication with families is key for educators in learning as much as they can about the children in their care. Our educators strive to be approachable for all families. We are a flexible service and will try our best to meet the needs of all families throughout the year.

Educators at Ainslie OSHC are informed, aware and flexible. These three principles ensure that we deliver a consistently high service, no matter what challenges we may face. Working with children is an often unpredictable and exciting career, therefore it is our responsibility to continue to develop educator knowledge and skills. This will ensure we have a well-balanced, well-prepared team.

We recognise that we are privileged to develop unique and dependable relationships with the children from Kindergarten to High School. We will promote reflective practice, strive for continuous improvement and adapt to changing environments throughout the centre and the community.

At Ainslie OSHC we are a community that is committed to children, families and educators and we look forward to a dynamic learning journey.

Administration

Enrolment procedures

A completed **enrolment** and **Debit Success form** are required before bookings can be made and submitted to the service before the first session that your child/children can attend.

In the case of large enrolment numbers, places will be given on a first-come, first-served basis. A cut-off date for enrolments will be determined annually.

If your family is not fluent in English, an enrolment interview can be held with an interpreter in your primary language.

Enrolment forms can be obtained from Ainslie OSHC Office, from the School Front Office or on the Ainslie School website www.ainslies.act.edu.au

Enrolment forms must be completed in full, with a photo of your child/children attached. Particular attention being paid to the following sections of the form:

- **Emergency contact**

Details of emergency contacts. Parent to contact in an emergency. Emergency contact is either parent 1 or 2.

- **Medical information**

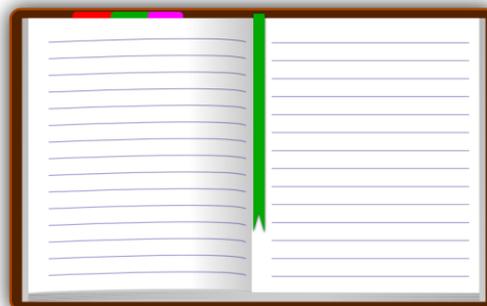
Any known allergies or drug sensitivities must be documented, together with a management plan. The Director or Management Team can provide the necessary forms.

- A copy of the Medical Conditions Policy and Risk Minimisation plan will be provided to parents of children enrolled at Ainslie OSHC, who have any medical condition. The policy will be available on request to all other families.

- **Emergency contact other than parent/authority to collect children**

Children must only leave Ainslie OSHC in the care of those people authorised on this form. Any changes must be advised in writing by the custodial parent/s or guardian/s. It is a requirement of the service that at least one authorised person other than parents/guardians be documented on the enrolment form.

It is essential that all details on the enrolment form are kept up to date, so if your details change please inform the management team.





Fees

Permanent bookings (Before school care \$11.00 and After School Care \$23.00 per session)

A permanent booking is a regular booking. This can include bookings for every second week (such as may be required by shift workers, and so on). These are paid two weeks in advance.

Casual bookings (Before school care \$13.00 and After School Care \$26.00 per session)

A casual booking is a non-regular booking and is subject to availability. Ainslie OSHC will try to meet your needs, but as much time notification as possible needs to be given.

Payment of fees

Statements are emailed to families fortnightly.

Payment options:

Ainslie OSHC has the following payment options:

1. **Direct Debit (DebitSuccess)** – fees will be debited fortnightly from a bank, credit union or credit card account. Parents will be provided with a Direct Debit Request form to be completed and returned to the Director. This form authorizes Ainslie OSHC to deduct fees from the nominated account.
2. **Term in advance** - Full payment for the term's fees in advance, paid by the end of Week 1 of the term.

Public holidays

Ainslie OSHC does not charge families for public holidays.

Additional fees for late collection of children

Ainslie OSHC closes promptly at 6pm. **Additional fees are charged** for the late collection of children after this time.

The fee is \$15 for the first five minutes after 6pm and then \$15 for each extra 15 minutes or part thereof. This fee is calculated per child.

This is due to two educators/staff members remaining on duty as per the license conditions.

Please contact Ainslie OSHC on **6249 1740** if your child will be picked up late.

If the person collecting the child is going to be later than usual, the Director needs to be notified. The child will be advised to avoid any anxiety.

Child Absent from a session

In order to maintain staff ratios and comply with license conditions, fees will still be charged when a child is absent from Ainslie Out of School Hours Care unless at least a **week's notice via email** is given.

If your child / children will be absent from Ainslie OSHC for an extended period of time, position will be held and fees not charged, providing **one weeks'** notice is given in writing.

If your child/children are anticipated to be absent for a session, you must give prior notice via a phone call or email.

Financial difficulties

Parents/guardians experiencing financial difficulty need to contact the Director, who will discuss and make suitable arrangement for payment of fees.

Child Care Subsidy (CCS)

As a government-funded centre, Child Care Subsidy (CCS) is available to all eligible families.

Parent/guardians **MUST** apply to Centrelink for Childcare Subsidy directly to obtain customer reference numbers at the beginning of each year or on enrolment at Ainslie OSHC.

The government pays Ainslie OSHC your relevant subsidy, in order to reduce your daily rate.

Any fees charged by Ainslie OSHC cannot be reduced until we have received customer reference numbers and dates of birth for both the parent claiming CCS and the child/children accessing the service.

Further, once your child has been enrolled in the centre, you must confirm their booking via the Centrelink portal.

If a family's status changes throughout the year, Centrelink should be advised immediately as there may be an adjustment in Childcare Assistance benefits. The Director or Assistant director should also be advised.

If your child has not attended child care for **8 continuous weeks or has 44 absences**, Centrelink will cancel your child's enrolment details in their system

Visit this website for more information:

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

The Ainslie OSHC Provider Number is **555 006 535 H**

Family involvement – Management committee

The Ainslie OSHC's Management Committee meets once every quarter to discuss the operation of the service.

Any family wishing to join the committee or be involved in the activities of the committee are encouraged contact the Director or Convener.

Management Committee holds quarterly meetings on dates agreed by the committee.

Any person involved in Ainslie OSHC is welcome to make suggestions and discuss any concerns they may have regarding current policies or procedures with the Director or the Convener.

Policies and procedures are distributed annually for review or more frequently if needed. These are located in the office and are readily accessible.

Priority of access

Ainslie OSHC will not discriminate against any families needing care. However, priority of access will be determined by the Government guidelines. Refer to www.education.gov.au/priority-allocating-places

Complaints or grievances (Grievance policy available upon request)

Any complaints or grievances against either the care given to your child or an educator/staff member, should be discussed with the Director in the first instance.

Given the diverse nature of possible grievances, it is impossible to outline specific procedures for resolution in all cases. The following procedures identify steps intended to satisfy as many circumstances as possible.

Ainslie OSHC will protect the rights of parents and carers to have grievances raised and resolved by ensuring the following processes are followed:

- Ainslie OSHC makes a genuine effort to establish an atmosphere of trust and open communication, so grievances can be dealt with constructively.
- Acknowledging any grievance as soon as practical.
- All written complaints will be acknowledged in writing within two weeks.
- All complaints will be handled with the strictest confidence.
- A record of all grievances raised and the steps taken to resolve the grievance will be kept maintaining confidentiality at all times.
- Where raised with an employee, the employee/s should discuss the matter with the person concerned if appropriate.
- If resolved, the employee provides the Director with a summary of the circumstances and the agreed resolution.
- If unresolved, the employee takes the issue to the Director verbally or in writing. The Director will then assist in the resolution of the issue.
- Where raised with the Director, the Director will make a record of the grievance.
- The Director will attempt to resolve the concern directly with the parent/carer in the first instance.

If a satisfactory resolution has still not been achieved, a written complaint should be then sent to the President of the Ainslie School Parents and Citizen's Association. The Convenor/Secretary of the Management Committee and the Director will provide a summary of the circumstances to the P&C President. The President of the Parents and Citizens Association will then assist in the resolution of the issue. If necessary, a panel of people will be formed to seek a satisfactory resolution. The panel will comprise of chosen representatives of both parties.

If a satisfactory resolution cannot be found, the Children's Policy and Regulation Unit of the Office for Children, Youth and Family Support, can become involved.

The Director will maintain a complaint register at the service. The information will be kept for review by the Management Committee to:

- Redesign services;
- Change organisational practices;
- Re-train educators/staff on service delivery;

Program & Service:

Collection

For after school care, all kindergarten children will be escorted to Ainslie OSHC by an educator up until and including Term 3. For before school care they will be escorted to their classroom at 9:00AM. They will be given the opportunity to walk across by themselves in term 4 ready for the next year.

Children from all other grades are expected to make their own way to Ainslie OSHC.

Signing In

An educator/staff member will utilize a digital system to sign in/out the children attending Ainslie OSHC and record their exact time of arrival for CCS purposes.

If your child has not been signed in, and we have not been notified of absence we will contact the school, and following this we will contact you. Please note that this might take some time depending on the number for children who have not arrived for the day.

Digital Sign in/out:

Ainslie OSHC operates the Qik Kiosk system, to sign your child out you must input your mobile phone number and your personal pin code. If you are having any issues with the system, or it is your first time please speak to staff.

Healthy Food Program:

Ainslie OSHC is a registered food business and operates under appropriate Food handling and Safety laws. We are an allergy aware service and will aim to meet any child's dietary requirements.

Our menu is varied on a weekly basis and encourages a balanced, healthy diet. We believe in the importance of centre-produced food and we have a cook who works in the centre daily. If you would like to see the weekly menu, this is located on the wall outside the office.

Sun protection

Children are provided protection from the sun, in line with Cancer Council ACT recommendations including application of a sun block, wearing a suitable hat, staying in the shade when possible and to follow the SLIP-SLOP-SLAP-SEEK-SLIDE philosophy.

Ainslie OSHC will provide a broad-spectrum and water-resistant SPF 30+/50+ sunscreen. Children will be encouraged to apply this sunscreen on arrival to Ainslie OSHC each afternoon. If your child is allergic to sunscreen, please advise Ainslie OSHC when filling out the enrolment form. You have the option of providing a hypoallergenic sunscreen for your children.

Lost property

All belongings should be labeled to help in the event of lost property. If your child has lost property, please check the bucket near the front door.

Bike Storage

Ainslie OSHC has their own bike shed, located across from the Yerra building. If your child/children are booked in Ainslie OSHC it is advisable to store your bikes in the Ainslie OSHC's shed when arriving at school in the mornings and not the school shed. The school shed will be locked at 4pm and Ainslie OSHC does not have access to the school shed.

Excursion policy

Excursions will be provided from time to time as part of the Ainslie OSHC program to provide variety and an opportunity to expand a child's experience, explore different environments and learn new activities. Excursions include short walks locally with educators/staff as outlined on enrolment forms.

However, Ainslie OSHC will ensure:

- No child will be taken outside Ainslie OSHC without the parent/guardian's written authorisation.
- A minimum of **48 hours** notice will be given to the parent/guardian regarding any excursions.
- All excursions will be publicised to all families with full details of destination, times of departure and return, educators/staff and volunteers attending, and what the children should bring.
- An excursion permission form will be filled out for each specific excursion.

Student Code of Conduct:

The Ainslie OSHC Code of Conduct was developed in conjunction with the students and families of the centre and represents our general expectations of the students. All students who enter the premises must follow these four rights and responsibilities. If you would like more information on the Code of Conduct please speak to staff or ask for the relevant policy.



Risk Management

Incident or illness management

In the event of accident or illness, details containing the nature of the accident or illness, who attended to the child and the course of action taken, will be recorded.

In the event of a major accident, the Director/Responsible Person will, if required, call for an ambulance. Parents/guardians should note that they will have to meet the costs of any ambulance transportation.

Ainslie OSHC ensures that there are at least two educators/staff with a current First Aid certificate present at the service at all times.

Medication

If your child requires medication, a Medication Record Sheet must be completed with the following information:

- Parent's requirements and signature;
- Medication required;
- Date, time, and dosage required.

On administration of the medication, Ainslie OSHC will complete the following information:

- Date, time, and dosage given;
- Person who administered it;
- Person who witnessed the administration.

Exclusion due to illness

As the care needs of a sick child cannot be met without dramatically reducing the general level of supervision of the other children or risking other children's health, parents will be **asked not to send sick children to Ainslie OSHC** and to collect children who are unwell.

All care and consideration will be given to a child who becomes ill while at Ainslie OSHC.

Children with infectious diseases will be excluded from Ainslie OSHC for the period recommended by the ACT Department of Health.

Emergency Procedure

Emergency evacuation procedures will be clearly displayed near the main entrance and exit of each room used by Ainslie OSHC. Children and staff will practice emergency procedures at least once per term.

Confidentiality and children's records

Ainslie OSHC protects the privacy and confidentiality of all children, families, educators, staff and management. All records and information are kept in a secure place and are only accessed by, or disclosed to, those people who need the information to fulfill their responsibility or who have a legal right to know.

The following outlines how Ainslie OSHC ensures your details remain confidential:

- All forms and information pertaining to children and families using Ainslie OSHC will be stored confidentially in a secure place.
- Confidential conversations that educators/staff members have with parents/guardians; children or other educators/staff members will be conducted in a quiet area away from other children, parents and educators/staff. In certain circumstances, Ainslie OSHC will have another educators/staff person present when discussing sensitive issues.
- Educators/staff will not make children or families at Ainslie OSHC an object for discussion outside Ainslie OSHC nor will they at any time use family names in recorded or tutorial information.
- Educators/staff will only use information gained from Ainslie OSHC upon receiving written approval from Ainslie OSHC to use and/or divulge such information.

Further queries:

If you have any further queries do not hesitate to call at (02) 6249 1740 or email at info@ainslieoshc.com.au

We look forward to our association with your family

The Directors, Staff and Management Committee

Updated: Feb 2019

Sources

1. Education and Care Services National Regulations 2011
2. National Quality Standard
3. A New Tax System (Family Assistance) Act 1999
4. My Time, Our Place Framework for School Age Care
5. Staying Healthy in Child Care
6. www.education.gov.au