



**PEAKHURST SOUTH & LUGARNO
OUT OF SCHOOL HOURS CARE
& VACATION CARE**

**This booklet contains information for both Before and
After School and Vacation Care.**

We also service children via bus from local schools.

A Program of Jubilee Community Services Inc.

OOSH PHILOSOPHY

Peakhurst South OOSH, Lugarno OOSH and Vacation Care aim to provide children with a safe environment which promotes their physical, social, emotional and cognitive development. We value friendships, individuals, the importance of play, the family unit, the child, and our role in the community.

The Centres implement the My Time, Our Place Learning Framework for school aged children which provides children with the opportunity to engage in activities which reflect diversity, strengths, needs and interests. The Centres welcome family involvement and input in our programs and policies.

JUBILEE COMMUNITY SERVICES INC. VISION STATEMENT

- To be part of the community and known for the services and assistance provided.
- To consistently serve those in the community who are in need.
- To run the centre efficiently so that the services can be maintained to the community.

CONTACT DETAILS

For all enquiries including information regarding fees, changes to bookings or cancellations please call and or email one of the following:

Peakhurst South OOSH:

Residential Address : Peakhurst South Public School (Building C), Monterra Avenue, Peakhurst
Postal Address : PO Box 195, Mortdale 2223
Mobile : 0412 122 832
Phone : 9534 6114
Fax : 9579 6194
Hours of Operation : Monday - Friday, 7.00am - 9.00am and 2.30pm - 6.00pm (School Days)
: Monday - Friday, 7.00am - 6.00pm (Vacation Care and Pupil Free Days)
Email : pssoosh@jubileecs.org.au
Website : www.jubileecs.org.au

Lugarno OOSH:

Residential Address : Lugarno Public School, Old Forest Road, Lugarno
Postal Address : PO Box 195, Mortdale 2223
Mobile : 0411 137 833
Phone : 9534 6982
Fax : 9579 6194
Hours of Operation : Monday - Friday, 7.00am - 9.00am and 2.30pm - 6.00pm (School Days)
: Monday - Friday, 7.00am - 6.00pm (Vacation Care and Pupil Free Days)
Email : loosh@jubileecs.org.au
Website : www.jubileecs.org.au

Jubilee Community Services Inc. (Head Office):

Residential Address : 63 Pitt Street, Mortdale
Postal Address : PO Box 195, Mortdale 2223
Phone : 9579 6322
Fax : 9579 6194
Hours of Operation : Monday – Friday, 9.00am - 4.30pm
Website : www.jubileecs.org.au

ABOUT OOSH (OUT OF SCHOOL HOURS)

The Centres provide quality child care for children from kindergarten to year 6 offering a developmentally appropriate program aimed at children of all ages and abilities. The Centres are closed for 2 weeks at Christmas and all public holidays.

OOSH child care is offered for the following sessions:

Before School Care - Breakfast is provided between 7.45 am – 8.15 am. Activities including arts, crafts, games, reading and sports are provided.

After School Care - Afternoon tea is provided between 3.00 pm – 3.30 pm for LOOSH children and 3.30pm – 4.00pm for PSOOSH children. Activities such as arts, crafts, games and a variety of sports are provided.

Vacation Care - Breakfast is provided during Vacation Care between 7.45am – 8.15am. Food must be provided by parents or guardians unless otherwise stated on the Vacation Care program. We provide excursions and in-Centre themed days.

Pupil Free Days are treated the same as Vacation Care Days. If numbers are limited, preference is given to families who are registered in the OOSH booked sessions on the corresponding day, then other OOSH families and siblings. Any vacancies may be filled by families who are registered in Vacation Care.

Peakhurst South OOSH and Lugarno OOSH are programs of Jubilee Community Services Inc. which is a Community Service Organisation providing a variety of services in the areas of Information and Referral, Child Care, Aged Care and Family Support.

STAFFING

At all times staffing ratios are met by the 2016 Education and Care Services Regulations. Each Centre has a Coordinator who manages the day to day running of the Centre. The Coordinators and Child Care Assistants have appropriate qualifications and work as a team to provide an environment of high quality care for your child, therefore creating a harmonious, caring and friendly environment for the children. All staff have a current First Aid Certificate, a Working with Children Check and Police Check.

CHILDREN

The Centres strive for a balance between intentional teaching and child initiated experiences by always providing children with an on-going educational program based on the child's current knowledge, ideas, culture, abilities and interests, however always encouraging children to make decisions within their world. The staff support and provide opportunities for fun, freedom, choice, individuality and positive experiences. We believe with these foundations children become well rounded learners who are able to make independent choices.

JCS -

- Encourage children's individual's interests.
- Foster and promote children's independence and self-help skills.
- Provide opportunities for self-expression.
- Provide a place where children can interact with their peers.
- Develop and implement a balanced program where children can explore their own world using different resources for their learning.
- Promote an environment where staff role model personal hygiene and encourage children.
- Acknowledge and embrace differences.
- Accept and value every child regardless of race, cultural background, religion, sex or ability.
- Ensure children feel included and accepted.
- Provide opportunities for children to use their full potential in a safe environment.

EDUCATORS

Our goal is to maintain mutual respect, consideration and understanding which creates an enthusiastic and positive atmosphere for all staff that encourages personal initiative and co-operation within the team.

JCS -

- Provide relevant training and development.
- Ensure staff are aware of all expectations and duties within their role.
- Place the needs of the children as a priority at all times.
- Maintain communication with families about their child's progress throughout the day.
- Ensure staff create positive interactions with children and handlings of situations are conducted in an appropriate manner.
- Strive to always use appropriate language when speaking with children.
- Adhere to supervision Policy-not to be left alone with children.
- Strive to be appropriate role models, promoting self-esteem, rights and responsibilities, fairness and honesty.
- Ensure confidentiality is maintained at all times.

FAMILIES

Our team believe families are an extremely important part of the Centre. We strive to fulfil our vision and provide peace of mind and aim to have a strong repour and relationship with all families.

JCS -

- Accept and value every parent regardless of race, cultural background, religion, sex or ability.
- Make parents feel welcome and valued.
- Help parents feel confident in the Centres quality of care for their child.
- Maintain regular communication with staff and exchange information regarding their child's welfare.
- Keep families informed and up to date with issues and changes relating to the service.
- Build repour with families and establish positive relationships.
- Respect the privacy of all families.
- Encourage feedback and input from families.

COMMUNITY

JCS -

- Build partnerships within the local community.
- Resource information and make it available to families.
- Are involved in the community and have a collaborative approach to service on relevant matters.

PROGRAM

JCS -

- Use intentional teaching and child initiated experiences to develop our program.
- Offer a diverse range of experiences which encompasses and recognises children as individuals.
- Provide opportunities for fun, freedom, choice, individuality, new experiences and challenges.
- Provide a flexible program which includes activities such as art and craft, outdoor sports, indoor games and ongoing projects.

ENVIRONMENT

JCS -

- Provide a playful, fun, safe and supportive environment that allows children to explore the world around them.
- Provide a stimulating environment that allows children to explore their surroundings freely and develop skills needed in everyday life.

REGULATIONS AND FRAMEWORK

The Centres are regulated by the new national body for early education and care – the Australian Children’s Education and Care Quality Authority (ACECQA) as well as the state licensing department in NSW.

Our Service complies with the National Quality Framework (NQF) including the National Quality Standard (NQS). The Centres Educators are suitably trained and implement the My Time, Our Place Learning Framework. The “My Time Our Place” framework fits into Quality Area 1 of the National Quality Standard for school aged care. It enables Educators to use an approved learning framework to ensure children develop the skills they need for their personal growth and development. A copy of the regulations, framework and the Quality Improvement Plan are available in the office area for you to read.

For further information in relation to the framework you can visit www.mytimeourplace.com.au

PRIORITY OF ACCESS

The Centres will use the priority of access guidelines set down by the Federal Government to ensure that care is available for families who require care, based on work and study commitments.

The guidelines are as follows:

- Priority 1 is given to children at risk of serious abuse or neglect.
- Priority 2 is given to children of a single parent who is, or of parents who are working, studying, or undergoing training, either full time or part time.
- Priority 3 is given to any other child.

Please refer to our Enrolment Policy for more information about the Department of Family and Community Services and Indigenous Affairs, for Priority of Access.

QUALITY ASSURANCE

Outside School Hours Care Quality Assurance (OOSHQA) aims to provide school age children in Outside School Hours Care throughout Australia with high quality care that promotes learning and development with particular emphasis on play, social interaction and recreation. OOSHQA is a Commonwealth Government initiative linked to Child Care Benefit funding approval for Outside School Hours Care Services. The Centres are registered for quality assurance accreditation.

TYPES OF CARE AVAILABLE

Permanent care is for families requiring particular days of care on an ongoing basis, if a permanent booking is required we can only create the booking if there is a need for at least a **month or more worth of bookings**. Casual care is available for families who require care on a part time basis. Casual Care and Emergency Care is only available to families depending upon availability. Bookings can be made up to 1 month in advance prior to the session by notifying the Coordinator. Every effort will be made to accommodate your requests, especially emergency care, however the Centres reserves the right to decline a booking when places are not available. The Centres aim to provide places for all children requiring care, however our session places are limited.

NOTIFICATION OF ABSENT CHILDREN

It is important to notify the staff if your child will be absent from any session. An answering machine will operate during the day if you are unable to contact the staff when the Centres are open. It is important to make staff aware, so there is no unnecessary stress and time spent trying to locate your child.

ADDITIONAL SESSIONS

Families attending OOSH who need an additional permanent booking will need to notify the Coordinator in writing. If there is a vacancy the place will be made available immediately, however if there are no vacancies, the child is then placed on a waiting list. When a position becomes available, families will be notified. Should a family decline the position, their lodgement date will be altered to the date when the position was declined. Families may be required to complete a new Enrolment Form upon request.

CANCELLATIONS OF BOOKINGS

Families who wish to cancel a permanent session will need to provide this information in writing by giving **two weeks' notice** to the Centre. Families who wish to cancel a casual booking must notify the Centre as least **24hrs prior to the booked date**. Sessions will be charged if appropriate notice not given.

CHANGES TO BOOKINGS

We are unable to change booked days for different days as each day is organised independently with staffing, entertainment and transportation costs. We are able to offer additional days where vacancies are available.

DROP OFF AND PICK UP REQUIREMENTS - SIGN IN/ OUT

As part of CCB regulations and Compliance requirements, ALL CHILDREN must be signed in when they arrive and signed out when they leave. The person signing must be 18 years or over (unless under special circumstances) and must be listed as an authorised person. Alternative arrangements must be communicated to the Coordinator in writing or by telephone. Should a child leave the school grounds whilst at OOSH the staff will contact the family immediately whilst another member of staff follows the child. If the child does not return to the Centre within 15 minutes the parent or guardian will be contacted in order to collect their child. Please remind your child/ren they are never to leave the centre or school grounds whilst attending OOSH until they have been collected by an authorised person.

AUTHORITY TO COLLECT YOUR CHILD

If you are unable to collect your child from the Centre, it is very important to notify the staff at the Centre, so that they are aware of who will be collecting your child. ***Only the contact people on the enrolment form who are listed as contacts are authorised to collect your child.*** Alternative arrangements must be communicated in writing to the Coordinator. It is the policy of Jubilee Community Services Inc. that under no circumstance are children who attend the Centre to be collected or dropped off by any staff member or volunteer working at the Centre.

COLLECTION OF CHILDREN - AFTER 6 PM

If your child has not been collected by closing time, 6.00pm, and no contact has been made by the parent or guardian to inform staff, then the staff will take the following steps:

- Every effort will be made to contact parent or guardian.
- If unsuccessful, then emergency contacts on registration form will be contacted.
- At 6:30 pm, if no contact has been made, the staff will contact the local police and Community Services NSW.

PROCEDURE FOR CHILDREN TO ATTEND AFTER SCHOOL CARE

Lugarno OOSH children in Year 3 – 6 are required to walk across from their classroom to LOOSH rooms immediately after the bell. All K – 2 children are collected from a designated area by an educator and walked to LOOSH rooms.

Peakhurst South OOSH children in Year 1 – 6 are required to assemble in front of Building C on the veranda where a staff member will be present. All Kindergarten children are collected from their respective classes by an educator and walked to PSOOSH rooms.

It is important that your child is aware they are not permitted to leave the school grounds whilst walking across and that the Centre staff are expecting them to arrive within 5 – 10 minutes after the bell.

HOW TO PUT YOUR BOOKING ON HOLD

In circumstances where sufficient notice can be given, e.g. holidays or prolonged illness, families may choose to pay a holding fee (50% of their regular weekly fee – no CCB is payable on this fee) to hold their place at the centre. The place may be held for a minimum of 2 weeks to a maximum of 1 month, or at the Coordinators discretion.

FEES

The fees are as follows:

| OUT OF SCHOOL HOURS | |
|---|---|
| Morning Session - Permanent | \$21.00* |
| Morning Session - Casual | \$24.00* |
| Afternoon Session - Permanent | \$25.00* |
| Afternoon Session - Casual | \$28.00* |
| Administration Fee | \$32.00* per term (This will be charged at the beginning of each term) |
| Annual Registration Fee | \$50.00* |
| Bus Transport (per trip) | \$4.00* |
| VACATION CARE | |
| Daily Fee | \$75.00* per child/per day (The entire \$70 fee will be eligible for the CCB Rebate) |
| Registration | \$35.00* for families not using OOSH |
| LATE FEES FOR PICK-UPS AFTER 6PM | |
| 6.00 - 6.15 pm | \$15.00* |
| 6.15 - 6.30 pm | \$30.00* |
| 6.30 - 6.45 pm | \$45.00* |
| 6.45 - 7.00 pm | \$60.00* |

* Fees are subject to change, however you will be notified in writing two weeks prior to any fee changes.

FEE PAYMENTS

All families must pay fees using direct debit, which is set up at the time of enrolment, either pay from a bank account or credit card. The direct debits are processed each fortnight on a Thursday. Statements are emailed on the Thursday for you to know the amount that will direct debited.

If you have insufficient funds for the direct debit you will have 7 days to pay the full amount of fees outstanding into Jubilee Community Services Inc.'s bank account, otherwise you will instantly lose your permanent booking and will need to re-apply. The Co-ordinator will provide you with bank account details. No cash will be taken.

ABSENT CHILDREN - FEES

When booking your child into Vacation Care it is important to select your days carefully as there are **NO REFUNDS**. This is due to the Centre organising staffing, entertainment and transportation costs both in Centre and on excursion days which are confirmed and unable to be changed. If your family feels they have a unique circumstance which may require a refund or part of, you may place your request in writing to the Coordinator. Your letter should explain the details of your circumstances and may be mailed or handed to Centre staff. It will be left to the discretion of the Coordinator and your family will be notified in writing of the decision.

PUBLIC HOLIDAY FEE

If a public holiday falls on the day of a permanent booking that you hold for OOSH, **you will be charged for this day**.

CHILD CARE BENEFIT

A family subsidy (Child Care Benefit) is available from the Family Assistance Office (FAO). The Family Assistance Office will assess parent's taxable income and a scale will be used to determine the amount of assistance each family will receive. The assistance may be claimed at a reduced service fee or at the end of the financial year. Every family regardless of their income is entitled to this assistance. The Child Care Rebate covers 50% of out of pocket expenses up to a maximum amount each year. The Child Care Rebate is not income tested. If you are claiming Child Care Benefit you are eligible for the Child Care Rebate if you meet a "work study test". For further details please speak to our Coordinator or contact FAO on 13 6150.

| | Before School CRN | After School CRN | Vacation Care CRN |
|-----------------------------|--------------------------|-------------------------|--------------------------|
| Lugarno OOSH | 555 007 485T | 555 007 485T | 555 007 487J |
| Peakhurst South OOSH | 555 006 871J | 555 006 872C | 555 010 224V |

FAMILY SKILLS, INTERESTS AND TALENTS

We welcome and encourage the involvement of all parents/families at the Centres. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge. There are many ways for your family to be involved. Your contribution no matter how big or small is much appreciated.

YOUR OCCUPATION OR HOBBY

You are the most important person in your child's life so we would like to encourage and welcome all parents to the Centres to talk about their occupation or hobby (e.g. music, craft, cooking). Everything parents do interest children and these talks are the best educational resources you can provide for the Centres. We use information that has come from discussions about occupations and hobbies in our programming and the ideas explored from parent talks can last for weeks.

YOUR HOME CULTURE

Your home culture is most welcome in the Centres. JCS would greatly appreciate if you were able to share with the Centres aspects of your culture and family life. This would assist us to enrich the lives of all our families and children. Please tell us what you can offer and your availability to the Coordinators.

ACTIVITIES

Play and social interactions are an important part of our sessions. The children will have access to a wide variety of safe, stimulating play opportunities such as arts, crafts, sports, games, music, drama, as well as quiet play, homework area and time to talk with staff and friends. Activities are planned and reviewed with the children. Please feel free and provide your ideas and comments on our programs and activities. As 'messy activities' are a part

of our program, children are encouraged to bring a change of clothes to OOSH. Aprons are supplied for the children and every effort is made to ensure that their uniform is kept clean, however this cannot be guaranteed.

BEHAVIOUR

The Centres adopt a 'Hands Off' Policy. Physical aggression towards another person will not be tolerated under any circumstances. Should an incident occur a behaviour incident report will be completed and the incident discussed with the parent/guardian.

For the benefit of all the children and the effective operation of the Centres, a certain level of behaviour is expected from each child. Staff have the right to exclude a child for unacceptable behaviour. However, this will only be considered after:

- Parents have been notified and given the opportunity to discuss their child's behaviour.
- Adequate support is provided.
- All other avenues have been explored.

Note: Each warning remains valid each term, excluding warning number 3 or a "critical incident" which is permanent termination of child care in any Community OOSH Centre.

Should unacceptable behaviour continue, and the in Centre procedure is not effective, the staff will inform the General Manager of Jubilee Community Services Inc. Where, in the interest of the child and the other children at the Centre, exclusion is seen as the only step to be taken. Families will be given the opportunity to discuss their child's behaviour with the OOSH Coordinator and the General Manager, and clear procedures will be established for accepting the child back into the Centre.

ENTERTAINMENT

On special occasions, DVD viewing may be organised, however they are not part of the Centres daily routine. DVD's and movies at the cinema (during Vacation Care) are G & PG rated. If children bring games from home, they must be rated G and not contain any violence. Games that don't fit this criteria will be confiscated and returned to the child upon collection. Children are permitted to use personal electronic devices that will be monitored by all staff at all times. Computers may sometimes be used as a tool to assist Educators and children during activities and at times, be used for G rated games (at the educator's discretion). Chat programs, You Tube and other Social Networking sites are not permitted. **WE DO NOT ALLOW CHILDREN TO OBTAIN THE CENTRES WIFI PASSWORD TO ACCESS PERSONAL DEVICES AS WE CANNOT EFFECTIVELY MONITOR THE APPROPRIATE USE OF WEBSITES THAT CHILDREN MAY GAIN ACCESS TO.**

EXCURSIONS

Excursions are planned for the children's enjoyment. The Centre aims to include new ideas, new challenges, physical activities and old favourites. The children are involved in the planning of excursions and asked for their feedback and ideas.

EXPECTATIONS OF OUR CENTRE

To achieve and maintain a positive and cooperative environment within the Centre all the staff, children and visitors are ask to respect the expectation below :

- To stay in the area of OOSH and its boundaries.
- To wear hats and shoes when outside.
- To listen to each other.
- To clean up after themselves.
- To look after toys, games and equipment.
- To be respectful.

- To care for their belongings.
- To leave native plants and natural things alone.
- To inform an adult if going for a drink or to the toilet.
- To walk inside.
- To sit down outside when eating or drinking.
- To be included and to include others in play.
- To express how they feel.
- To be treated as an individual.

FAMILY/STAFF COMMUNICATION

The Centre is a small part of your busy day so to ensure you are up to date with 'what's happening' we have several methods to keep you in touch and to exchange information.

The notice board hanging near the front door displays information about our OOSH events, the OOSH program, the previous week's evaluation and other relevant child care information.

Our Centres also provide monthly Newsletters sent via email which involves all the happenings within our centres and any important information that families need to know.

You should feel free to discuss any issues relating to your child when at the Centre. The Coordinator is available to answer any queries, however be aware depending on the time of day it may be more convenient to make an appointment to discuss an issue. If there are any changes to your details, please ensure this is provided to the Coordinator in writing.

If you have any other concerns or complaints, the following procedure must be followed:

- Talk to the Coordinator about issues of concern or complaints.
- Talk to the Jubilee Community Services Inc.'s. General Manager on 9579 6322.
- Submit your concerns or complaints in writing and forward it to the General Manager of Jubilee Community Services Inc. to P.O. Box 195, Mortdale, NSW, 2223.
- Contact our regulatory authority –
NSW Early Childhood Education and Care Directorate
Department of Education and Communities
www.det.nsw.edu.au
1800 619 113, ececd@det.nsw.edu.au
Locked Bag 5107 PARRAMATTA NSW 2124.

ILLNESS OR SERIOUS INJURY

Should your child feel unwell, every effort will be made to make your child feel comfortable. Should their temperature exceed the normal reading of 36.9 degrees, you will be contacted in order for your child to be collected. Any child suffering from an infectious disease will be refused access to the Centre until the child is fully recovered and a Doctor's Certificate is provided. Should an outbreak of an infectious disease be present at the Centre, families will be notified. On the Registration Form authorisation is given to allow the authorised supervisor to seek medical attention if required. In the case of an injury, staff who hold current First Aid Certificates will assess the situation and, if minor, treat the injury, or if in doubt, contact the family immediately and call an ambulance. Details of all injuries will be recorded on an Incident Form for the parent/guardian to read and sign.

MEDICATION

No medication, including non-prescription drugs and paracetamol will be administered without one or both of the following:

- A Doctor's or medical practitioner's written authorisation, i.e. Doctor's Certificate.
- Prescription label on medication detailing the doctor's name, child's name, dosage and date.

The parent/ guardian must hand medication to the OOSH Coordinator, complete and date both a Medication Form with details of the child's name, date, medication, dosage, and time the medication is to be administered; and sign a Deed of Indemnity Form to allow staff to administer medication. When medication is being administered, two staff members will be present. Both are required to sign the medication form and return the medication to the appropriate place. No medication will be given to the child to take home. It is the responsibility of the person collecting the child to ask for the medication or collect it from the appropriate place.

Medical Conditions including asthma and anaphylaxis

The Service aims to provide a safe environment for children who have identified medical conditions. It is the Centre's policy that a Medical Management Plan must be completed by parents/guardians in consultation with the family doctor. The Plan should include a photo of your child, state what triggers their medical condition, what first aid is needed, contact details for the doctor who signed the plan and state when the Plan should be reviewed. This must be completed and returned before enrolment commences.

Parents are responsible for updating their child's Medical Management Plan or providing a new Plan when necessary.

NO HAT, NO PLAY POLICY

Please be aware children are allowed to play outdoors and although there are shaded areas, the equipment area is not shaded. We always enforce a 'NO HAT, NO PLAY' policy for children who do not bring a hat. Children need to bring their own sunscreen and parents / guardians are asked to encourage their child to reapply throughout the session, particularly during Vacation Care Days.

PERSONAL POSSESSIONS

Please discourage your child bringing toys and valuables to the Centre. Articles brought to school for projects may be left in the kitchen for safe keeping during the session, please speak with Centre staff.

Please label all your children's belongings, such as jumpers, jackets, shoes, hats, bags, etc. Only labelled items can be returned to their owner when found. Our lost property basket is located inside the front door. Unclaimed items will be passed onto the school at the end of each term.

POLICIES, PROCEDURES & REGULATIONS

OOSH have range of policies required under the National Quality Framework. The Centre's additional Policies and the Education and Care services National Regulations 2011 is available for viewing located in the office area at the centre.

SMOKING

The Centres and all surrounding areas within the school grounds are non-smoking environments. We ask that you respect this by not smoking when on the school grounds.

EGG & NUT FREE CENTRE

There are some children who attend the Centres who have Anaphylaxis which is a severe allergic reaction involving the respiratory tract or several bodily systems at the same time. The reaction can be life threatening. We ask that families do not send nuts, nut products, eggs or egg based products to the Centres.

Welcome to Peakhurst South OOSH and Lugarno OOSH.