



# **FAMILY HANDBOOK**

**Jubilee Community Services Inc.**

**Lugarno**

**Before School, After School,  
& Vacation Care Services**



**Jubilee Community Services Incorporated (JCS), operates Before School, After School & Vacation Care services (OOSH)** in various locations across Sydney. JCS is a not-for-profit charity providing a variety of services including child care, aged care, information and referral, community workshops and a variety community welfare and wellbeing activities.

## **OOSH PHILOSOPHY**

Our OOSH and Vacation Care programs aim to provide children with a safe environment promoting children's physical, social, emotional, and cognitive development. We value friendships, individuals, the importance of play, the family unit, each child and our role in the community.

Our OOSH services implement the My Time, Our Place Learning Framework for school aged children ensuring children can engage in activities which reflect diversity, strengths, needs and interests.

Jubilee welcomes family involvement and input into our programs and policies.

## **PROGRAM:**

We strive for a balance between creating opportunities for intentional teaching and child-initiated experiences. Our programs are based on children's current interests, their knowledge and experiences encompassing cultural diversity and ability.

We aim for environments that are fun with flexible programs and a range of experiences and activities allowing for choice, individuality and challenge.

Through play children learn to develop problem solving, conflict resolution and negotiation skills. Play is essential for children's development in all areas:

- Physical – gross and fine motor muscle development and control, balance and coordination
- Social – friendships and interactions
- Emotional – dealing with conflict, self-worth, self-esteem and independence.
- Language – written, spoken and body language.
- Cognitive – thinking skills, reasoning and problem solving, creativity and imagination.

## **PERSONNEL**

As an organisation committed to the welfare and wellbeing of our community, we understand that our educators are our greatest asset. We strive to enable our educators to develop their skills and understanding of the importance of the roles they play in the lives of the children and the families engaged in our services.

Our expectations of our educators are that they will be respectful of each other, families, children, their schools, and members of the community.

Our educators are encouraged and supported to build trusting relationships that are positive and geared to meet the needs of the children and thereby the families and schools who have entrusted JCS with their children's care.

## **OUR COMMUNITY:**

Building positive relationships with families and community members supports inclusion and the development of environments that meet the needs of the children in care.

We believe in a holistic approach in the delivery of safe caring environments that are welcoming and friendly places for the children to experience OOSH.

## **OUR CULTURE:**

We value and celebrate indigenous heritage and diverse cultural backgrounds, which we incorporate into our programs and activities to enable equity, inclusion, and diversity in the OOSH environment.

## **SUSTAINABILITY AND ENVIRONMENT:**

OOSH strives to create a playful, fun, safe and supportive environment that allows children to explore their world around them. Sustainability is an important environmental aspect of our world today. We strive to embed sustainable practises in our services where possible encouraging the children in caring for and taking responsibility for the environment.

## **HEALTH AND SAFETY**

Social and emotional development requires environments that are safe, both physically and psychologically. We undertake risk management approaches alongside educators training and development to manage our OOSH environments and promote environments that provide safety and support wellbeing.

## **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 service efficiently so that the services can be maintained to the community.

## **ABOUT OOSH (OUT OF SCHOOL HOURS)**

JCS provides quality childcare for children from Kindergarten to Year 6 offering a developmentally appropriate program based on the My Time Our Place Framework.

Our childcare services are closed for 3 weeks at Christmas and on all public holidays.

OOSH childcare is offered for the following sessions:

### **Before School Care – Hours (7:00am – 9:00am)**

- Breakfast is provided between 7:50am to 8:10am
- Activities including arts, crafts, games, reading, and sports are provided.

### **After School Care - Hours (3:00pm – 6:00pm)**

- Afternoon tea is provided between 3:25pm – 3:50 pm for OOSH children.
- Activities such as arts, crafts, games, cooking, free and imaginative play and a variety of sports and physical activities are provided.

### **Vacation Care - Hours (7:00am – 6:00pm)**

- Breakfast is provided during Vacation Care.
- We provide excursions, incursions and themed days.
- Parents are required to pack children morning tea, lunch and afternoon tea.

**Pupil Free Days** are treated the same as Vacation Care Days. If places available are limited, preference will be allocated according to when enrolments/bookings are accepted.

## **EDUCATORS**

At all times educator ratios are in accordance with the Education and Care Services National Regulations 2019 requiring a minimum ratio of 1 Educator to 15 Children. Each service has a coordinator to manage the day-to-day running of the service. The coordinator and service educators have appropriate training and work as a team to deliver a quality experience for the children. All educators will hold a Working with Children Check and a National Criminal History Check. At every session educator's will be engaged who hold current Children's Services First Aid and CPR alongside Child Protection training.

## **CHILDREN**

Our services 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, whilst encouraging children to make decisions within their world. Educators support and provide opportunities for fun, freedom, choice, individuality, and positive experiences. With these foundations, children are more likely to become well rounded learners who can make independent choices.

JCS undertakes the following:

- Encourages children's individual's interests.
- Fosters and promotes children's independence and self-help skills.
- Provides opportunities for self-expression.
- Provides a place where children can interact with their peers.
- Develops and implements a balanced program where children can explore their own world using different resources for their learning.
- Promotes an environment where educators role model personal hygiene and encourage children to do the same.
- Acknowledges and embraces differences and ensures children feel included and accepted.
- Accepts and values every child regardless of race, cultural background, religion, sex or ability.
- Provides opportunities for children to reach their full potential in a safe environment.

## **EDUCATORS**

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

JCS undertakes the following:

- Provides relevant training and development.
- Ensures educators are aware of all expectations and duties within their role.
- Always places the needs of the children as a priority.
- Maintains communication with families about their child's progress.
- Ensures educators create positive interactions with children and that conflict is managed to support learning and development.
- Strives to always use appropriate language when speaking with children.
- Adheres to supervision by ensuring all educators are within line of sight of another educator.
- Strives to be appropriate role models, promoting self-esteem, rights and responsibilities, fairness and honesty.

- Ensures confidentiality is always maintained.

## **FAMILIES**

Our team believe families are an extremely important part of the service. We strive to fulfil our vision and provide peace of mind aiming to build strong relationships with all families.

JCS seeks to:

- Accept and value every parent inclusive of race, cultural background, religion, sex or ability.
- Make parents feel welcome and valued.
- Help parents feel confident in the quality of care for their child.
- Keep families informed and up to date with issues and changes relating to the service.
- Builds rapport with families and establishes positive relationships.
- Respect the privacy of all families and encourages feedback and input from all families.

## **COMMUNITY**

JCS strives to:

- Build partnerships within the local community.
- Resource information and make it available to families.
- Be involved in the community with a collaborative approach to services.

## **PROGRAM**

JCS strives to:

- Identify teachable moments and create child-initiated experiences in the development of our programs.
- Offer a diverse range of experiences recognising children as individuals.
- Provide opportunities for fun, freedom, choice, individuality, new experiences and challenges.
- Provide a flexible program including art and craft activities, outdoor sports, indoor games and ongoing projects.

## **ENVIRONMENT**

JCS seeks to:

- Provide a playful, fun, safe and supportive environment that encourages children to explore the world around them.
- Create an environment where safety is paramount and one that recognises physical and psychological safety are both necessary for children to thrive.

## **REGULATIONS AND FRAMEWORK**

Our OOSH Services are approved by the Australian Children's Education and Care Quality Authority (ACECQA) and our quality and compliance is monitored by the NSW Regulatory Authority.

Our Services comply with the National Quality Framework (NQF) including the National Quality Standard (NQS). 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 for children to develop the skills they need for their personal growth and development. A copy of

the regulations, framework and the Quality Improvement Plan are available at the service for families to view.

For further information in relation to the framework visit [My Time Our Place V.2.](#)

### **PRIORITY OF ACCESS**

The Service 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 or 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.

### **ASSESSMENT & RATING**

Our services aim to meet National Quality Standards. Our services are assessed and rated by the NSW Department of Education's Early Childhood Education Directorate against the 7 quality areas of the National Quality Standard. Our services ratings are displayed on entry. Family feedback and ideas are welcomed and contribute to our service continuous improvement.

### **TYPES OF CARE AVAILABLE**

We take permanent bookings for care when a minimum of one month is required. Depending on availability, casual care is available for families who do not require a permanent booking. After an enrolment form has been submitted and bank details entered, extra bookings can be requested via our Child Care Management System used by our services, Kinder M8.

### **NOTIFICATION OF ABSENT CHILDREN**

Parents **MUST** notify the service if children will be absent from any session. This can be done in person, via email or SMS or via Kinder M8.

### **ADDITIONAL SESSIONS**

Families attending OOSH who need an additional permanent booking will need to notify the Coordinator via email or waiting list form. 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 the family 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 service. Families who wish to cancel a casual booking must notify the Service as least **24hrs prior to the booked date**. Sessions will be charged when appropriate notice is not given.

## **DROP OFF AND PICK UP REQUIREMENTS - SIGN IN/ OUT**

As part of CCS Regulations and Compliance requirements, **ALL CHILDREN** must be signed in when they arrive and signed out when they leave the service. Parents Guardians will place their child's enrolment at risk if they do not sign their child into the service when they arrive and out from the service when they collect their child/ren. The person signing must have a Kinder M8 Log-in, be **18 years or over** (unless under special circumstances) and must be listed as an authorised person. Alternative arrangements are to be communicated to the coordinator in writing or by telephone. Should a child abscond whilst at OOSH, educators will contact the family immediately. An educator will monitor the child. If any children absconding refuse to return to the service within 15 minutes the parent or guardian will be contacted to collect their child and the child will be at risk of suspension. Please remind your child/ren they are never to leave the service 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 service, it is very important to notify the service so that they are aware of who will be collecting your child. **Only the authorised people on the enrolment form who are listed as authorised contacts will be permitted to collect your child.** Alternative arrangements must be communicated in writing to the coordinator. It is the policy of JCS that under no circumstance are children who attend the service to be collected or dropped off by an educator or volunteer working at the service.

## **COLLECTION OF CHILDREN - AFTER 6:00 pm**

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

- Make continual attempts to contact a parent or guardian.
- If after closing time contact the emergency contacts registered to collect the child/children.
- If unable to contact a parent, guardian or emergency contact the service will contact the local police and NSW Department of Communities and Justice. Childrens Services must contact the Department of Communities and Justice where children remain at the service for 30 minutes after closing time.

## **PROCEDURE FOR CHILDREN TO ATTEND AFTER SCHOOL CARE**

Educators collect Kindergarten, Year 1 and Year 2 children from their designated pick-up area. Children in Year 3 – 6 are required to walk straight to the OOSH premises after the school bell, where they will meet an Educator. Parents need to ensure that children are aware of the meeting area and that they are expected to arrive within 5 – 10 minutes after the bell. The roll is taken to ensure all children booked in are accounted for. Any child not booked in but is fully enrolled and registered will be cared for, the family contacted and added to the roll and charged. Any child not enrolled, or who has not added their bank details via an Ezidebit form through KinderM8 will be taken to the school office to be collected by the family.

We encourage all families to enrol in the service so if you cannot collect your child for some unexpected reason, you can have them cared for by OOSH.



## **FEE PAYMENTS**

Each year JCS charges an annual enrolment fee that is non-refundable. In addition, all families attending OOSH services are required to pay a \$100.00 bond that remains on the account until such time as care ceases and is no longer required. The bond is then refunded to families after the 90 day wait period for CCS to finalise.

All children's services must use an approved software provider for accounts. Family Assistance Law prohibits cash payment of fees for child care services.

- JCS uses an online child care management system, known as Kinder M8. The system allows families to set up direct debit details, access statements, see your absences, CCS activity etc.
- The system also allows you to sign your children in and out with a QR Code scanner from your phone or using a phone number and PIN code.
- Once you have sent us your enrolment documentation, we will send you a welcome letter with directions on how to set this up. You must then, using the EziDebit link enter your bank account or credit card details before your enrolment can be confirmed.
- Direct debits are processed each fortnight on Friday afternoons after the care has been provided. Statements will be available at any time via your account with Kinder M8. Statements are emailed each Friday fortnight.
- If your direct debit is unsuccessful, we will notify you and then direct debit again, within the following 7 days. If a second attempt is unsuccessful you may lose your permanent booking and will need to re-apply.

## **ABSENT CHILDREN - FEES**

When booking your child into Vacation Care it is important to select your days carefully as there are **NO REFUNDS or options to cancel bookings once they have been accepted and confirmed**. This is due to services needing to organise educators, entertainment and transportation that are confirmed based on the booked numbers and are 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 service coordinator. An assessment will be undertaken, and families will be advised in writing once a decision is made.

## **PUBLIC HOLIDAY FEE**

If a public holiday falls on the day of a permanent booking that you hold for OOSH (BSC & ASC), you will be charged for this day.

## **CHILD CARE SUBSIDY (CCS)**

The hours of subsidised childcare per fortnight that a family is entitled to is determined by an Activity Test and your family income. Depending on these factors, a family can receive up to 100 hours of subsidy per fortnight per child. Both the claimant, and their partner if they have one, must satisfy the activity test unless there is an exemption. For claimants who are partnered, the number of subsidised hours the family is entitled to will be based on the member of the couple with the lowest activity test result, even when an exemption applies.

Please ensure you have provided your CRN (parent who is CCS account holder) and your child's CRN on the enrolment form. Please be aware once your child has been enrolled you will need to confirm your child's Complying written Agreement (CWA) via Kinder M8. It is also the parent's responsibility to accept their child's attendance via My Gov. For more information about CCS please access this link: <https://www.servicesaustralia.gov.au/child-care-subsidy>



## **FAMILY SKILLS, INTERESTS AND TALENTS**

We welcome and encourage the involvement of all parents/families at the service. 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 families to be involved. All family contributions are greatly appreciated.

## **YOUR OCCUPATION OR HOBBY OR HOME CULTURE**

Parents/guardians are the most important people in their child's life. We would like to encourage and welcome all parents to the service to talk about their occupation or hobby (e.g., music, craft, cooking) or aspects of your home culture. Everything parents do interests children and these talks are the best educational resources you can provide for the service. We use information that has come from discussions about occupations and hobbies in our programming and the ideas generated from parent talks can last for weeks.

## **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. 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 service adopts a 'Hands Off' Policy. Physical aggression towards another 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 service, a certain level of behaviour is expected from children. Educators 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:** Suspension of care arrangements will vary in length dependent on the incident with one exception being a "critical incident" which is the permanent termination of childcare.

Should unacceptable behaviour continue and our internal procedures are not effective, the service will inform the General Manager of Jubilee Community Services Inc. that expulsion is recommended. If this has occurred, families will be given the opportunity to discuss their child's behaviour with the OOSH Coordinator and the General Manager, and if possible clear procedures will be established for accepting the child back into the service.

## **ENTERTAINMENT**

At times, movies will be on the program. JCS provides a balanced program of experiences. Any movies at the cinema (during Vacation Care) or shown at the service are G & PG rated. 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, YouTube and other Social Networking sites are prohibited.

**WE DO NOT ALLOW CHILDREN TO BRING IN THEIR OWN PERSONAL DEVICES AS WE CANNOT EFFECTIVELY MONITOR THE APPROPRIATE USE OF DEVICES AND WEBSITES THAT CHILDREN MAY GAIN ACCESS TO.**

**EXCURSIONS**

Excursions are planned for the children's enjoyment. The service 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 SERVICE**

To achieve and maintain a positive and cooperative environment within the service all the educators, children and visitors are asked to adhere to the following conditions:

- To stay within the OOSH area and boundaries.
- To wear hats and shoes when outside.
- To be respectful of others and the environment.
- To care for their belongings.
- To inform an adult if going for a drink or to the toilet.
- To sit down when eating or drinking.

**FAMILY/EDUCATORS COMMUNICATION**

The service is a 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 parent corner near the front door displays information about our OOSH events, the OOSH program, the previous week's Reflections, and other relevant childcare information. Our services also provide regular newsletters sent via email which involves all the happenings within our services and any important information that families need to know.

Please feel free to discuss any issues relating to your child when at the service. 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 is to be followed:

1. Talk to the Coordinator about issues of concern or complaints.
2. Talk to Jubilee Community Services Inc.'s. General Manager on 9579 6322 or via email on [gm@jubileecs.org.au](mailto:gm@jubileecs.org.au)
3. 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.
4. Contact our regulatory authority –  
NSW Early Childhood Education and Care Directorate  
Department of Education and Communities  
[www.det.nsw.edu.au](http://www.det.nsw.edu.au)  
1800 619 113, [ececd@det.nsw.edu.au](mailto:ececd@det.nsw.edu.au)  
Locked Bag 5107 PARRAMATTA NSW 2124.

## **ILLNESS OR SERIOUS INJURY**

Should any child feel unwell, every effort will be made to make them feel comfortable. Where a temperature exceeds the normal reading of 36.9° C, parents will be contacted to collect their child. Any child suffering from an infectious disease will be refused access to the service until the child is fully recovered and a Doctor's Certificate/Clearance is provided. Should an outbreak of an infectious disease be present at the service, families will be notified. On the Registration Form authorisation is given to allow the nominated supervisor to seek medical attention if required. In the case of an injury, educators who hold current First Aid Certificates will assess the situation and treat minor injuries, 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.

## **MANAGING SERIOUS MEDICAL CONDITIONS**

*To minimise the risk of serious medical conditions such as asthma, anaphylaxis, diabetes, epilepsy negatively impacting your child's health, JCS collaborates with families as follows:*

It is the child's parent(s) or nominated guardian's responsibility to ensure full disclosure of medical conditions on the enrolment form and to the service's nominator supervisor.

For a child with a serious medical condition i.e., asthma, diabetes, allergy or anaphylaxis, the child's parent will:

- Read Jubilee Community's Dealing with Medical Conditions and Medication Administration Policy
- Provide a Medical Management Plan completed and signed by the child's doctor which will require updating on an annual basis.
- Complete and update a Medication Authorisation Form.
- Supply medication identified as the child's medication (not expired).
- Discuss with nominated supervisor and sign a Risk Minimisation Plan– noting any triggers specific to your child and risk control strategies.

Forms are available on request from your service.

***Please note:*** *It is a requirement under National Law and Regulations that children who have known medical conditions are not permitted to join a childcare program without the above forms and plans being provided and up to date.*

## **MEDICATION**

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

- Signed and dated Medication Authorisation Form from parent or guardian.
- 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 to authorise educators to administer medication. When medication is being administered, two educators 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.

- For asthma or anaphylaxis, an action plan signed by a Doctor or medical practitioner and a Risk Management Plan must be completed by the parent and discussed with the Coordinator.

### **NO HAT, NO PLAY POLICY**

Please be aware children can play outdoors and although there are shaded areas, there are areas that are not shaded. We always enforce a 'NO HAT, NO PLAY' policy for children when the UV Index is 3 or higher. Children need to bring their own hat and parents / guardians are asked to encourage their child to reapply throughout the session, particularly during Vacation Care Days. Our services are registered SunSmart Services.

### **PERSONAL POSSESSIONS**

Please **discourage** your child from bringing toys and valuables to the service. Articles brought to school for projects may be left in the office for safe keeping during the session. Please label all your children's belongings, e.g., jumpers, jackets, shoes, hats, bags, etc. Unclaimed items will be in our lost property box located near the door. Any remaining unclaimed items will be passed on to the school at the end of each term.

### **POLICIES, PROCEDURES & REGULATIONS**

OOSH have range of policies required under the National Quality Framework. The Service's additional Policies and the Education and Care services National Regulations 2019 is available for viewing located in the office area at the service.

### **SMOKING**

The services 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.

### **NUT FREE SERVICE**

There are some children who attend our services who have Anaphylaxis - a severe allergic reaction involving the respiratory tract or several bodily systems at the same time. The reaction can be life threatening, so we ask that families do not send nuts, or nut-based products to our services.

**Welcome to Jubilee Community Services Before, After School and Vacation Care Services.**

