

**EPPING NORTH
OUTSIDE SCHOOL HOURS
CARE PROGRAM**

PARENT HANDBOOK

EFFECTIVE TERM 4 2019

(Date for Review: Term 4 2020)

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General

WELCOME

Welcome to Epping North Outside School Hours Care Program. We hope to make your time with us an experience that is enjoyable, educational and purposeful.

E.N.O.S.H.C.P. has been operating for over 20 years providing both before and after school care for the children of Epping North Public School and the local community. The Centre operates from 7:00am – 9:00am before school and 2:30pm – 6:30pm after school.

We also offer Vacation Care during the school holidays where the Centre is open from 7:00am – 6:30pm each day. The Centre operates during the breaks between school terms and the during the December/January break.

E.N.O.S.H.C.P. is a community-based, not-for-profit organisation operated by a volunteer parent Management Committee. The Centre works on a staff to child ratio of 1:15 with a minimum of 2 staff members present at all times.

CENTRE PHILOSOPHY

We believe all children have the right to develop to their fullest potential in a caring, safe, positive, happy and creative environment. Our varied program reflects the value of play and social interactions for children in middle childhood.

We rejoice in the diversity of the community and celebrate the enrichment it can bring to our lives. All children's needs are considered when planning and implementing the diverse program of developmentally appropriate activities.

A team of qualified staff are dedicated to providing high quality service and a high level duty of care for the children in all our programs.

Parents are welcome any time and are encouraged to visit our centre and participate in activities with their children.



Centre Details

CONTACT DETAILS

c/ Epping North Public School
Boundary Road
North Epping
2121
Ph: 9868 5690
Email: enoshcp@bigpond.com.au
Website: www.eppingnorthoshc.com.au

LOCATION

Epping North OSHCP is located in Epping North Public School on Boundary Road. We are at the southern end of the school, the last building at the bottom of the hill.

HOURS OF OPERATION

School Days (Mon – Fri)	7.00 am – 9.00 am 3.10 pm – 6.30 pm
Vacation Care	7:00am – 6:30pm
Pupil Free Days	7:00am – 6:30pm

At 3.10 pm all children make their own way to the Centre from their classrooms. Kindergarten children are escorted to the Centre by staff.

CENTRE PERSONAL

Centre Director:
Kareena Simpson

Management Committee President:
Jane Crowe

Service Administrators:
Becklyn Pty. Ltd
Ph: 9878 2651
Email: info@becklyn.com.au

OTHER RELEVANT CONTACT NUMBERS

Epping North Public School: 9876 5254
Office of Early Childhood Education and Care: 1800 637 711

2020 Fee Schedule

ANNUAL MEMBERSHIP FEES:

\$ 20 per Family

ATTENDANCE FEES PER CHILD:

PERMANENT:

Morning Session.....\$11.00

Afternoon Session.....\$21.00

CASUAL:

Morning Session.....\$14.00

Afternoon Session.....\$24.00

VACATION CARE

Prices start from \$55 per day

LATE PICKUP FEE:

\$10.00 for the first 5 minutes

\$20 per 5 minutes following

LATE PAYMENT FEE

1 week overdue - \$10.00

2 weeks overdue - \$20.00

NON NOTIFICATION FEE - \$15 per event per family

You will be charged a Non Notification Fee if you:

- Fail to contact the centre in your child's absence,
- Fail to make a booking for your child or
- Fail to notify the Centre of a change of booking

Please note: following the Term 4 budget meeting, prices may vary. Parents will be notified via email and given 4 weeks notice prior to any changes taking place.

Centre Routine

Before School Care

7:00am – 8:40am.....Inside activities as per the activity plan on the notice board
7:30am – 8:00am.....Breakfast is served
8:40am.....Roll Call then children make their own way up to school
9:00am.....Centre Closes

After School Care

2:00pm – 3:10pm.....Staff prepare afternoon tea and daily activities
3:10pm.....Children make their own way down to the Centre.
3:10 pm – 3:20pm..... Roll Call is conducted.
Children wash hands in preparation for afternoon tea
3:20pm – 3:40pm.....Afternoon Tea
3:45pm – 4:30pm.....Outdoor/indoor activities as per the activity plan
4:45pm – 5:00pm Pack away and do roll call. The timing will vary due to winter and summer period.
5:00 - 5:15pm..... Late snack. Timing will vary due to winter and summer period
5:15pm – 5:30pm.....Outdoor/indoor activities
6:30pmCentre Closes

Vacation Care

7:00am – 9:00am..... Inside activities
7:30am – 8:00am..... Breakfast is served
9:00am..... Roll Call
9:00am – 10:00am Morning Activities
10:00am – 10:30am.... Morning Tea
10:30am – 12:30pm..... Activities
12:40pm – 1:00pmLunch
1:00pm – 3:00pm..... Activities
3:00pm – 3:20pm..... Afternoon Tea
3:20pm – 5:00pm..... Activities
5:00pm – 5:30pm..... Late snack
5:30pm – 6:30pm..... Quite activities

When an excursion is scheduled it will generally occur between 9:00am – 3:00pm

Centre Goals and Objectives

Our aim is for children to:

- Have a strong sense of identity
- Be connected with and contribute to their world
- Have a strong sense of wellbeing
- Be effective communicators

The Program will:

- Be varied and stimulating and focus on play and leisure activities
- Involve the opinions of staff, children and parents to form the basis of the program
- Provide opportunity for the children to use and develop social skills, explore and solve problems and engage in critical thinking.
- Have a multicultural influence encouraging staff and children to be aware of their own world and develop positive attitudes towards cultural differences.

The staff will:

- Provide a safe, secure and happy environment
- Be sensitive to the uniqueness of each child
- Take on continual learning and training
- Develop a strong interpersonal bond between other staff, children and parents
- Encourage, support and aid the children in their activities

The parents will:

- Be encouraged to take an active role in the centre and sharing ideas and feedback.
- Be encouraged to keep an open communication

Enrolment Procedures

ENROLMENT

To enrol your child you must complete a 2020 enrolment form online through the Centre's website www.eppingnorthoshc.com.au. You must then provide the Centre with a copy of your child's ACIR immunisation record and any medical health plans and any medical kits. A risk minimisation and communication plan will also need to be completed for any health conditions your child may have. Once this is all completed your enrolment will be approved by the Centre and you will then be able to make bookings online.

MEMBERSHIP FEE

An annual membership is charged per family. This is charged to your account when your enrolment form is submitted online

PRIORITY OF ACCESS GUIDELINES

The Australian Government has determined Priority of Access Guidelines for allocating places in childcare services. Prior to 2nd July 2018, the priority with which we offered vacancies to families was dictated by the Australian Government, in line with our approval for Child Care Benefit. These have since been abolished with the incoming of CCS and repealing of CCB legislation. As such, the Government is now allowing individual centres to set their own policies on allocation of positions, however recommends centres keep allocating priority to children at risk of serious abuse / neglect, and also to families where both parents work and meet activity test (or in single parent families, where the one parent works and meets the activity test) via paid employment.

These are the new current guidelines set out for ENPS students:

In line with the Australian Government's Framework for Protecting Australia's Children 2009-2020, Epping North OSHCP will offer priority to children at risk of serious abuse or neglect, and children of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment. Following on from these criteria, the centre will prioritise families based on date and time of completed enrolment and provision of all required paperwork annually at re-enrolment time. Families will be informed about these criteria via the family handbook.

COURT ORDERS

You must inform the Centre of any court orders relating to the custody of the child. The Centre's Nominated Supervisor must sight and keep a copy of any such order affecting custody of children in the Centre's care.

CHANGES TO DETAILS

It is the responsibility of the parent to ensure details entered on the enrolment form are kept up to date. Details can be changed by logging onto the Centre's website.

Booking Procedures

PERMANENT BOOKINGS

If a child is to attend the Centre on a regular basis a permanent booking is required. A permanent booking must be paid for whether or not the child attends. There is a small discount (relative to the casual booking rate) for booking your child or children on a permanent basis.

Permanent bookings may be transferred from one day to another in the same week (Monday to Friday) providing you notify the Centre Supervisor with one day's notice. Transfers will only be accepted when between similar sessions, (i.e.) you cannot change a morning session to an afternoon session, and when there are available spaces.

Permanent bookings falling on a public holiday are non-chargeable

Please log onto the Centre's website to make changes to your bookings. Changes to permanent bookings need to be made by 9:00am on Friday, the week prior to the change. If a cancelled booking is rebooked within two weeks, all the fees from the day of cancellation to the new commencement must be paid in full prior to the new booking being accepted.

CASUAL BOOKINGS

If a child is to attend irregularly or occasionally, then a casual booking may be made. Casual bookings must be made online by midday the day prior to the required booking.

Casual bookings may be cancelled without charge, provided notice is given prior to 9:00am for a morning session or 3.30pm for an afternoon session. If the appropriate notice is not given, payment is still required for the booked session.

Casual bookings need to be made online by midday the day before the required booking, and are subject to availability.

Casual bookings will not be accepted if fees are outstanding for prior bookings unless arranged by written agreement.

ROSTER AND SHIFT WORK BOOKINGS

Where a parent is involved with shift or rostered work the Centre will endeavour to arrange permanent bookings for their children on a week to week basis. Parents should advise the Centre Director of their position and appropriate arrangements will be put in place to accommodate these situations.

ALTERNATE BOOKINGS

Where a parent works on a rotating roster, an alternate booking can be arranged. Please speak to the Centre Director so they can allow access for you to make these bookings online. Alternate bookings need to be made for each new term

STAFF DEVELOPMENT DAYS/ INDUSTRIAL ACTION DAYS

During any term, there is the possibility of Industrial action by the Teacher's Federation and staff development days. There will be no charge to people with permanent bookings that choose not to use the Centre on these days. The Centre will only operate if there are sufficient educators and numbers.

VACATION CARE

ENOSHCP offers vacation care during the breaks between school terms and during the December/January break. The Centre is open from 7:00am – 6:30pm each day excluding public holidays. Breakfast, morning tea, afternoon tea and late snack is provided the days we stay at the Centre. Parents are to supply lunch.

The vacation care program is available from the Centre's website 4 weeks prior to the commencement of the holiday period.

Kindergarten children are eligible to attend the January vacation care program prior to them commencing kindergarten that year.

To make bookings for vacation care you must first enrol in the Centre and then make bookings though logging onto the Centre's website.

Fees Procedures

PAYMENT OF FEES

For administration and security reasons, the Centre does not accept cash or cheque as a method of payment. From 2019 the Centre is changing to eziDebit only.

For direct debit we require you to complete the Ezidebit request form online. It is the responsibility of the parent to update any changes in banking details or update credit card if they are going to expire. Please ensure you keep up to date to avoid dishonour fees.

We wish to advise you that from the 1st October 2018, Ezidebit will be increasing their transaction fees.

Please be aware that:

Setup fees are a one off \$1.10 per family, and transaction fees

Bank transaction fees

Visa & MasterCard Transaction Fees will move from 2.2% (min \$0.88) to 2.5% (min. \$1.18)

CHILD CARE SUSBIDY CCS

The Centre is approved to offer Child Care Subsidy (CCS) to eligible families.

On 2nd July 2018, the government amalgamated Child Care Benefit (CCB) & Child Care Rebate (CCR) into one payment now known as the Child care Subsidy (CCS).

To claim CCS, families must:

1. Complete their eligibility assessment with Centrelink or via their MyGov account
2. Provide the centre with CRN's and dates of birth (matching Centrelink records) for all children attending the service, plus for the guardian / parent registered to receive CCS
3. Confirm each child's enrolment at the service via their MyGov account

Once all the above steps are completed, any CCS a family is entitled to receive will be returned to the centre on a weekly basis and will appear as a credit on the family account. This will mean that invoices from the centre will be for the gap fee only.

More information on how to apply for CCS can be found at:

<https://www.humanservices.gov.au/individuals/online-help/centrelink/complete-your-child-care-subsidy-assessment>

ABSENCES

CCS will continue to be paid for up to 42 absences for all types of approved childcare, per child, per financial year. Absences are counted on a per day (or part day) basis i.e. where a child is away for one out of two sessions on a day, 1 absence will be recorded.

Once these 42 days have been exceeded, families may be entitled to CCS payments for further additional absences in certain circumstances. More information regarding these "Additional absences" can be found at: <https://www.education.gov.au/new-child-care-package-frequently-asked-questions> - in the expandable absence section

In shared care arrangements, the allocation of 42 absences per financial year relates to the child, not each individual claimant.

NON NOTIFICATION FEE

If your child will be absent on a particular day, the Centre must be contacted prior to the commencement of that session. If you fail to contact the Centre you will be charged a Non Notification Fee of \$15 per event, as well as the booking charge for that session. A Non Notification Fee will also be charged if you fail to make a booking for your child and they turn up to the Centre unannounced. The Centre must be aware of your child's attendance at all times.

LATE PICK UP FEE

The Centre closes at 6.30 pm. Any child collected after 6.30 pm will incur a late pick up fee of \$10.00 for the first 5 minutes (or part thereof) and \$20 for each 5 minutes thereafter. If a child is not collected by 7.00 pm and no contact can be made with parents or emergency contacts then the educators are instructed to contact Eastwood Police Station. If you are running late please contact the Centre to let them know.

LATE PAYMENT FEE PROCESS

Parents are encouraged to speak to the Director if there is difficulty paying the fees and a suitable arrangement for payment will be organised.

If no prior arrangement has been made, the following procedure will take place for overdue account:

- Invoice/Statements for the previous fortnight's usage will be forwarded to all families via their nominated email address on a fortnightly basis. The Centre will not take responsibility for email addresses incorrectly advised- parent email addresses can be changed via the centre webserver.
- The Centre will pursue outstanding debts through normal commercial and legal means.
- Any cancelled booking will only be reinstated once payment is received in full.

- Should a situation occur in which a booking is cancelled more than twice due to non-payment of fees, the family's enrolment at the Centre will be terminated. The enrolment may only be reinstated when full payment is received, membership is paid and all documents registering the family with a direct debit payment system are completed.

If children are left at the Centre whilst a booking or enrolment is cancelled, the child/ren will be classified as abandoned and the relevant Authorities advised.

Centre Procedures

SIGNING IN AND OUT

It is a requirement under the Education and Care Services National Regulations that parents or authorised nominee's sign your child/ren in and/or out for each session. The Centre uses electronic sign in/out system using an individual username and password which you will receive at enrolment. The Centre must be able to account for all children should an emergency arise. Children must be signed out by an adult 18 years and over who is nominated on your enrolment form.

ABSENTEEISM

If your child will not be present for a pre-booked session whether a casual or permanent booking, you must let the Centre know to avoid unnecessary confusion and concern. A roll is called in each session to make sure all children are present. Educators are under instruction to carry out a search for any child not reported absent and not present at roll call. A non-notification fee will be charged if there is no advice.

STAFFING ARRANGEMENTS

The Centre operates on an educator: child ratio of 1:15 whilst at the Centre and 1:10 on excursions. The session normally consists of the Nominated Supervisor or other certified supervisor and casual educators. There will be a minimum of two staff members present at all times.

MANAGEMENT

A voluntary group of parents comprise the Management Committee of Epping North OSHCP. The Committee decides matters of policy, fees, staffing and all matters relating to the running of the Centre. This Committee will meet each term or as required. Parents with any problems, suggestions or queries are encouraged to present these opinions at these meetings.

The Nominated Supervisor is responsible for the day to day running of the Centre.

A service administrator is employed to handle all financial matters and to liaise between the Committee, Staff and Parents.

Any parent having queries or suggestions should address same to the Epping North OSHCP Management Committee

EMERGENCIES

The Centre has fire drill and lock down procedures, which are clearly displayed for all to see. A fire drill and lock down procedure will be practiced at least once a term.

SUN PROTECTION

The Centre follows the guidelines set by the Cancer Council NSW. We insist on all children being appropriately protected against the sun, especially during the warmer months. Parents should inform their children of the need to protect their skin against the sun by wearing sun safe hats and using sun screen. The Centre will provide sun cream however if your child is sensitive to some sun creams we ask that you provide your own sun cream.

POLICIES AND PROCEDURES MANUAL

The complete Policies and Procedures Manual is available on request at the Centre and on the website. Parents will be notified via email of new or reviewed policies and will be directed to the Centre's website to view them.

NATIONAL QUALITY FRAMEWORK (NQF)

The National Quality Framework (NQF) is a national legislative framework that all early childcare and school age care providers must adhere to. It ensures that all Australian children in early childhood and school age care services will be provided with the best possible start to life through high quality care regardless of their location.

There are 7 quality standard areas the framework focuses on:

1. Education program and Practice
2. Children's health and safety
3. Physical Environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Governance and Leadership

The process requires our Centre to evaluate the current service and identify areas for improvement through developing a Quality Improvement Plan (QIP). Upon submitting the report an external person will arrive at the centre to evaluate the service. NQF requires participation by all staff members.

GRIEVANCE/COMPLAINTS PROCEDURE

We understand the family's right to share any concerns they may have and will help them to make their complaints clear so as to try and resolve these efficiently. A complaint can be informal or formal. It can be anything, which makes them unhappy with the service.

All complaints and grievances are taken seriously and investigated thoroughly.

If you have a minor complaint or comment about the service, we encourage you to talk to the Nominated Supervisor who will arrange a time to discuss their concern with the aim of coming to a resolution to address the issue. You may be asked to put your concern in writing.

Where the complaint is in regards to a more serious matter, or involves the Nominated Supervisor, the complaint should be directed in writing to the Honorary Secretary of the Management Committee.

Educators will ensure that all confidential conversations with families will take place in a quiet area away from other children, other parents, or staff not involved. The outdoor area may be used for these discussions.

If you are dissatisfied with the response or no resolution has been reached, a meeting with the Director and or Management Committee will be sort.

CONFIDENTIALITY

All matters pertaining to the Centre will be considered to be confidential and will not be discussed with unauthorised personnel. This includes

- Information pertaining to any child enrolled at the Centre and/or that child's family
- Information about any of the educator or committee members and/or their families
- Information on issues relating to the running of the Centre

Privacy will be respected at all times and any information given in confidence to any educators will remain between that member and the Director. Our educators will act in a professional manner at all times.

Health, Nutrition and Wellbeing

FOOD AND NUTRITION

The aim of ENOSHCP is to provide food and drink that is nutritious, varied and available to children. The service encourages positive learning experiences during meal and snack times where good food habits are developed in a happy, social environment.

The service provides opportunities for children to experience food from different cultures. Menus are displayed at the service and on our Facebook page, if you would like to join our Facebook page please find us at “Epping North OSHCP”. Our menus are developed in accordance with the Australian Dietary Guidelines 2013. Should you require any further information please speak to the educators.

Breakfast consists of a variety of cereals available all morning, and a hot breakfast is provided until 8:00am.

Afternoon tea is provided for the children directly after roll call followed by a small snack at 5:00pm. The service aims to provide nutritional and varied afternoon teas. This may include sandwiches, fruit and vegetables, savoury biscuits and milk. the Centre.

SPECIAL DIETARY REQUIREMENT

ENOSHCP is supportive of special dietary requirements of children in our care. Parents are free to discuss their child’s needs, including, but not limited to any food allergies, restrictions (cultural or religious) and how the service can support parents to meet the child’s dietary requirements.

A regularly updated list of children who have special dietary requirement is placed in the kitchen/food preparation area for educators to familiarise themselves with. Parents are to note details of restrictions and/or “special” diets on the enrolment form and where necessary the meal can be supplied from home. The Centre will endeavour to meet the dietary needs of all children enrolled at the Centre however if it poses a potential risk, parents may be asked to provide food for their child whilst at the Centre.

Other parents are requested not to send food that may present a risk for those with special dietary needs. Due to the serious allergic reaction that some products pose to some children who may attend the service we strongly recommend that children do not consume (while in care), products known to contain allergens. We endeavour to reduce the risk of allergic reactions by removing, to the best of our knowledge, products containing known allergens for cooking and food served by the service.

FIRST AID

First aid equipment is available for educators to use at the Centre for the first aid treatment of all persons at the service in the event of an illness or accident. The first aid kit is kept in a place that is clearly signed and out of reach of children but easily accessible to the service staff.

At least one educator qualified in first aid, CPR, asthma management and anaphylaxis is on duty at all times while children are in attendance. Parents are to sign and authorise the enrolment form for educators to administer first aid when necessary, this is an important and required component of enrolment. In the event of an illness or injury to a child, an educator qualified in first aid administers first aid.

If medical assistance is required, parents are contacted immediately. In the event that a medical emergency occurs which requires transportation of a child to a medical facility every effort is made to accompany the child where possible and appropriate, however there will be no action taken in this regard if the service is at risk of breaching the staff: child ratio requirement.

If a child receives a minor injury during the operation of the service, educators will complete an incident/injury/trauma/illness report form as soon as practical and parents are required to sign this form. Should a child require medical attention a Notification of Serious Incident form (SI01) will be completed and lodged with NSW Early Childhood Education and Care Directorate.

ASTHMA, ANAPHYLAXIS AND ALLERGIES

If your child has asthma, anaphylaxis or an allergy, you will be required to submit the correct medical management plans before we can approve your enrolment. All children with Allergies or Anaphylaxis are required to provide an ASCIA Management Plan with enrolments, in line with regulation. This will allow educators to ensure the best care of all children. All children with Asthma will now be required to provide the Australian Government's "My Asthma Plan" with enrolments.

All these forms can be downloaded from our website (www.eppingnorthoshc.com.au/enrolment).

These plans must also be accompanied by a current coloured photo of your child.

If your child requires medication as part of this plan, a labelled kit of your child's medication must also be provided to the Centre.

A risk minimisation and communication plan will need to be completed prior to enrolment being approved.

ILLNESS AND INFECTIOUS DISEASES

Children who arrive at the service from school or who develop symptoms of an infectious illness or condition while at the service are removed from contact with other

children as soon as the symptoms are detected and the parent contacted for immediate collection. Educators will monitor the child.

Any child with symptoms when being signed in by parents will not be accepted until all symptoms have abated or until a written clearance from a doctor is sighted.

Such symptoms may include the following:

- Elevated temperature, flushed colouring, unusual pallor
- Coloured nasal discharge or repeated, severe coughing
- Stomach ache, vomiting or diarrhoea
- Red or discharging eyes or ears
- Undiagnosed skin rashes, sores or swellings
- Unusual activity levels, irritability, restlessness or fussy listless behaviour.

PROCEDURE FOR CARING FOR A CHILD WITH AN ILLNESS

The service takes the following steps when caring for a child who becomes ill whilst attending the service:

1. The educator makes note of the symptoms and complaints of the child.
2. The child is directed to a quiet area of the room to rest and given water to drink.
3. The educator checks the medical register and ensures the child has no known medical conditions which could be causing or contributing to these symptoms.
4. The educator comforts the child and monitors for further symptoms or elevation of present symptoms.
5. The educator brings the situation to the attention of the Director.
6. The child is monitored and parent contacted if the symptoms in the infectious diseases section above occur, or if the child's symptoms appear to be worsening. If educators notice symptoms of an infectious condition, the child is isolated from other children but in the care of an educator and the parent/carer

ADMINISTRATION OF MEDICATION

The centre will administer only medicines prescribed and directed by a doctor. It is recommended that where possible medication is administered before or after attending the service.

Medication is only administered if it is:

- A prescribed medication
- In its original package with a pharmacist's label that clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date
- Accompanied by an Authorisation to Administer Medication Form signed by the parent.

In addition:

- All medication is kept by the Director and stored in a safe place and refrigerated if necessary. Storage should prevent unsupervised access and damage to medicines

- All medication is administered by an appropriately qualified educator and witnessed by signature of another educator
- All unused medication is returned to the parent upon collection of the child.

Should your child require ongoing medication, for example asthma relief, please provide the Director with a copy of a care plan, which includes details of whether the medication is to be self-administered or is to be administered with staff assistance.

DRUGS, ALCOHOL AND SMOKING

Consuming drugs and alcohol is not permitted within the service's approved areas during operating hours. The service respects the need to provide a healthy and safe workplace and to ensure that staff and our clients enjoy fresh air. This service is designated as a smoke free place and no person may smoke in any designated smoke free site. Smoking must not, under any circumstance take place in the presence of children.

Should educators suspect parents and/or authorised collectors are under the influence of drugs or alcohol, children will not be released to them and an alternate arrangement must be made by the parent.

Child Management

CHILDREN'S RIGHTS

As participating members of our service children have a recognised right:

- To a warm, caring atmosphere where they are seen as unique individuals
- To have fun and feel comfortable in themselves and with others
- To be treated justly, fairly and sensitively and to have their grievances heard to be acknowledged for their achievements
- To be treated with courtesy and respect
- To be treated consistently and equitably by service staff
- To play and be challenged in a safe environment
- To be involved in the development of the rules of behaviour, the aesthetics of the service and other aspects of the program.

CHILDREN'S RESPONSIBILITIES

As participating members of our service children have clear responsibilities:

- To be courteous and respectful to other children and to, educators, parents and visitors to our service
- To participate in activities with an attitude aimed towards learning and having fun
- To show care for belongings whether their own, others or belonging to the service
- To cooperate with educators and peers to further improve the quality of time shared together
- To remember, follow and respect service and school rules and boundaries whilst at ENOSHCP

INCLUSION AND DIVERSITY

Our service provides an inclusive and open program where all children are considered unique individuals and diversity is valued.

We aspire to:

- Provide a variety of activities that encourages the participation of all children
- Be aware of the children's home environment and individual social needs
- Cater for children from all cultural backgrounds who may have special dietary and/or communication requirements
- Encourage interaction between gender and age groups in a positive way with organised activities and games
- Encourage children to cooperate and to help each other with activities and routines
- Provide a wide variety of materials (appropriate to developmental stage) in sufficient amounts to ensure any child is not waiting for long periods of time for their turn
- Cater, where possible for children with special and or additional needs, including staffing changes and special requirements associated with their care.

HOMEWORK

ENOSHCP recognises the importance of homework. Whilst it is the policy of the service that homework is a parent/child responsibility (and an optional afternoon activity) we endeavour to create a time and place whereby homework may be completed. Educators are able to assist with homework from time to time depending on numbers and ratio requirements; however educators cannot mark or correct the child's work or provide one-on-one assistance such as listening to a child complete their home reader.

It is our responsibility to provide:

- A quiet area and environment
- A well-lit area for homework to be undertaken
- Some requisites such as pencils and paper may be provided where necessary.

EXTRACURRICULAR ACTIVITIES

If your child/children are required to attend extracurricular activities on the school site please request an "Extra Curricula Activity Consent Form" from the Centre, complete all details and sign to acknowledge consent.

Permission must be granted for each extracurricular your child/children needs to attend. When there are changes or amendments to the extracurricular activities schedule a new form must be signed and submitted.

OSHC educators will walk children to and from their extra-curricular activities. OSHC educators will endeavor to have the children to their activity at the required time. This will only occur whilst the child is in the centre's care and has not been signed out by the parent/authorised nominee.

Where a child is collected directly from the extra-curricular activity, the parent / authorised collector must ensure they sign the child out and advise the educators that the child will be leaving directly from the activity.

Whilst attending the extra-curricular activity, OSHC does not accept responsibility for the child. In line with this, the responsible person on duty will sign the child out as they leave the centre for the activity, and will sign the child back in on return.

The responsible person in charge has the right to refuse authorisation for your child to attend any such activity if the correct form has not been completed.

MOBILE PHONES

It is recognised that some children have mobile phones however children should not use mobile phones whilst at ENOSHCP unless there is a genuine and urgent need to do so. All mobile phones are to be handed to the responsible person in charge upon arrival at the service for storage in a secure location and will be returned to the child when the child is signed out by parent or authorised person.

All mobile phones must be clearly labelled with the child's name to ensure the correct phone is returned when the child is signed out. If a child needs to use a phone during the course of their attendance at the service they must ask the Coordinator for the use of the service's landline to make the necessary call.

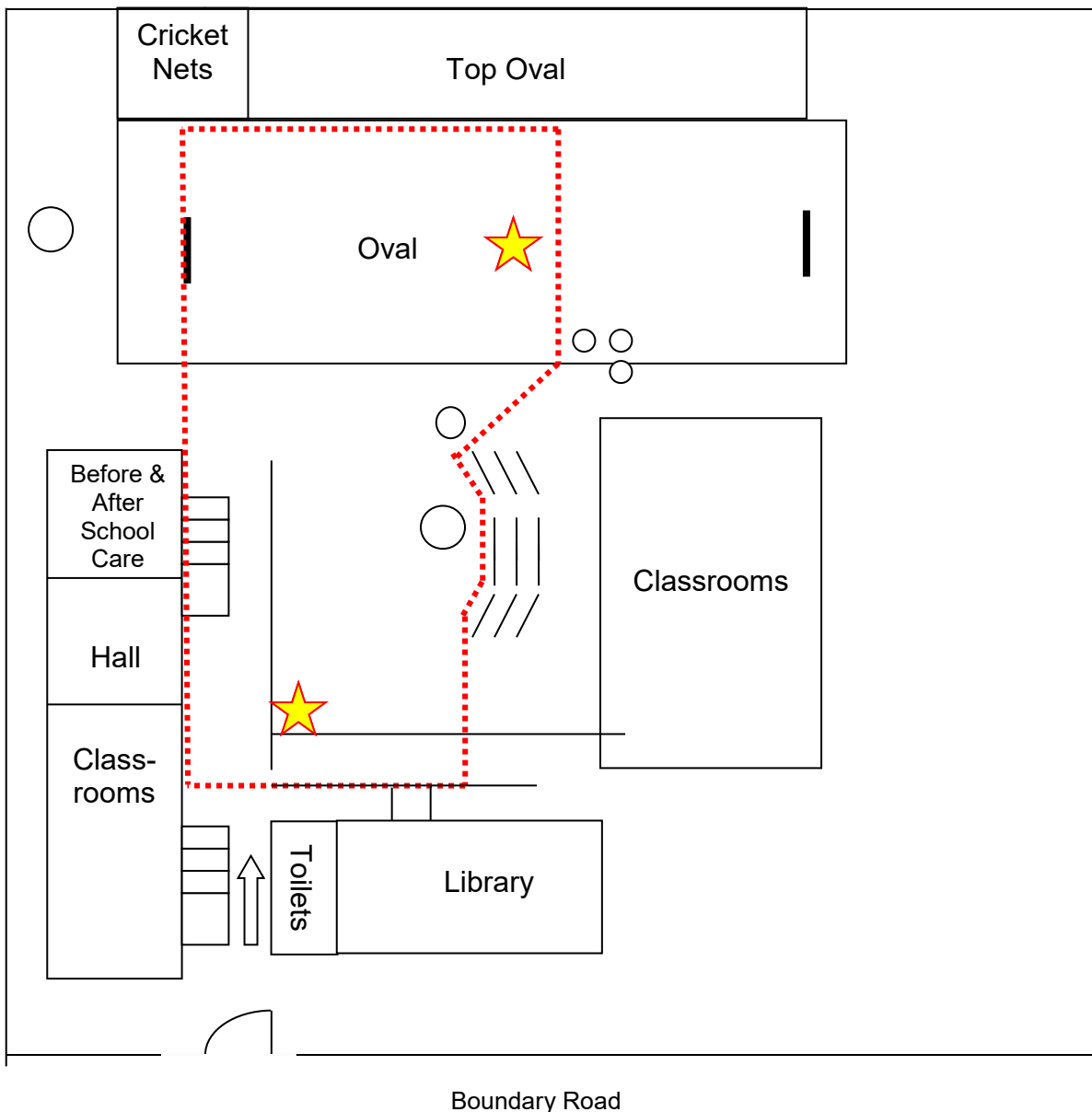
If parents need to contact children during the course of the session it is necessary that they do so via the services land line.

The purpose of the above is to:

- Manage the risk of children contacting or being contacted by external, inappropriate or unauthorised persons
- Assist with child protection risk management
- Minimise the risk of theft of mobile phones
- Ensure the privacy of other children and staff is not breached through the use of mobile phone Internet, cameras, videos and other MMS devices.

Map of the Centre Boundaries

The area marked by the dotted line are the boundaries of the Centre



- Orange cones will be put out along the boundary lines each session to indicate to children, Educators and parents the boundaries.
- Educators are to evaluate each session and make changes to the boundaries if necessary. This may be due to staff:child ratios, number of children, the weather or other environmental conditions. The new boundary for the session will be marked by the use of the orange cones.
- The Children are only allowed to go to the toilets to wash hands, get a drink or go to the toilet and leave the area once finished. They must have permission from an educator to go to the bathroom and let that educator know when they have returned. Children will be encouraged to go to the bathroom in pairs.
- If the children are seen to be out of bounds remind them of the boundaries and that it is their safety that the boundaries are set
- The stars indicate the best vantage points supervision points. We should have 1 educator around each of these areas.

GENERAL

The rules which have been set out in this handbook are strictly enforced. Application for variations to these policies should be addressed to the Management Committee in writing. No educator has the authority to alter any of these policies.

If there are any points you are unclear about or any comments that you wish to make do not hesitate to contact any of the Centre's Committee, Supervisor or Financial Administrators.

The Committee hopes that you and your children find the Centre to be a happy and secure environment.

NOTES: