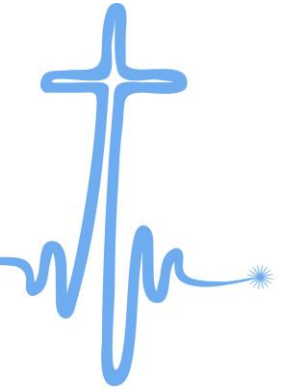


Northwest

Community Childcare



Parent Handbook 2017

Outside of School Hours Care

*Northwest Community Trust trading as Northwest Community Childcare
A.B.N. 95 244 959 102*



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16/15 Valediction Road
Kings Park NSW 2148
Phone: 8678 0279
Email:

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www.nwcm.com.au

Revised November 25th 2016

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Welcome

Welcome to Northwest Community Childcare. We hope that your experience at our Centre will be a happy and pleasant one.

This booklet is designed to give you information about the running of Northwest Community childcare and some of our policies and procedures, which relate to yourself and your children.

Thank you for taking the time to read through this parent handbook.

Should you have any questions regarding any of the information in this handbook or about our service, please contact our office on 02 86780279.

Service History

Northwest Community Childcare provides out of school hours care for children from Kindergarten to upper primary school age.

Our first Centre was established in 1996 by Northwest Community Baptist Church (under the name of Kingsbury Downs), who recognised the need to provide Outside of School Hours Care to the families in the local area. In October of 2010, Kingsbury Downs was renamed to Northwest Community Childcare, and now operates under the Northwest Community Trust.

Since 1996 we have opened a further four centres. In 2008 we opened at John Palmer Public School in The Ponds, in 2011 at Schofields Public School in Schofields, in 2015 at Riverbank Public School, then in 2016 Richard Johnson Anglican School in Marsden Park.

We currently cater for children who attend Barnier Public School, John Palmer Public School, Schofields Public School, Riverbank Public School and Richard Johnson Anglican School at Marsden Park.

Northwest Community Trust is a not for profit, community organisation.

Mission Statement

Our mission at Northwest Community Childcare is to provide a positive environment which is safe and enjoyable providing Christian care for our children, families, staff and community.

Philosophy

We believe our children,

Have the potential and promise to become well rounded individuals with the encouragement of a nurturing, supportive and relaxing environment.

We recognise all children as individuals with rights and allow them to be involved and included in an environment that is free from stereotypes, discrimination and judgements. We believe all children have a voice that we respect and value. We encourage a sense of belonging to our service and give all children the opportunity and pathways to make open, respectful and reciprocal relationships with others in a positive way. We support our children in their development of autonomy and independence and understand that each child develops differently.

We believe our families,

Are an integral part of who we are. We provide a welcoming, positive, safe and caring environment where every family is valued. We acknowledge the uniqueness and diversity that each family brings to the service. We encourage open communication with our families through various mediums and value all interactions. We support our families through difficult times and decisions and we are always here to help in any way we can.

We believe our community,

Is our key support network and we nourish relationships within our local and wider communities. We acknowledge the original custodians of the land. We believe in a positive and proactive approach to our environment and encourage educators and children to discover respect for the land, nature and animals. We continue our journey towards a sustainable future for the well-being of all in the community and promote sustainability in our centres.

We have a strong link to Northwest Community Baptist Church and promote Christian values among our staff however respect all our families cultures and beliefs and understand that every family has various needs which we value and support.

We welcome community involvement recognising it as an evolving resource benefiting the child, family and community. We believe in rich relationships within our organisation. We desire and promote professional and personal growth resulting in acceptance, support and celebration of each other.

We believe our staff,

Are our most precious resource and each staff member brings fundamental personal qualities to the centre such as empathy, compassion, respect and warmth. We support and value all input into decision making by our staff and encourage them with their professional development. We acknowledge the importance of working as a team to provide high quality care and education and further understand our role as advocates for the children and their rights.

We believe our program,

Is underpinned by a commitment to the United Nations Convention on the Rights of the Child and respect each child's right to play and leisure opportunities. Our program promotes the importance of play especially child initiated play. It offers children a balance of structured and unstructured activities to choose from. We acknowledge that children have been at school all day and want to relax, interact with friends and have fun, therefore our programs encourage children to make their own choices based on individual needs, strengths, interests, age and energy levels.

We believe that children's voices are the most important part of our program for that reason all children are given the opportunity to have input into the program with ideas and suggestions.

Through group projects children are empowered to work together, to show respect, care for and appreciate their natural environment.

Service Goals and Objectives

Our Goals and Objectives,

- To be respectful to all who enter our centres.
- To be open and approachable for all children, families, staff and community members.
- To promote the belonging of our children.
- To strive to become more sustainable for the future.
- Always act in the best interest for our children.
- To support, recognise and value our staff.
- To provide a safe and engaging environment.
- To provide support and understanding to all family matters.
- To respect and celebrate all cultures and religions.
- To provide a flexible yet stimulating program.
- To link all aspects of the program to the United Nations Convention on the right of a child.
- To support and encourage our community to be involved in our centres.
- To promote the values of Northwest Community Baptist Church.
- To understand that our staff are individuals and encourage their personal development and knowledge.

Operation of OOSH

Our Services

Northwest Community Childcare operates from:

Barnier Public School	Cnr Barnier Drive & Farnham Road, Quakers Hill, 2763 PH: 0401 443 872
John Palmer Primary School	The Ponds Boulevard, The Ponds, 2769 PH: 0411 311 057
Schofields Public School	Cnr St Albans Rd & Junction Rd, Schofields 2762 PH: 0429 410 926
Riverbank Public School	25 Wentworth Ave, The Ponds, 2769 PH: 0499 551 108
Richard Johnson	Cnr Clifton Rd & Corcoran St, Marsden Park 2765 PH: 0455 041 885

Our Hours

NWCC@Quakers Hill	Hours	Fees
Before School Care	6:30am to 8:30am	\$18.00 per session
After School Care	2:45pm to 6:30pm	\$22.00 per session

NWCC@The Ponds	Hours	Fees
Before School Care	6:30am to 8:30am	\$18.00 per session
After School Care	3:00pm to 6:30pm	\$22.00 per session
Vacation Care	7:00am to 6:00pm	\$52.00 per child per day

NWCC@Schofields	Hours	Fees
Before School Care	6.30am to 8.45am	\$18.00 per session
After School Care	3:10pm to 6:30pm	\$22.00 per session

NWCC@Riverbank	Hours	Fees
Before School Care	6.30am to 8.30am	\$18.00 per session
After School Care	3:00pm to 6:30pm	\$22.00 per session
Vacation Care	7:00am to 6:00pm	\$52.00 per child per day

NWCC@Richard Johnson	Hours	Fees
After School Care	3:00pm to 6.30pm	\$22.00 per session

Vacation Care is available to all centres but held at our John Palmer and Riverbank Primary School. All Centres are closed on public holidays but open on School Staff Development Days (pupil free days).

Access and Parking

Barnier Public School: Best access is through the walkway next to the driveway- Please don't walk on the driveway. Parking only on the street of Barnier Drive and surrounding streets.

John Palmer Public School: Side Street parking on Teague Street and on the Ponds Boulevard. Ensuring you meet the Roads and Traffic Authority Rules and Regulations, which is regularly enforced by the council who are not hesitant to fine those breaking the road rules.

Please ensure that you do not park in school Deliveries Car Park as this becomes hazardous to the children playing in the area/grounds.

Schofields Public School: For easy access to the school hall park on Junction Rd and walk down pathway alongside hall to the front door. Ensure your car is parked parallel to the road as this is enforced by council.

Riverbank Public School: The nearest access to the school hall park along Wentworth Ave the no stopping zone can be used as a kiss and drop allowing you 5 minutes, which is enough time for you time to walk in and sign your child in or out.

Richard Johnson Anglican School: Parking is available in Corcoran Street. Please ensure you park in the correct areas, and be aware of traffic

Our Team Leaders

The Northwest Community Childcare Team

Management

Helene Swaleh – Senior Team Leader and Joint Team Leader at Schofields

Shalini Sharma – Team Leader at Barnier

Natalie Kendrick – Team Leader at Riverbank

Jarrold Parker – Team Leader at Richard Johnson

Charisma Acraman – Team Leader at John Palmer

Vicky Hood – Joint Team Leader at Schofields

Amy Lyons – Assistant Team Leader at Riverbank

Harry Moke – Assistant Team Leader at Riverbank

Rebekkah Hood – Assistant Team Leader at Barnier

Jasmine Bianco – Assistant Team Leader at John Palmer

The centre operates with appropriate staff to child ratios of approximately 1:15. Experienced and/or qualified supervisors and assistants are employed to provide quality care for our children. Staff are committed to programming and implementing a variety of activities that facilitate fun, excitement and discovery within a safe and caring environment. This service complies with the working with children check as required by the commission for children and Young People.

Our Administrator is:

Kim Tsekeris Email: admin@northwestcommunitychildcare.com.au Office PH: 8678 0279

Policies, Procedures & Information

Policies and Procedures are kept on site at each centre. The below information is a summary of the important details from the relevant policies and procedures. Should you require further information or if you wish to view our policies and procedures, please liaise with the Team Leader at the centre. If you wish to make suggestions or provide feedback on the policies and procedures, please chat to the Team Leaders or email the office.

Enrolment Policy

A Registration Form must be completed and submitted per family prior to commencement of care. This paperwork is a legal requirement; children will not be able to attend care until the paperwork is submitted.

A new registration/update form is required at the beginning of each year.

Immunisation Information

Vaccination Laws

All families need to provide evidence that their child is either:

- fully vaccinated for their age
- has a medical reason not to be vaccinated
- has a conscientious objection, including religious beliefs, to vaccination, or
- is on a recognised catch-up schedule if their child has fallen behind with their vaccinations.

New immunisation requirements came into force on 1 January 2016 in relation to child care benefits and family assistance payments (the Commonwealth) and the enrolment of children in child care (in NSW)

Permanent Care

A child/ren care is considered permanent when they occupy one or more of the approved places at the Centre each week. We provide casual care depending upon vacancy availability.

If you have a permanent booking at the centre and require additional care on any given day/week we are more than happy to accommodate your needs if there are vacancy's available. Please contact the office to arrange additional care through admin.

Changes to Bookings

Requests for changes to bookings must be made **one week** in advance by completing a *Changes to Booking* form, or emailing the office on admin@northwestcommunitychildcare.com.au

Changes may not always be possible and are dependent on vacancy availability.

Changes to Registered Information

It is essential to inform Northwest Community Childcare in writing of any changes to details originally provided on the Registration Form e.g. address, contact numbers, authorised collectors, etc. Forms for these changes are available on the website or from the centres or can be emailed to admin@northwestcommunitychildcare.com.au

Cancellation of Bookings

Please note that cancellation of bookings is for permanent cancellations only. Single days or holiday periods are not classed as a cancellation of booking. These absences on single days or holiday periods are classed as an absence and will be charged as per the Fees Policy below.

If you intend on withdrawing your child/ren from the Centre, you are required to give **one week's written notice** or, one week's fees will be charged in lieu of notice.

If you require care once you have cancelled, you will be required to complete a new application form, and if required, be placed on the waiting list.

Inclusion Support Subsidy

Our program may be eligible to receive an Inclusion Support Subsidy (ISS) which can assist with the inclusion of children with additional needs. As dictated by the funding body, the number of funded positions is capped. Individual children's needs are assessed and suitability to the program established prior to enrolment. Please note that in the case of our educators not being specifically trained in working with children with additional needs, your child's needs may be deemed as being out of the educator's capability and therefore a position may not be offered. For further information concerning ISS please contact your centre coordinator.

Parent / Guardian Access to Child

If a child is subject to an access court order or agreement, the service must have a copy on record plus any subsequent alteration registered by the court.

Copies of these documents should be submitted with the enrolment form in order to minimise the likelihood of distressing situations occurring.

In all cases, staff will immediately request any unfamiliar persons' to show photo identification or leave the premises as quickly as possible.

Priority of Access Policy

Access to Our Centres will be based on the following criteria:

- **Priority 1:** a child at risk of serious abuse or neglect
- **Priority 2:** an existing booking (current child& same sessions
 - Must be confirmed annually,
 - Accounts must be up to date
- **Priority 3:** a child of a single parent who satisfies, or parents who both satisfy, the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999'.

Within this group, priority will be given to bookings where:

- Existing family enrolling an additional child (same sessions as other child already enrolled)
 - Existing booking seeking to transfer from another centre (same sessions).
Eg. Child attending Schofield's centre seeking to move to The Ponds centre
 - Existing family seeking additional sessions
 - New families (ie. Not currently using NWCC Before and After School Care)
 - **Priority 4:** any other child.
- Within the categories described above, priority will be given to children from:
 - Aboriginal and Torres Strait Islander families
 - Families which include a person with a disability
 - Families on lower incomes
 - Families from culturally and linguistically diverse backgrounds
 - Socially isolated families
 - Single parent families

Fees Policy

Statements are generated weekly, **we bill one week in arrears**. Statements will be posted out or preferably emailed out to families each week.

Payments can be made with cash, cheque, money order, credit at the office or the **preferred option is direct deposit into our account:**

Bank: ANZ Bank
BSB: 012 097
Account Number: 2508 23 253

Cheques or money orders are to be made payable to Northwest Community Childcare.

Receipts will be given for any payments received. Please note that **change cannot be given**, but any amount received in excess of the amount due will be credited to your account.

Fees are payable for the sessions booked as indicated on the registration form.

Fees are also payable for:

- Illness/sickness
- Absence
 - Including Holidays taken during school term; **not the school holidays**.

If accounts are not kept up to date the booking may be cancelled and childcare privileges for your child/ren may be declined.

If you are having difficulties paying your account please speak with the Manager/Administrator to discuss options; such as the development of a payment plan.

Non-Notification Fee (NNF) / Notification of Absences

If your child is booked in for the afternoon session but you know they will not be attending for any reason, the parent needs to notify the Centre by either email (24hrs notice required) or telephone message before the start of that session. If your child travels by bus to Schofields from John Palmer, please call the John Palmer telephone.

The Centre does not receive information from the schools regarding absences.
Notification by a sibling **is not acceptable.**

If the Centre is not informed you will receive a phone call from us regarding your child's absence, a NNF (Non Notification Fee) of \$5.00 per child will appear on your statement.
Note: fees will still need to be paid.

Late Collection Fee

When a parent is unavoidably detained and cannot reach the Centre by 6:30pm they **must: Contact the Centre** - Arrange for a nominated emergency contact person to collect their child from the Centre.

Late fees of \$15.00 for the first minute then \$1.00 for every additional minute will apply, if no prior arrangements have been made. If children are left at the Centre after 7:00pm without notification, staff will notify the Department of Community Services (DoCS) that they are taking the child/ren to the Quakers Hill Police Station (Lalor Rd Ph: 9678 8999) and placed in the care of the police.

Vacation Care

Please note that a \$10 administration fee is charged when:

- Changes are made to enrolments with less than 7 days notice
- Enrolments are received after the stated date on the enrolment form (usually one week prior to Vacation Care Starting)

Please note that when a cancellation is made to a day when there is an additional charge (Excursion or Incursion etc), the cost of the excursion or incursion may be charged.

Fee Relief – Child Care Benefit

FAO (Family Assistance Office) determines eligibility of Child Care Benefit based on combined family income.

It is the parent/guardian's responsibility to apply for Child Care Benefit with the Family Assistance Office (FAO) Ph: 13 61 50.

Until you are registered with FAO, any Child Care Benefit approved will not appear on your account.

Absence Days

Each child is eligible to receive CCB for an initial 42 days of absence, per financial year, which can be used for any reason and without proof of circumstances. Once the initial 42 absence days have been exhausted, additional absences may be claimed in certain circumstances.

Child Attendance Information

Children must not be brought into the Centre before 6:30am during school terms.

Staff are not responsible for your child/ren before the Centre's opening time.

In the afternoon each child must be collected before 6:30pm during school terms. Staff will highlight the sign out sheets to verify the time of pick-up if any child is collected after closing time.

In order to comply with Government guidelines each child must be signed in on arrival and out on departure from the Centre.

- Sign In/Out sheets are located on the desk in the hall.
- Children will not be allowed to arrive or depart by themselves.

Older siblings are only to collect children if they:

- are over the age of 18
- prior arrangement has been made with the Team Leader
- are nominated on the registration form as an authorised collector

It is of utmost importance that Northwest Community Childcare be informed if any person other than the parents or nominated adult on the registration form is to collect a child.

When each child is collected from the service, all persons must provide photo identification to the Team Leader or other staff member on duty. Please note: photo identification must be provided on demand and **a child will not be released unless identification has been sort.**

In the case of an emergency, a telephone authority will be accepted.

Morning Departure - from Centre

The following procedure is for children attending Before School Care:

Children's names are marked off against the roll

- Barnier children are dismissed from the centre at 8:15am to the school playground and into the care of the teacher on playground duty
- John Palmer children are dismissed from the centre at 8:30am to the school playground and into the care of the teacher on playground duty – if raining will go straight to classroom
- Schofields children are dismissed from the centre at 8:45am to the school playground and into the care of the teacher on playground duty
- Riverbank children are dismissed from the centre at 8:30am to the school playground into the care of the teacher on playground duty

Staff Collection of Children – from School

Parents are requested to cooperate with the Centre staff by informing their children of following procedures for the collection of children from school; ensuring their safety and wellbeing.

@ Quakers Hill

In term one only, an educator will collect the kindergarten children from a designated area. Term two onwards, the children need to make their own way to the hall. All other children are responsible to make their own way to the hall. A staff member will greet the children and mark their names off the roll before hand washing and afternoon tea. Sunscreen will be applied after checking UV rating.

@ The Ponds

In term 1 an educator will collect the kindergarten children from a designated area in the kindergarten block and escort them to the hall. All other children will be responsible to make their own way to the hall. An educator will greet the children at the doors of the school hall. Children then enter the hall have their names marked off the roll. Sunscreen will be applied after checking UV rating. The children will proceed in to put their bags down, followed by washing their hands prior serving themselves afternoon tea.

Children going to Schofields on the bus have their names marked off once inside the hall before sitting in the bus line as they wait for all of the children to arrive before being escorted onto the bus by an educator.

@ Schofields

In term 1 only, the kindergarten children will be collected from their classrooms and be escorted to the hall. Term two onwards, the children need to make their own way to the hall.

All other children are responsible to make their own way to the hall. A staff member will greet the children and mark their names off the roll before afternoon tea and free play.

John Palmer children will be escorted off the bus by an educator into the hall, have their names marked off the roll before enjoying afternoon tea with the other children. Sunscreen will be applied after checking UV rating for children playing outside.

@ Riverbank

In term one only, an educator will collect the kindergarten children from their classrooms and escort them to the hall. Term two onwards, the children need to make their own way to the hall.

All other children are responsible to make their own way to the hall. A staff member will greet the children and mark their names off the roll before applying sunscreen (sunscreen will be applied after checking UV rating), washing hands and serving themselves afternoon tea.

@ Richard Johnson

All children are collected from the classroom and taken directly to the OOSH room. A staff member will greet the children and mark their names off the roll before having a group conversation and proceeding with activities. Sunscreen will be applied after checking UV rating, with afternoon tea being served at 3:30pm.

Absent and Missing Children

If a child is not present for roll call staff will contact the parents to verify their whereabouts:

- If the parent is aware that their child is somewhere else but not notified us, A Non Notification Fee applies.
- If the child is supposed to be at the Centre, staff will search the school grounds.
- If the child still isn't found, staff will call police to search the surrounding areas.

Managements of Complaints Policy

Should you ever have any concerns, questions, or queries, please feel free to talk to the Team Leader at the relevant centre at any time. We are here to assist you in whatever way we can.

Alternatively, written grievances can be emailed to the office on admin@northwestcommunitychildcare.com.au or the office can be contacted on 02 8678 0279

No parent is to approach another parent or child about an incident that may have happened at the centre or school. All matters will be handled professionally and with appropriate discretion.

Confidentiality Policy

Confidential information may include information provided by third parties, such as doctors, school teachers, or parent/guardians.

Families and staff have a right to:

- access the information held in their individual file
- seek assistance in understanding the contents of the file
- be advised of their rights and responsibilities under the Privacy Legislation
- participate in the development of their files

Your personal information will not be divulged or communicated, directly or indirectly, to another person other than:

- To the extent necessary for the education and care of the child
- To the extent necessary for medical treatment of the child
- Family of the child to whom the information relates
- The Regulatory Authority or an authorised officer as expressly authorised, permitted or required under the Education and Care Services National Law and Regulations
With the written consent of the person who provided the information

The information we receive from the enrolment form is confidential and will only be used to assist in the care of your child/ren.

Medical Policies

If your child is displaying symptoms and is suspected of having a contagious disease or infection upon arrival at the service, staff have the right to send any child home and will require a medical certificate before the child is able to return to the service. Staff will notify the parents/guardians to arrange pick up of their child ASAP.

Please refer to our Infectious Disease Policy for exclusion periods or go to:

http://www.nhmrc.gov.au/files/nhmrc/publications/attachments/ch55d_exclusion_period_poster_130701.pdf

Head Lice

If a child is found at the service with live head lice, parents will be contacted immediately. If the child has not been treated prior to attending the centre, parents are required to collect the child ASAP. However if staff are notified that the child has been treated the child will not be excluded from the service. A notice will be placed on the sign in/out desk notifying all parents of the existence of head lice within the centre. Staff will also provide information about how all children can be inspected and/or treated for the infestation.

Nut Aware Centre

Please note that Northwest Community Childcare provide for a Nut Aware Environment. Your assistance to ensure this vital safety measure is appreciated.

All foods brought to the centre must be Nut Free, however products which state 'may contain' are allowed into the centre with caution. **Please note:** this also includes Vacation Care.

Medication Administration

If a child needs medicine while at the Centre their parent/guardian must complete a Medication Administration Permission form, forms are available on the website or from the Centre. No medication, including Panadol will be given to any child without parent consent. **Authorisation from anyone other than the parent/guardian cannot be accepted.**

Should you allow your child to be able to self-administer asthma medications, written consent must be given.

The medication **must**:

- be given to a staff member, and not left in the child's bag
- be accompanied by a completed Medication Administration Permission form
- **have the child's name, dosage, expiry date and doctor's details on the packaging**

Program Information

At Northwest Community Childcare educators use the My Time Our Place and Early Years Learning Frameworks to ensure that your child receives high quality experiences so they can create a program that builds on your child's interests and abilities.

Through the frameworks five learning goals educators will assist your child to develop:

- a strong sense of identity
- connections with their world
- a strong sense of wellbeing
- confidence and involvement in learning
- effective communication skills

As the most important person in your child's life you can make a difference by talking regularly with your child's educators. Information you provide allows educators to link your child's experiences at home, school and within the community with the time they spend in our care. This facilitates joint decision making about your child's experiences.

Video, Film and Social Media

Any video or film viewed at the Centre must be G or PG rated. PG films require prior consent by the parents before viewing.

Parents are **NOT** permitted to take any photos of children other than their own at the service. If staff witness a parent taking photos of the children, they will request to view the images and delete them. Please note: photos containing your child and other children will also be deleted, this includes children in the background.

Families and Visitors must not post information about the service, staff, management, families or any matters relating to the service on a social networking site.

Excursions and Transport Policy

All organised excursions will be age and ability appropriate.

All children need to be equipped with appropriate clothing, hat, sun-cream, wet weather gear and closed-in footwear. Children are required to also wear service identification.

Excursion costs will be billed to the family account.

When transporting children by foot, staff will ensure that the safest route is taken.

When transporting children by a hire bus children will be required to remain seated and behave appropriately. Staff will assist children in getting on and off the bus.

Child Management Policy

Where a child deliberately injures, or engages in behaviour that could easily result in injury to another child, the parents will be informed as soon as possible and appropriate action taken.

Discipline and Behaviour Management

Northwest Community Childcare staff maintain a confidential Observation Book and Incident Reports where particulars regarding serious behaviour issues are recorded. If there are three reports written for a particular child, further care may be declined until that child and their parent meet with the Manager and agree upon an appropriate Behaviour Management Action Plan in order for the child to regain access to care at the Centre.

If any parent/guardian has concerns about the behaviour of their child or another child/ren, or the interactions between any children, these concerns are to be raised with the Manager or Team Leader.

Under no circumstance is the parent to approach the child or parents concerned.

Any incident of the nature outlined below will result in immediate provisional suspension. The Manager/Team Leader holds the discretion to implement this consequence and will advise the parents at the time of collection. Actions that may result in suspension include:

- threats to self, other children, or staff with an object used as a weapon
- use of an object as a weapon, causing harm to a child or staff member
- attack children/staff which is considered dangerous/harmful
- serious and deliberate damage to property of other children, staff, and/or school
- extreme display of anger towards staff and/or children accompanied by abusive language

Rules and Boundaries

The Centre's rules have been devised by both the children and staff. We expect parents to be aware of these rules and actively encourage their children to remember them whilst at the Centre.

The Centre rules are:

- Keep your hands and your feet to yourself
- Walk inside the hall, running is for outside play
- If it's not nice, don't say it or write it
- Stay off the stage unless you have permission from a staff member (Barnier & John Palmer)
- Always listen to staff and follow their instructions
- When someone else is speaking be quiet and listen
- Be careful with and look after both our own and others people's belongings
- Stay out of the storeroom and kitchen unless you have permission from a staff member
- If we make a mess we clean it up
- When we have finished playing, we pack away

Emergency and Evacuation

Northwest Community Childcare conduct regular Emergency Drills. If parents are present at the time of the drill, we request that you follow the instructions of staff and participate in the drill.

Children's Belongings Information

The children should bring a bag, a hat, a drink bottle, wet weather gear, a shoulder covering shirt, closed in shoes and, if necessary, change of underwear/clothes with them to the Centre each day. All items of clothing, bags, lunch boxes etc...should be clearly labelled with your child's name.

Please Note: during Vacation Care, the children are required to bring the above as well as morning and afternoon tea. Each child should be provided with enough morning and afternoon tea to satisfy the needs of the child.

If your child has lost any personal items please check the lost property box in the hall.

Please do not allow your child/ren to bring lollies, chewing gum, toys of any kind, or other valuables to the Centre unless it is for a specific programmed activity.

Children are not to have their mobile phones out of their bags at the Centre. If there is an emergency and you need to contact your child please call the Centre phone and inform staff so that we can appropriately support your child's psychological and emotional needs. The team at Northwest Community Childcare assume no responsibility for children's clothing or other personal possessions.

John Palmer to Schofields Bus Procedure

Below states the pick up and drop off procedure for children attending ASC via the bus to Schofields:

- Bus driver will wait by side exit of the hall (closest to girls toilets)
- As children arrive they will have their name marked off the role and sit down, waiting for the other children to arrive.
- Parents may come during this time to sign their child off the role and pick them up prior to going on the bus.
- If there is a child who has not arrived that travels on the bus a staff member will contact parents to find out where they are. (if staff have not been notified a non-notification fee may be charged) Please contact the John palmer OOSH centre if your child is absent.
- When all children are accounted for they will walk as a group with the educator up to the bus.
- Once at the bus the children will be measured against a marked line (approx. 145cm) on the bus which will inform them whether they need a booster seat or not.
- Children will then sit down in the seat, sitting in a booster seat if required. All children are required to sit in a booster seat if under approx. 145cm as per the five step test located on www.childcarseats.com.au
- When all children are seated and seatbelts are on, the bus driver will do a head count and close the doors, reminding children of the emergency phone located in the centre console in case of an emergency. Emergency phone number will be displayed inside the bus for children (112)
- Bus driver will then message Schofields OOSH to inform them that they are leaving and proceed on-route to Schofields public school as per agreed route.
- Once the bus has parked children will line up at the bus door and then proceed to the main hall entrance in an orderly fashion.
- After everyone has lined up at the hall door children will then proceed to the desk where they will be signed into the centre and directed to go wash hands and have afternoon tea.

Children will be required to remain seated and not behave in a dangerous or distracting manner. The driver will stop the vehicle if necessary, in a safe place until the children comply with instructions.

If your child repeatedly refuses to follow the procedure above, you will be at risk of losing your care.

Other Centre Policies and Procedures

Centre/management

1. Providing a child safe environment

- Managing the facility
- Building, equipment and maintenance
- Storage
- Ventilation, temperature and natural light
- Pest control
- Managing the indoor environment
- Managing the outdoor environment
- Child protective practises
- Mandatory reporting guide
- Information exchange
- Complaints about and educator or someone within the service
- Recruitment and orientation

2. Management of Animals

- Educators will:
- Minimising the risk to health and safety

3. Inclusion

- Inclusive practises
- Educator recruitment and professional development
- Inclusion Support agencies

4. Governance and Management

- Responsibilities
- Philosophy and policies
- Financial management
- Facilities and environment
- Review and evaluation of the service
- Confidentiality
- Maintenance of records
- Work, health and safety

5. Emergency and evacuation

- Procedure
- Harassment and threats of violence

6. Delivery and collection of children

- Delivery of children
- Collection of children
- Absent and missing children
- Acknowledgement of children's arrival

7. Confidentiality

- Collection of personal information
- Retention and storage of records
- Disclosure of information
- Personal conversations
- Maintenance of information

8. Acceptance and refusal of authorisations

9. Water safety

- Water safety in relation to excursions
- Definition of a body of water
- Water safety in relation to water based activities at the service

10. Nutrition and Food Safety

- Nutrition
- Food safety

11. Sun protection

12. Excursion

- Risk Management
- Policies
- permission
- supervision
- information and equipment
- lost child
- transporting children
- water safety

13. Delegated authorities

14. Hazardous materials

15. Transportation

16. Social media

- educators/staff will
- Families and visitors
- Children
- compliance

Administration

1. Priority of Access

- Guidelines

2. Management of complaints

3. Enrolment

4. Fees

- Child care benefit
- Bookings and cancellations

- Absences
- Service closure
- Payment of fees
- Debt recovery
- Late collection fee
- Method of payment
- Confidentiality
- Increase of fees
- Acknowledgement of responsibility to pay fees

Families (children and Parents)

1. Interactions with children

- The educators will:
- The children will:

2. Behaviour Guidance

- Guidelines
- Guiding children's behaviour
- Correction steps
- Persistent in-appropriate behaviour

Medical

1. Management of incident, illness, injury and trauma

- Enrolment information
- Incident injury or trauma to a child
- Death or serious injury to a child or educator out of hours
- Reporting serious incident, injury and trauma
- How to decide if injury, trauma or illness is a serious incident
- Illness

2. Dealing with medical conditions and medication administration

- Dealing with medical conditions
- Administration of medication
- Specific roles of educators

3. Dealing with infectious diseases

- Prevention
- Management
- Management of HIV/Aids/Hep B and C

4. Administration of First Aid

- Procedure
- Recording

Staff

1. Staffing

- Staff selection
- Conditions of employment
- Staff orientation
- M Staff professionalism
- In-service training and development
- Review and appraisal
- Grievance procedure
- Disciplinary procedure
- Volunteers students and visitors
- Ratios
- Communications
- Staffing arrangements

2. Nominated supervisor/Responsible Person

- Eligibility
- Responsibilities of the Nominated Supervisor
- Responsibilities of the Responsible person

3. Flexible working options

- Who is eligible
- Procedure
- Schedule of flexibility options

Our Centre policies and procedures are reviewed periodically.

Parental Participation

Parents are welcome at our Centre's at anytime.

We encourage parents to:

- collect craft materials
- share skills, interest, traditions and customs
- attend social events or performances
- contribute ideas for the weekly activity program
- attend quarterly management meetings
- discuss with staff and/or add their comments on any aspects of the service to the suggestion box

What to Expect on the First Day...

Before School Care

Upon entering the hall, families are greeted by a staff member, who will introduce themselves and show you where to sign your child in.

Your child will be encouraged to participate in an activity and/or be offered breakfast. Breakfast is available each morning from 6:30am to 7:30am (approx.).

Depending on the weather, the children will have the opportunity to participate in both inside and outside experiences.

Parents may stay as long as they wish to ensure their child is settled into the new environment.

- At approximately 8:00am after the hall is packed up, staff play a large group game with the children.
- At approximately 8:15am roll call is done and the children have an opportunity to tell some news to the group, or other suitable activity.
- Barnier children are dismissed at 8:20am into the care of the teacher on playground duty.
- John Palmer Children are dismissed at 8:30am into the care of the teacher on playground duty.
- Schofields Children are dismissed at 8:45am into the care of the teacher on playground duty.
- Riverbank Children are dismissed at 8:30am into the care of the teacher on playground duty.

After School Care

Kindergarten children are collected from the classroom as per arrangements with the school. All the other children walk to the hall, after the end-of-school-bell rings. There will be Northwest Community Childcare staff members at the school hall to greet the children and sign them in on the roll. They must then put their bag against the inside wall before washing hands, eating afternoon tea where they can socialise with friends before listening to announcements. Then it is time to commence the variety of planned and spontaneous experiences.

We provide sunscreen for children prior to going outside to play. They are also required to wear a hat. No Hat = Play In The Shade

Vacation Care

Northwest Community Childcare provides Vacation Care for all of our Centres.

Breakfast will be provided at the Centre from 7:00am – 8:30am.

Lunch will be provided by the centre around 12:30pm.

Parents will need to provide morning and afternoon tea for their children. Please remember that the centre is a Nut Aware Centre.

Just as with Before and After School Care, parents must sign their children in, in the morning and sign out, in the afternoon on the attendance roll.

During the course of the day the children will have many opportunities to participate in a variety of incursions/excursions and activities; including craft, games, sport, and cooking.

This means that children will have to wear a hat. No Hat = Play In The Shade

Depending on the weather, the children will have the opportunity to participate in both inside and outside experiences.

Northwest Community Childcare Outside of School Hours Care Services provide a fun, social, safe, leisure and recreational based environment for your children in a Christian environment. Welcome to our family!

