



# **EPPING NORTH OUT OF SCHOOL HOURS CARE PROGRAM**

## **PARENT HANDBOOK**

**EFFECTIVE TERM 4 2021**

**(Date for Review: Term 3 2022)**



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## **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 an Educator to child ratio of 1:15 with a minimum of 2 staff members present at all times.

## **CENTRE PHILOSOPHY**

At Epping North OSHCP we pride ourselves as being an integral part of the local North Epping community. We welcome all students and their families, creating a positive and caring environment.

We celebrate our culturally diverse community and the value it brings to our centre.

ENOSHCP aim to support children so they can choose to enjoy and contribute in leisure and play-based activities that respond to their interests. The children become more confident when they learn new skills and are free to explore their surrounds.

As educators we focus on inclusivity by meeting all children's needs when planning and implementing our vibrant and engaging program. We continue to use child observations and evaluations to assist with the programming cycle. A digital daily diary is on display, so parents are informed of the achievements and progress the children have made. The Educators have a wide range of skills that they use on a daily basis to benefit the program.





## Centre Details

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### CONTACT DETAILS

c/ Epping North Public School  
Boundary Road  
North Epping  
2121  
Ph: 9868 5690  
Email: [enoshcp@bigpond.com.au](mailto:enoshcp@bigpond.com.au)  
Website: [www.eppingnorthoshc.com.au](http://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	7:00 am - 6:30pm
Pupil Free Days	7:00 am - 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 PERSONNEL

Centre Director:  
Kareena Simpson (Maternity Leave 2022)

Management Committee President:  
Jane Crowe

Acting Centre Director:  
Jake Marsden

Service Administrators:  
Becklyn Pty. Ltd  
Ph: 9878 2651  
Email: [info@becklyn.com.au](mailto:info@becklyn.com.au)

### OTHER RELEVANT CONTACT NUMBERS

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



## 2022 Fee Schedule

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### **ANNUAL MEMBERSHIP FEES:**

\$ 20 per Family

### **ATTENDANCE FEES PER CHILD:**

#### PERMANENT:

Morning Session.....\$12.00

Afternoon Session.....\$23.00

#### CASUAL:

Morning Session..... \$15.00

Afternoon Session.....\$26.00

### **VACATION CARE**

Prices start from \$55 per day

### **LATE PICKUP FEE:**

\$10.00 for the first 5 minutes

\$20 per 5 minutes following

### **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

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### Before School Care

7:00am – 8:40am.....	Inside activities as per the activity plan on the notice board
7:30am – 8:15am.....	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.
5:15pm - 5:30pm.....	Late snack. Timing will vary due to winter and summer period
5:15pm – 5:30pm.....	Outdoor/indoor activities
6:30pm .....	Centre Closes

### Vacation Care

7:00am – 9:00am.....	Inside activities
7:30am – 8:15am.....	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 – 1:00pm .....	Lunch
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.....	Quiet activities

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



## Centre Goals and Objectives

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### 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 open communication





# Enrolment Procedures

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## ENROLMENT

To enrol your child you must complete a 2022 enrolment form online through the Centre's website [www.eppingnorthoshc.com.au](http://www.eppingnorthoshc.com.au). You must then provide the Centre with a copy of your child's ACIR immunisation record, 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.

## RE-ENROLMENT

Re-enrolment dates will be communicated to families by a variety of ways:

- Emails
- Newsletter
- ENOSHCP parents Facebook page
- Flyers around the centre
- Notices on the touchscreen

The Centre Director emails families near the end of Term 3 to remind them that they will need to have all supporting documents and any medication ready for re-enrolment. Eg, medical plans, risk minimisation and communication plans (RMCP).

Re-enrolments open early Term 4. Be sure to book early as places fill up fast and we would not like you to miss out.

## STEPS OF RE-ENROLMENT

1. Families complete the re-enrolment when it opens
2. Re-enrolments are approved once all supporting documents e.g. Medical plans, have been received. If no documents are required, it can then be approved.
3. Enrolments are approved in order of submission as this affects the priority of bookings. The earlier enrolments and bookings are made, the more likely the bookings required will be available.
4. When completing the re-enrolment ensure the days required for the next year are added. Bookings are not carried over from year to year.
5. Bookings are prioritised into a list depending on when the re-enrolment was completed.
6. Once an enrolment is completed any changes to bookings will alter the priority from that date.
7. All bookings will not be confirmed until week 8-9 of Term 4. Please do not assume you have secured your required days until you receive a confirmation email during week 8-9.
8. Check booking confirmation email to ensure bookings are correct.
9. Week 1 bookings will consist of one pupil free day and the rest before and after school care. For permanent bookings you will need to add a booking for the second week to cover the day that the pupil free day falls on.



## **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 had determined Priority of Access Guidelines for allocating places in childcare services. Prior to 2<sup>nd</sup> 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 CCS 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. Changing bookings after being approved will change your place on the list.

## **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.



## **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 business 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 changed 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 1<sup>st</sup> October 2018, Ezidebit will be increasing their transaction fees.

Please be aware that:

Administration Fee (once only): \$1.10

Bank Account Transaction Fee: \$1.18

Credit Card Transaction Fee: VISA/Mastercard 2.5% (min \$1.18); AMEX/Diners 4.4% (min \$0.88)

EZIDEBIT Dishonour Fee: \$14.80 per dishonoured transaction (to be charged directly from Ezidebit)

Centre Dishonour Fee: \$15.00 per dishonoured transaction (to be applied to parent account at the centre)

### **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 Childcare 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.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-claim>**



## 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.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-manage-your-payment/if-your-child-absent-from-child-care> - in the expandable absence section <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**

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### **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 sunscreen. 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 and risk minimisation communication plan (RMCP).

## **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.

## **COMPLAINTS PROCEDURE**

We understand a family's right to share any concerns they may have. We will work with a family to understand their complaint through effective communication and then work to resolve the complaint efficiently.

A complaint can be raised informally or formally. It can consist of anything which makes them unhappy with the service provided by the centre.

All complaints and grievances are taken seriously and investigated thoroughly when required. The Centre ensures all complaints and concerns regarding to the nature of the service are taken into account in relation to policy development and review (see A-12 Policy Development and Review Policy).

Information about complaints handling procedures will be provided to families on enrolment as part of the Parent Handbook and will be made available upon request. The



name and telephone number of the person at the Centre, to whom complaints may be addressed (i.e. Nominated Supervisor for minor concerns, or Parent Committee President for complaints of a more serious nature), will be on display as required under Regulation 173.

If a family has a minor complaint or comment about the service, they are encouraged to discuss this with the Nominated Supervisor in charge who will arrange a time to discuss their concern with the parent aiming to resolve the issue at the time of discussion. Where a resolution is found, the complaint and resolution will be presented to the Management Committee at the next Committee Meeting. Where the complaint is of a more serious matter, or involves the Nominated Supervisor, the complaint should be directed in writing to the Parent Committee President. Educators will ensure that all confidential conversations with families will take place in a quiet area away from other children, other parents, or educators not involved (see A-17 Privacy and Confidentiality Policy). The outdoor area may be used for these discussions.

#### Parent Committee President

Complaints alleging that the safety, health or well-being of a child was, or is, being compromised, or that the law has been breached, must be notified to the Regulatory Authority within 24hrs of receipt. This notification must be made by the Approved Provider, using NQAITS. As employees of ENOSHCP are classified as Mandatory Reports, there may also be reporting obligations to Department of Communities and Justice, NSW Police and the Office of the Children's Guardian.

Complaints that relate to allegations of conduct of a staff member towards a child must be immediately reported to the Nominated Supervisor/Director or Assistant Director. The allegations must be assessed, and consideration given to whether the alleged behaviour amounts to 'Reportable Conduct' under the Children's Guardian Act 2019. The Head of Relevant Entity, which is the Director, must report this to the Office of the Children's Guardian (within 7 days) and initiate an investigation.  
(See Policy C-14: Reportable Conduct)

Where the complaint involved a concern that a child may be at Risk of Significant Harm, and that concern was established during the course of their work the staff member is considered a Mandatory Reporter under the Children and Young Person (care and protection) Act 1998 and is legislated to report these concerns to the Department of Communities and Justice. Before reporting these concerns the staff member should notify the Nominated Supervisor of these concerns and consult the Mandatory Reporter Guide to determine if a report is required.

All complaints will be recorded on a Parent Suggestion / Comment / Concern Form, either by the family, or staff member notified of the complaint. Parents will be encouraged to make suggestions about strategies or solutions they feel would help to resolve their issue. The Nominated Supervisor must consider any risks that present based on the complaint brought forward and undertake a risk assessment if relevant. The form will record resolutions in addition to the complaint, and a copy will be provided to the parent, while the original will be kept at the centre. If the complaint is not handled to the family's satisfaction at this level, then the matter should be put to the Management Committee in writing, addressed to the Parent Committee President.



The Management Committee will discuss the issue with the Nominated Supervisor and develop a strategy for resolving the problem. The family will receive a written response from the Nominated Supervisor of the ENOSHCP. If the family is not satisfied with the outcome, a meeting organised with delegated Committee Members, the Nominated Supervisor and parent to resolve the problem. Educators will be informed of any relevant issues they need to address or be aware of.

If any complaint cannot be resolved internally, external options will be offered such as resolution or mediation by an unbiased third party

### **Complaints Handling Procedures for Children**

It is important that children have the opportunity to voice their concerns and that these are acknowledged, respected, and considered. Children will be provided with clear information as to whom they can raise concerns with, and what will happen when they do this. Children will be encouraged to make suggestions and will be provided with opportunities to do so, through both written and verbal avenues to allow for their developmental abilities and skills.

## **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.

The only exceptions will be in regards to Chapter **16A** of the Children and Young Persons (Care and Protection) **Act** 1998. Which allows **information** to be **exchanged** between prescribed bodies despite other laws that prohibit or restrict the disclosure of personal **information**.



## **Health, Nutrition and Wellbeing**

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### **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 8:15am.

Afternoon tea is provided for the children directly after roll call followed by a small snack at 5:30pm. 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](http://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**

The Approved Provider, Nominated Supervisor and Educators will follow strict hygiene and infection control procedures at all times to prevent or minimize the spread of COVID-19.



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.

## **COVID – 19**

We aim to ensure all Educators, families and children implement appropriate risk management procedures to prevent the spread of COVID-19. We will take all reasonable steps to prevent the spread of COVID-19 through the implementation of procedures that are consistent with the guidelines of the state Health Authorities. Any person with COVID-19 will be excluded from the Centre for the period recommended by the Department of Health.

All care and consideration will be given to a child who becomes ill while at the Centre, ensuring they are kept comfortable and ensuring the risk of cross infection is minimised until the child is collected by the parent/emergency contact.





# Child Management

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## 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-Curricular Activity Consent Form" from the Centre, complete all details and sign to acknowledge consent.

Permission must be granted for each extracurricular activity 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 on the school grounds. OSHC educators will endeavor to have the children at 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 Director 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.

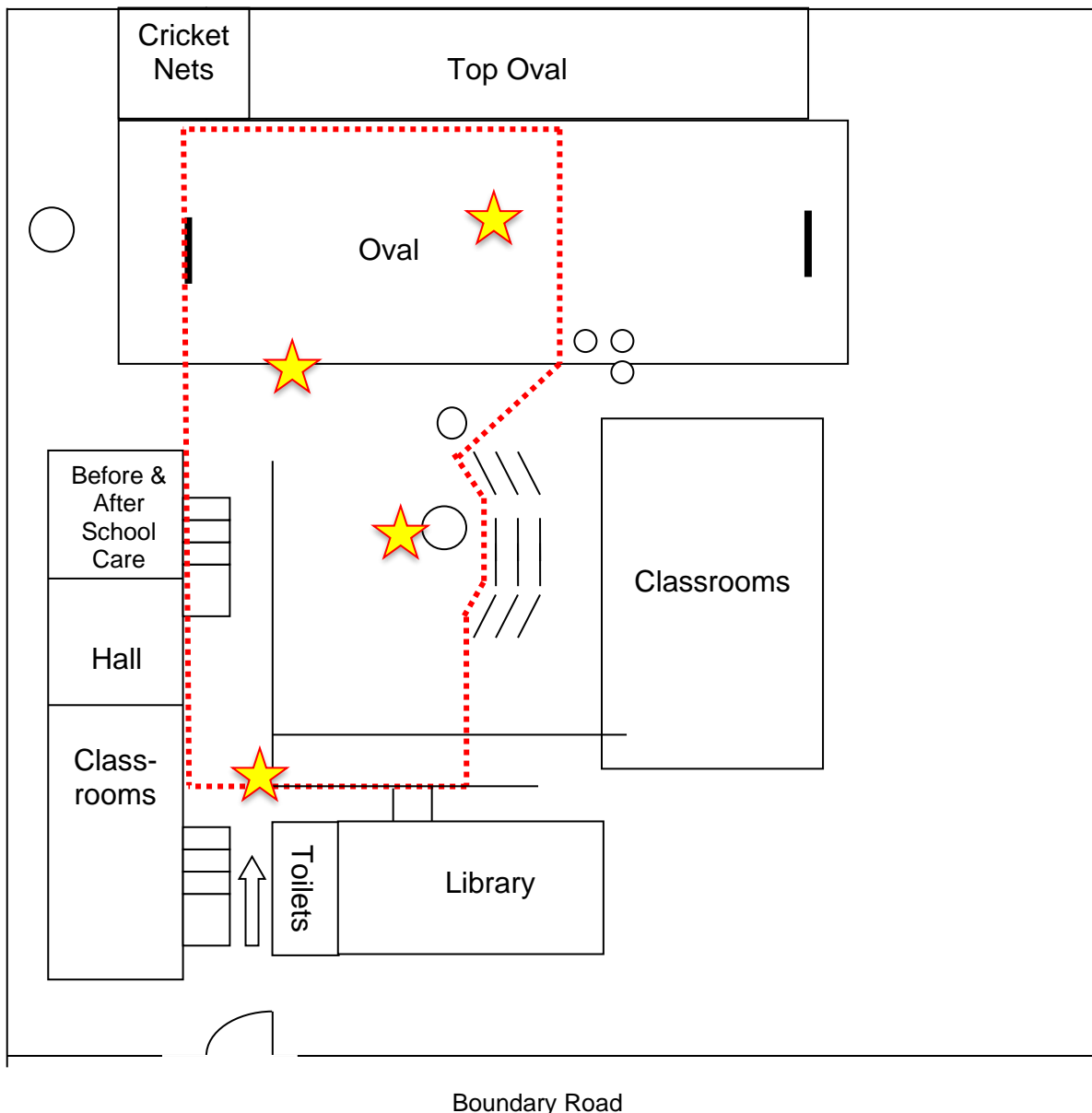
The purpose of the above is to:

- 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 Educator: child ratios, number of children, the weather or other environmental conditions. The new boundary for the session will be marked using 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 Educators are to remind them of the boundaries and that it is for 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.

## ENOSHCP COMMUNITY DIRECTORY

LOCAL COMMUNITY	NORTH EPPING 2121			
Name:	Website	Email:	Phone Number:	Address:
North Epping Family Practice	<a href="https://www.northeppingfamilypractice.com.au/">https://www.northeppingfamilypractice.com.au/</a>		(02) 9868 7957	9/288-290 Malton Rd, North Epping NSW 2121
Gleeson Advice & Care (Chemist)			(02) 9876 6280	288 Malton Rd, North Epping NSW 2121
No Gaps Dental - Dentist Epping	<a href="https://www.nogapsdental.com/dentist-epping">https://www.nogapsdental.com/dentist-epping</a>	info@nogapsdental.com	(02) 8007 6720	50E Rawson St, Epping NSW 2121
Carlita Casey (Physiotherapy)			0412764440	Malton Rd, North Epping NSW 2121
Sonia Gallart (Psychologist)	soniagallart.com		0402854896	76 Rawson Street, Epping 2121
The resilience Centre	<a href="https://www.theresiliencecentre.com.au/">https://www.theresiliencecentre.com.au/</a>		9868 0377	Suite 401/51 Rawson



				Street Epping 2121
All Saints North Epping (Church)			(02) 9876 3733	295 Malton Rd, North Epping NSW 2121
Epping Branch Library	<a href="https://www.cityofparramatta.nsw.gov.au/living-community/library">https://www.cityofparramatta.nsw.gov.au/living-community/library</a>		(02) 9806 5843	Chambers Ct, Epping NSW 2121
Australia Post	<a href="https://auspost.com.au/locate/post-office/nsw/epping/2121/epping-post-shop-233066">https://auspost.com.au/locate/post-office/nsw/epping/2121/epping-post-shop-233066</a>		13 13 18	1 Oxford St, Epping NSW 2121
<b>FITNESS</b>				
Mind Body Motion Fitness Solutions	<a href="http://www.mindbodymotion.com.au/">http://www.mindbodymotion.com.au/</a>		0430 052 561	Epping Oval, Norfolk Road, North Epping NSW 2121
North Epping Tennis Courts	<a href="http://www.ner.org.au/">http://www.ner.org.au/</a>		(02) 9876 2000	Boundary Rd, North Epping NSW 2121
North Epping Rangers (sporting)	<a href="http://www.ner.org.au/">http://www.ner.org.au/</a> Facebook page - North Epping Rangers Sports' Club			
North Epping Community	North Epping (NSW) Community Noticeboard			



Facebook page				
<b>MENTAL HEALTH</b>				
Beyond the blue	<a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a>		1300 22 4636	
Kid's helpline	<a href="https://kidshelpline.com.au/">https://kidshelpline.com.au/</a>		1800 55 1800	
Lifeline	<a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a>		13 11 14	
Head to health (The Australian government digital mental health & wellbeing resources)	<a href="https://headtohealth.gov.au">Headtohealth.gov.au</a>			
<b>SERVICES</b>				
Starting block (Australian children's education care and quality authority (ACECQA))	<a href="https://www.startingblocks.gov.au/">https://www.startingblocks.gov.au/</a> Facebook - StartingBlocks.gov.au	<a href="mailto:enquiries@startingblocks.gov.au">enquiries@startingblocks.gov.au</a>		
Sydney community services	<a href="https://www.sydneycs.org/">https://www.sydneycs.org/</a>	<a href="mailto:support@sydneycs.org">support@sydneycs.org</a>	02 9427 6425	
Services Australia (Childcare subsidy – CCS)	<a href="https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19">https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19</a>			
<b>Health</b>				



Allergy and Anaphylaxis Australia	<a href="https://allergyfacts.org.au/">https://allergyfacts.org.au/</a> Facebook - Allergy & Anaphylaxis Australia		1300 728 000	
Head to health	Website: <a href="https://headtohealth.gov.au/">https://headtohealth.gov.au/</a>			
Emerging Minds (Support services & information for families.)	<a href="https://emergingminds.com.au">https://emergingminds.com.au</a>			
Step together helpline (violence)	<a href="https://stepttogether.com.au/">https://stepttogether.com.au/</a>	<a href="mailto:contact@stepttogether.com.au">contact@stepttogether.com.au</a>	1800 875 204	