



Wominjeka - Welcome | Our Family Handbook provides important information you need to know to ensure the best possible start to quality education and care at Coldstream Primary School OSHC & Early Years

We strongly recommend you read the provided information and ask questions to confirm your understanding of how our service operates. By enrolling to our service, and completing an enrolment you are agreeing that you have read and understand the information you have been given in your enrolment pack.

We have an open-door policy and you and your family are welcome to visit our Service at any time.

Contact Information

Phone: 03 97391680

Mobile: 0477 915 658

Email: oshc.coldstream.ps@education.vic.edu.au

Website: www.coldstreamps.vic.gov.au



Coldstream Primary School – Follow us on Facebook!



Coldstream OSHC acknowledges the support of the Victorian Government.



Coldstream OSHC & Early Years acknowledges Aboriginal people as the traditional custodians of the land on which we operate. We commit to working respectfully to honour their ongoing cultural and spiritual connections to this country.



Service Philosophy

- We believe it takes a village to raise a child, a range of physical, mental, practical, advisory and encouraging support from a variety of mediums and people.
- We believe children need exposure to positive aspects of childhood where they can be children and not hold the weight of the world on their shoulders. Children should live between the world of reality and magic, dream the impossible, and have laughter and joy. Children's hearts and minds should be full of hope. They should see hope and feel hope at all times. Children should be free to be who they are and be supported to be the best version of themselves.
- Children should live in a world with healthy rules and high expectations that are shown/role modelled for them, have time and space to ask questions, make errors, reflect and try again.
- We believe healing and integration between people CAN happen, and oppression can be lifted no matter how small or how big.
- We believe in a group that strives to support each other to be the best versions of themselves. A community where all can co-exist with one another with peace and respect, and a world that will build each other up.
- We believe one and the many can make this difference and it starts now.

In order to do this, there are things we have put in place to help support this ongoing work, and it's important that you are fully informed in order to make the right decisions for you and your family as to whether this service is the right fit for you.

Mission Statement

- To provide the community with a service where children can be educated and cared for while families continue other aspects of their lives
- For children to have a place they can call their home away from home and feel safe and secure
- For children to have a network of other children and educators they can be a part of
- For children to be involved in something bigger than themselves that they can contribute to and make a change within
- To provide a space for learning and discovery that is tailor made to the child
- For children to have authentic, trusting and respectful relationships with the educators

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Service Information

Our Service caters for children aged 6 weeks to 12 years. We are open from 6.30am to 6.00pm Monday to Friday, 50 weeks of the year and closed on weekends, public holidays and two weeks over Christmas and New Year. Notice will be given in our communications when these days occur.

Management Structure

Approved Provider: *Coldstream Primary School Council*

Person with Management and Control/Educational Leader: *Kazz Van Deer Meer*

Nominated Supervisor/Service Manager: *Nikia Nankervis*

Our Team of Educators



Our Commitment to Child Safety

Our Service is committed to ensuring the safety and wellbeing of children is maintained at all times whilst being educated and cared for by educators and staff at Coldstream OSHC & Early Years. We are committed to providing a child-safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect their lives. Particular attention will be paid to the cultural safety of Aboriginal children and children from culturally and/or linguistically diverse backgrounds, as well as the safety of children with a disability. Every person involved in our learning community has a responsibility to understand the important and specific role they play individually and collectively to ensure that the wellbeing and safety of all children and young people are at the forefront of all they do and every decision they make.

We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect. The Victorian Reportable Conduct Scheme seeks to improve organisations' responses to allegations of child abuse and neglect by their workers and volunteers. The scheme was established by the Child Wellbeing and Safety Act 2005 (the Act). Coldstream Primary School OSHC & Early Years commits fully to abiding by this scheme and understands its importance to keep children safe because keeping children safe is everyone's responsibility.

Our staff carry out their responsibilities as mandatory reporters as required by law under the Children and Young Persons (Care and Protection Act 1998) and maintain up to date with knowledge of child protection law and child protection training.

Our staff are recruited through an extensive screening process to ensure they display the right personal qualities and experiences to provide high quality supervision and care to child in addition to holding a validated Working with Children Check.

We have a zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegation or concern will be responded to promptly by management. We request that you contact our Nominated Supervisor or PMC if you have any concerns 0421 423 999

oshc.coldstream.ps@education.vic.gov.au or kazz.vandermeer@education.vic.gov.au

Code of Conduct

The Code of Conduct establishes the standards for all employees of our Service. Employees are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's Code of Ethics. The values that underpin our work ethic include equality, respect, integrity and responsibility.

We are committed to providing a professional and fair service to everyone and our code of conduct commitment sets out what families can expect from us. In return we ask that parents/families respect our staff. We value our employees and volunteers and we will not tolerate any form of violent, threatening or aggressive behaviour towards them.

Our educators and staff

Our Service is made up of a team of high-quality professional educators who are committed to and passionate about early childhood education and care. Our staff promote the human rights, safety and wellbeing of all children and consider and respect the diverse backgrounds and needs of children. We create an environment that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families.

Our educators are continually evaluating how our curriculum meets the educational needs of our children and reflecting on ways to improve children's learning and development and are supported by a team of highly qualified professionals.

Our educators take into account children's learning styles, abilities, interests, linguistic and cultural diversity and family circumstances when planning and implementing learning programs. We support and respect the history and backgrounds of Aboriginal and Torres Strait Islander people and aim to foster each child's sense of identity.

All staff are encouraged and supported to attend professional training and development to further their knowledge and skills.

All staff hold valid Working with Children Checks/Cards and all Responsible Persons (placed in charge of the day-to-day running of the service) have current ACECQA approved First Aid, Emergency Asthma and Anaphylaxis qualifications.

National Quality Framework

Our Service complies with the Australian Government's National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law and National Regulations, the National Quality Standard and a rigorous assessment and rating system. Our educational program and curriculum are based on the Australian Early Years Learning Framework (EYLF) and My Time, Our Place (MTOPI). We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our service to identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement.

Additional information about the NQF can be found at [ACECQA/nqf/about](https://www.acecqa.gov.au/nqf/about)

Regulatory Authorities

Our Service is regulated by the national body for early education and care – the Australian Children's Education and Care Quality Authority (ACECQA) as well as the state licensing department in our State. To contact our Regulatory Authority, please refer to the contact details below:

VICTORIA

Department of Education and Training

VIC Department of Education phone: 1300 307 415

GPO Box 4367, MELBOURNE VIC 3001

www.education.vic.gov.au/ email: licensed.childens.services@education.vic.gov.au

Glen Waverly Office

Phone: 1300 333 231

Fax: 03 8392 9333

Location: Level 2, 295 Springvale Road, Glen Waverley 3150

Educator to child ratios

We comply with the National Regulations for educator to child ratios across our Service to ensure adequate supervision is provided for all children. Ratios are calculated across the service. This provides us with flexibility to respond to children's interests and needs at different times during the day.

AGE OF CHILDREN:

EDUCATOR TO CHILD RATIOS:

Birth to 24 months	1:4
36 months up to and including preschool age	1:11
5 years to 13 years	1:15

Early Years Learning Framework (EYLF)

The Early Years Learning Framework (EYLF) was developed to ensure all children in early childhood education and care settings across Australia, experience quality teaching and learning through play-based, holistic learning. The EYLF is made up of learning outcomes, principles and practices which educators use in their documentation of children's learning and in their reflection and planning. Fundamental to the EYLF is a view of children's lives as characterised by *belonging, being and becoming*.

From before birth children are connected to family, community, culture and place. Their earliest development and learning takes place through these relationships, particularly within families, who are children's first and most influential educators. As children participate in everyday life, they develop interests and construct their own identities and understandings of the world.

BELONGING

Experiencing *belonging* – knowing where and with whom you belong – is integral to human existence. Children belong first to a family, a cultural group, a neighbourhood and a wider community. Belonging acknowledges children's interdependence with others and the basis of relationships in defining identities. In early childhood, and throughout life, relationships are crucial to a sense of belonging. Belonging is central to being and becoming in that it shapes who children are and who they can become.

BEING

Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the here and now in children's lives. It is about the present and them knowing themselves, building and maintaining relationships with others, engaging with life's joys and complexities, and meeting challenges in everyday life. The early childhood years are not solely preparation for the future but also about the present.

BECOMING

Children's identities, knowledge, understandings, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. Becoming reflects this process of rapid and significant change that occurs in the early years as young children learn and grow. It emphasises learning to participate fully and actively in society.

The framework conveys the highest expectations for children's learning from birth to five years and through transitions to school. The expectations are communicated through the five overall learning outcomes.

Outcome 1: Children have a strong sense of identity

- Children feel safe, secure, and supported
- Children develop their emerging autonomy, inter-dependence, resilience and sense of agency
- Children develop knowledgeable and confident self-identities
- Children learn to interact in relation to others with care, empathy and respect

Outcome 2: Children are connected with and contribute to their world

- Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
- Children respond to diversity with respect
- Children become aware of fairness
- Children become socially responsible and show respect for the environment

Outcome 3: Children have a strong sense of wellbeing

- Children become strong in their social and emotional wellbeing
- Children take increasing responsibility for their own health and physical wellbeing

Outcome 4: Children are confident and involved learners

- Children develop dispositions for learning such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
- Children develop a range of skills and processes such as problem solving, enquiry, experimentation, hypothesising, researching and investigating
- Children transfer and adapt what they have learned from one context to another
- Children resource their own learning through connecting with people, place, technologies and natural and processed materials

Outcome 5: Children are effective communicators

- Children interact verbally and non-verbally with others for a range of purposes
- Children engage with a range of texts and gain meaning from these texts
- Children express ideas and make meaning using a range of media
- Children begin to understand how symbols and pattern systems work
- Children use information and communication technologies to access information, investigate ideas and represent their thinking

My Time, Our Place

The My Time, Our Place – Framework for School Age Care in Australia helps care services to develop opportunities for school aged children to participate in leisure and play-based activities that respond to their needs, interests and choices.

My Time, Our Place is part of the Australian Government's National Quality Framework which is about ensuring children receive a high standard of education and care.

It is one part of the picture that will help Australia realise the Council of Australian Governments (COAG) vision that will see 'all children have the best start in life to create a better future for themselves and for the nation'.

My Time, Our Place Developmental Outcomes:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident learners
- Children are effective communicators.

Educational Program

We are committed to providing a developmental and educational program which caters for each child's individual needs, abilities and interests. Our educational program is delivered through an intentional, play-based pedagogy aligned to the Early Years Learning Framework (EYLF).

Our program continues to develop as we use the relationships children have with their families and communities, working in partnership with parents, to ensure each child's knowledge, ideas, culture, abilities and interests are the foundation of our programs.

We encourage children to be responsible for their own learning through choices in experiences, interests and routine. We use conversations, actions and play as the basis for teaching which involves the children being partners in teaching by seeking out ideas, opinions, thoughts and questions. We encourage children in promoting their independence and self-help skills by assisting within the routine and involving the children in interest-based projects to further enhance their learning and knowledge. We value children and family input and encourage family involvement in order to gather a comprehensive and holistic view of the child.

We know that children learn effectively through play and educators who are diligent in their responsiveness to each child support this. Applying strong intentional teaching practices provide the children with an authentic and meaningful learning environment that challenges, supports and nurtures a child's development.

Goals for your child at our Service

“We discovered that education is not something which the teacher does, but that it is a natural process which develops spontaneously in the human being.”

Maria Montessori

Educators' practices and the relationships they form with children and families have a significant effect on children's involvement and success in learning. Children thrive when families and educators work together in partnership to support young children's learning. Children's early learning influences their life chances.

Wellbeing and a strong sense of connection, optimism and engagement enable children to develop a positive attitude to learning. (Early Years Learning Framework p.9).

We will create a range of short and long-term goals for your child that we will program to and observe on which will be based on the outcomes in the Early Years Learning Framework and the My Time, Our Place Framework which will include:

- mutual respect and empathy
- concern and responsibility for self and others
- a sense of self worth
- social awareness
- importance of sustainability
- self-discipline and self-regulation
- habits of initiative and persistence
- creative intelligence and imagination
- self-confidence as an independent learner
- a love of learning.

We strongly encourage communication between families and educators to ensure continuity in what we are delivering to your child and acknowledge that the role of the educator is to work in partnership with families, children's first, and most influential educators.

Documentation of Learning/ Portfolios

Educators observe children and facilitate their learning to provide each child with a personal, confidential digital/hard copy portfolio by documenting their learning throughout the year.

Our Service uses a variety of documentation to demonstrate learning which may include:

- your child's profile
- goals from families and educators
- observations- learning stories, captioned photos
- objectives for further development
- work samples- drawings, photos, recorded video
- checklists and transition statements (If applicable)

The individual child's portfolio is maintained and used as a direct tool for evaluation and future planning within the Service's program. This makes the program reflect the value of individuality and is not be used as a means of comparison between peers or stereotypes.

Communication

We work in partnership with you and your family. We support and encourage communication with your child's educators about your child's unique needs and their general enjoyment of their day at our Service. Everybody has a preferred time and method of communication. Sometimes, mornings and afternoons can be a little rushed, and not the best time to discuss your child's progress. You are encouraged to talk to our Nominated Supervisor to arrange to meet your child's educator at a mutually convenient time.

Our Service uses Xplor to provide real time updates about your child.

We have many types of communication we use for families, including:

- Newsletters
- Phone calls
- Emails
- Letters
- Face to face
- Daily floor books
- Formal meetings

Enrolment Information

Prior to your child commencing at our Service, you'll be required to complete the enrolment process, and provide documentation. This must be completed as a requirement before a child starts care with us.

Enrolment Process

If you require assistance completing the enrolment process, please contact our Nominated Supervisor/Manager for assistance.

We will require a copy of your child's immunisation history statement from the Australian Immunisation Register. This must show that your child is up to date with vaccinations for their age OR your child is on a recognised vaccine catch up schedule OR has a medical condition preventing them from being fully vaccinated.

Family law and access

Our Service will uphold any responsibilities or obligations in relation to Family Law and access to the service. We require updated certified copies of any court order, parenting orders or parenting plans, relating to your child and request that if situations change, a copy of the Court Order is provided to our Service. We will only allow children to leave the Service with the written permission of the custodial parent/guardian. Without a Court Order we cannot stop a parent collecting a child.

Authorised Nominees

You will be requested to provide information about authorised nominees on your child's enrolment.

These are persons that you provide permission to:

- collect your child from the Service
- provide consent for medical treatment for your child from a medical practitioner, hospital or ambulance service
- provide consent for the transportation of your child by an ambulance service
- provide consent to go on an excursion.

Please understand that it is essential we have up-to-date information on your child's enrolment record in case of an emergency. It is important that you notify the Nominated Supervisor (or Responsible Person) of any changes to enrolment information including:

- your residential address
- health of your child
- telephone/mobile numbers
- contact details for any parent or authorised nominee
- family changes (parenting orders)
- emergency contact information details etc.

Authorisations

The enrolment will include additional authorisations for our Service to seek medical treatment and emergency transportation for your child if required. Authorisations will also be requested for application of sun cream, permission to administer emergency medication to your child in the case of an asthma or anaphylaxis emergency. (Ventolin or Epi-pen), permission for an educator with current first aid to administer paracetamol in an emergency and permission to access medical treatment and transport in case of an emergency. As well as permission for regular outings within the Coldstream community, and if applicable authorisation to drop off and collect children from the Coldstream Pre-School.

Photographs, social media, promotion

As part of the enrolment process, we will also ask for your permission to take photographs and video of your child during normal activities and excursions for sharing with our parent community through our internal program Xplor. As well as permission for use for our social media and/or to promote our Service to the community through marketing and promotional materials. Photographs and videos may also be used as part of our observation and programming process.

Excursions/ Regular Outings

To enrich the children's experiences whilst attending the OSHC & Early Years program we would like to embed regular walks/outings to familiar places within Coldstream. This will allow the children to develop connections and make contributions to their immediate community on a weekly basis. Excursions are an important and valuable part of learning in early education. They expose a child to a range of different experiences and help them to observe and understand the world around them. For any excursion or regular outing in our community, we will complete comprehensive risk assessments to minimise any identified risks as part of our planning for excursions. We provide parents with information about the excursion in advance and require written authorisation for each child to participate on an excursion or regular outing.

Medical conditions- Allergies, Asthma, Diabetes or Epilepsy

It is vital that we are aware of any medical condition including diabetes, epilepsy, allergies, eczema, asthma, risks of anaphylaxis of your child including any potential triggers. Families are required to indicate any allergy or asthma on the enrolment form.

Our Service requires a Medical Management Plan or Asthma/Anaphylaxis Action Plan to be completed by your General Practitioner to assist in managing your child's needs. This needs to be provided prior to your child's commencement at the Service. In consultation with the Nominated Supervisor, you will be asked to develop a Risk Minimisation Plan and Communication Plan to assist our educators and staff. Any prescribed medication that your child may require must be provided each day they attend our Service.

To ensure the safety and wellbeing of your child, please update your child's Medical Management Plan/ Action Plan every 12-18 months or whenever a change in their medication or treatment occurs. (Australasian Society of Clinical Immunology and Allergy) (ASCIA).

Diagnosed disability

If your child has a diagnosed disability, please speak to our Nominated Supervisor prior to enrolment. We provide a supportive and inclusive environment that allows each child to fully participate in quality education and care. We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child to have equitable access to resources and participation. If your child has a National Disability Insurance Scheme (NDIS) package, we may need your consent to make contact with services and/or therapists who are working with your child to seek information regarding their learning plan to support continuity of learning.

Our Service may be able to apply for additional support through the Inclusion Support Program (SIP) to assist your child's access.

Fees, rebates and attendance

Fees

Our fees are before Child Care Subsidy (CCS) has been applied.

Fees must always be paid **1 week** in advance.

Early Years/Long Day Care is \$125.00 per day – opening hours from 6:30am – 6pm

Before and after school care are based on the session times below:

Session:	Times:	Cost:
BSC (Before School/Kinder Care)	6:30am – 8:45am	\$26
AKC (After Kinder Care)	2:45pm – 6:00pm	\$35
ASC (After School Care)	3:15pm – 6:00pm	\$30
Student free day	6:30am – 6:00pm	\$125
Incursion/Excursion		\$130

Vacation Care

Session:	Cost:
Daily	\$125
Incursion/Excursion	\$130
Incursion/Excursion Plus	\$150

- Fees are charged for each session of care - each session either before and after school care, or per day for early years, vacation care/student free day programs
- Fees payable by families vary depending on the family's eligibility for Child Care Subsidy (CCS).

- CCS is paid directly to the Service and this is used as a fee reduction (visible on a family's statement).
- Families are required to pay the difference between the fee charged and the subsidy amount- the 'gap' amount or without CCS full amount of fees.
- Fees must be kept in one week advance of a child's attendance.
- Parents are required to download the Xplor home app or log into Xplor home to see their live statements
- Fees are to be paid weekly on a Thursday through Direct Success our direct debit system on Xplor
- Fees are payable in advance for every session that a child is enrolled at the Service. This includes pupil free days, sick days, and family holidays but excludes periods when the Service is closed. The Service may be directed to close due to periods of local emergency such as bushfire or flood or a pandemic.
- If a session of care falls on a public holiday, families are required to pay normal fees. CCS may be paid for sessions that fall on public holidays.
- Fees are charged for full sessions only (regardless of the actual attendance hours any day).
- Casual days may be offered to families if available within the Service's license.
- Cancellations for casual bookings will be granted if you have given 7 days notice via email to oshc.coldstream.ps@education.vic.gov.au
- Permanent bookings and vacation care bookings cannot be cancelled, or refunded once bookings have been made

Statement of fees

- Families can access their statement at any time via the Xplor app in accordance with the fee payment and regulatory requirements
- The *Statement* will include details of the sessions of care provided and the resulting fee reduction amounts
- The *Statement* is generated using our Software Xplor which meets all requirements as per Family Assistance Law legislation

If there is any discrepancy, please contact the Nominated Supervisor as soon as possible.

Payment methods

- Families are required to pay fees using the Service's direct debit system. The family is required to provide banking details to facilitate set up of the direct debit account via the Xplor home app before commencing. We will not provide care until the direct debt has been set up.
- Fees and charges associated with direct debit system are outlined upon enrolment through Xplor

- A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees
- Fees are deducted weekly on a Thursday in advance

Please note that additional charges will apply for any failed transactions as a result of insufficient funds.

Child Care Subsidy (CCS)

Child Care Subsidy offers assistance to families to help with the cost of child care aged 0-13 years.

There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- Combined annual family income
- Activity test – the activity level of both parents
- Service type – type of child care service and whether the child attends school

Families who wish to receive Child Care Subsidy as reduced fees must apply through the [myGov](#) website. This includes completing the Child Care Subsidy activity test. Child Care Subsidy is paid directly to our Service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our Service and the subsidy amount received. This is called the 'gap fee'.

On enrolment we will need the Customer Reference Number (CRN) of the person linked with the child, along with the child's CRN so we can confirm the attendance and ensure that you are receiving the appropriate subsidy.

Complying Written Agreement (CWA)

A Complying Written Agreement (CWA) is an agreement between our Service and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and details of the fees to be charged. Before Child Care Subsidy can be paid, you must approve the enrolment information within the CWA via the [MyGov website](#).

Absences

We encourage families to notify the Service as soon as possible if your child will be absent for any day or session you have booked. It is recommended that absences are notified to the Service by email or through our app Xplor.

Child Care Subsidy will be paid for any absence from an approved child care service your child attends for up to 42 days per child per financial year. Additional absences beyond 42 days may be approved for specific reasons with supporting documentation. Please talk to us about additional absences.

You can access your child's absence record on your online statement by selecting '[View Child Care Details and Payments](#)' on your [Centrelink online account](#). You can also do this using the [Express plus Families mobile app](#)

Public holidays will be counted as an absence if your child would normally have attended the Service on that weekday, and fees have been charged for that day for your child.

If your child has not attended our Service for 14 continuous weeks, your child's enrolment will be cancelled automatically, and Centrelink will stop paying your CCS subsidy.

Fees in arrears/ Financial Support

- If a family fails to pay the required fees on time, a reminder email will be issued after 48 hours if the fees are still outstanding. Families are able to make payments anytime via the Xplor 'PAY NOW'.
- At any time of the debt recovery process the family will be encouraged to enter a debt agreement with the service to repay outstanding fees. A written contract will be provided for the family to sign outlining repayment plan details. The repayment plan will provide information as to the duration and amount of the repayments as well as steps that will be taken if the repayment plan is not adhered to.
- Coldstream OSHC & Early Years reserves the right to terminate/suspend your child's enrolment if payment has not been made after three weeks, for which the family will receive a final letter terminating the child's position. At this time the Service will initiate its debt collection process, following privacy and conditional requirements.

If you are experiencing financial hardship, please speak to the Nominated Supervisor or Director. Additional Child Care Subsidy (ACCS) may be available to support your family. We may be able to organise a payment plan before your fees go into arrears.

Withdrawal from care/Reducing Enrolment Days

- Parents are to provide **two weeks** written notice of their intention to withdraw a child from the centre or make changes to permanent days.
- If termination from the Service is required without notification, families may lose their Child Care Subsidy, resulting in the payment of requirement for full fees to be charged.
- In some circumstances CCS may not be paid for sessions if the child has not physically started care.
- Additionally, CCS may not be paid for absences submitted after a child's last physical day of care, unless conditions have been met as specified by Family Assistance Law.

Service Closing Time and Late Collection Fees

Please be aware our Service and program closes at 6:00pm. In accordance with National Regulations and licensing, we are not permitted to have children in the service after 6:00pm. A late fee is incurred for children collected after 6.00pm.

The fee is \$15 per child for every 10 minutes or part thereof and will be added to your next account. The late fee is strictly adhered to, as two staff members are required to remain at the Service until all children are collected.

If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children within an hour of the Service closing, we may need to contact the Police or other authorities to take responsibility of your child.

Permanent and Casual Bookings

Permanent bookings are an ongoing booking that:

- remains the same from one week to the next (or fortnightly for BSC/ASC)
- Is on-going same day bookings
- are chargeable regardless of attendance

Casual bookings are one off bookings that:

- can be booked at the last minute for emergency care. This is provided that we have vacancies. If there is no vacancy, we will put your child on a casual waiting list and will contact you if a vacancy becomes available
- are designed to support families taking on casual work and shift work
- can be cancelled at no cost, provided 1 week notice via email is given

Vacation Care

Every school holidays Coldstream Primary School OSHC & Early Years runs a vacation care program for the duration of the school holidays (excluding the 2 weeks between Christmas & New Year's when our service is closed).

During Vacation care we run multiple activities across the week including excursions, incursions and school based days. These are determined 6 weeks prior, and booking forms and information are promoted and released.

Program hours are between 6:30am – 6:00pm. Some excursions and incursions need specific time frames for drop off at Coldstream Primary School. We will let you know in advance of these and the times changes. We do ask that children arrive by 9am to ensure they are a part of the programmed activities.

Please note – access to this program is available to children attending primary school. Children aged 3 years to 5 years attending preschool are welcome on appropriately planned days. Coldstream OSHC reserves the right to choose the days that are appropriate for the 3 – 5 year old age group.

Conditions of enrolment:

- We cannot accept any child into the program without a completed enrolment, booking form, and full payment.
- Once booking has been made, and form returned there is no cancellation as per our cancellation policy, and bookings will be charged accordingly.
- A change of clothes appropriate to the weather is recommended. The wearing of hats is compulsory when the UV is above 3 so please ensure you always supply a hat. It is also required that children have their shoulders covered and wear enclosed shoes at all times.
- All medication is to be handed to educators upon arrival in the original container bearing the original label and child's full name, and expiry date. As per our medicine policy.

- If a child's conduct is perceived as inappropriate or endangering, the nominated supervisor or approved provider reserves the right to request the child/ren to be collected immediately and may not be able to return to the program.
- Children must be collected no later than 6:00pm or our late fee will apply
- By booking and attending our program you agree to all of our service policies and procedures, term and conditions, and parent handbook.

We do our best to work around the weather, and other unforeseen issues such as COVID restrictions, however if it is deemed too dangerous to continue our planned activity, we will cancel and stay back at base, and notify you as soon as possible. No changes to fees or refunds.

Priority of Access

Our Service aims to assist families who are most in need and may prioritise filling vacancies with children who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

Service Policies and Procedures

You will find a copy of our Service policies and procedures available on our website. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and National Regulations.

Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management do so on account of serious and/or unusual circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures adhere to the needs of our families and meet required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.

Orientation-Preparing for your child's first day

Orientation is an important start for your child and family to connect to our Service. We encourage each child to attend our Service in the company of a family member before they start their first day with us. This gives you and your child the opportunity to gain an understanding of our program, the lay out of the room, where to put your child's belongings, provide educators with additional information about your child and how we can best support their transition and settling in period. The Nominated Supervisor will contact you to arrange suitable times and days for visits.

If your child is reluctant to attend, please discuss this with their assigned educator so that they can develop strategies with you to support the transition from home to the Service. You are welcome to take photos of your child in our environment to show and discuss at home with them. Some children like to take a book from our library to read at home and return on the next visit.

Arrival and Departure

Each day, you must sign your child in upon arrival and sign out upon departure and note the date and times, this is completed digitally through our app Xplor. We are required by legislation to maintain our attendance record at all times. This record may be used in the event of an emergency situation at the Service.

Our staff have a duty of care to your child and will only allow your child to be released into the care of either a parent, guardian or an authorised nominee as listed on your child's enrolment record. You can add people to collect your child via the hub guest on the Xplor app. If your child needs to be collected by another person for some reason, an authority to collect form must be provided in writing to the Nominated Supervisor. Our staff will ask to view photo identification of the adult collecting your child from care to confirm their identity.

The first day/week

The first day in a new service is a big step for you and your child. Please don't be alarmed if your child experiences some separation anxiety. This is normal and our experienced educators will assist you and your child through this transition period. We encourage parents to stay as long as they like during the morning drop off to help your child settle into an activity. There may be tears and extra tight hugs when saying goodbye for the first few weeks but there are always cuddles, reassurance and genuine care from educators for both the children and their families. Sometimes this experience is upsetting more so for the family, not the child. We understand this and offer support through phone calls during the day, photos and open communication.

Saying goodbye

Ideally, your child will be settled at an activity before you leave, however some children find it hard to settle until their parents have gone. What works best is a set routine so try to establish the care routine from the orientation process. Being well organised and avoiding a rush usually results in a calm start to the day.

Most children will want to have a look around first to see who else has arrived and to look at what activities are available. Please tell your child when you are leaving as they may become upset if they haven't had the opportunity to say goodbye. This will gain trust from the child, not only in you but in the educator, who is reassuring your child about their day and when you will return. Rest assured, we'll contact you if your child becomes distressed.

What you need to bring

Early Years

- Food
- Drink Bottle
- Nappies
- Wipes
- Bottles
- Formula/Breast Milk
- Spare clothing
- Protective sun hat (either broad brimmed or legionnaire hat)
- Sleep bag/comforter

We ask that you provide nappies, wipes and your child's food for the day. Over the many years we have worked in this profession, we feel that having the children's own nappies and food from home can further support the children to feel safe and secure with things that are known to them. Children are more likely to eat what they are used to, with comfort from home and allowing more time for the educators and children to bond.

Food to be provided by the family is **clearly labelled with their child's name**. Any pre-cut fruit, meat, eggs or dairy products must be placed into the fridge.

BEFORE/AFTER SCHOOL CARE/VACATION CARE

- Protective sun hat (either broad brimmed or legionnaire hat)
- Drink Bottle

- Medication (If applicable)

What we provide

- Sunscreen
- Breakfast
- Afternoon tea (After school care children)

** Vacation Care and Student Free Day Care: We will provide breakfast, morning tea, lunch, afternoon tea, late snack, milk and water.

Breastfeeding

We are a breastfeeding friendly service. Mothers who are breastfeeding are welcome to attend the Service during the day to feed their infant. We can a private, clean and quiet area for mothers to breastfeed their infants or express breastmilk.

Families that are breastfeeding should speak to the Nominated Supervisor or Responsible Person to be aware of our policies on storing and serving breast milk.

Families that are formula feeding should also consult our Nominated Supervisor or Responsible Person to be aware on how we need the formula prepared and stored. Regular communication is encouraged to ensure your infant's needs are met as they grow.

Please refer to our *Breastfeeding Policy and Bottle Safety Preparation Policy*.

Toys

The Service has an abundance of toys and we ask that children do not bring in toys from home. This eliminates toys getting lost, broken, disappointment for other children and responsibility on educators to track numerous toys throughout the day. If a toy is required for a child to help them settle for the day, we ask that is not dangerous, and as you may understand, we cannot take responsibility for these items brought from home for it being lost or stolen. .

If your child brings a toy or piece of equipment home with them that belongs to Coldstream OSHC & Early Years, please return it as soon as possible as a missing piece can make the toy/game unusable.

Comfort toys such as teddies, blankets, a family photo from home etc. are allowed and welcomed to help children settle in to our service and help them to achieve a sense of belonging.

Respect for Children

We encourage children to engage in cooperative and pro-social behaviour. We give children the opportunity to self-regulate their behaviours during play to develop their confidence and self-esteem. Educators follow a *Respect for Children Policy* that extends across the whole Service giving consistency of expectations. We use a positive approach to guiding children's behaviour to help them develop a respect for others, for property and respect for self. If you require further information on this policy, please ask educators and refer to our Policy manual.

Rest and Sleep

Rest and sleep routines vary according to individual needs. We aim to make rest time a relaxed, pleasant time for all children. We provide beds for children and play soft music in the background. Your child may wish to bring a security item to have at rest time. Please feel free to discuss your child's rest or sleep needs with educators. Each day we provide information about the times your child rested or slept.

Quiet activities, such as puzzles and books are available for those children who do not wish sleep. We endeavour to follow the parent sleep plans for their child, and understand the importance of routine however we do follow the child's cues whilst in care also.

Health and Hygiene

Our Service has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices. All staff diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues. We request that all children and visitors to our service wash their hands or use the alcohol-based hand sanitiser upon arrival.

Our educators teach and model correct hand washing techniques to children and regularly clean and disinfect high touch objects throughout the service to reduce the spread of infection.

When should I not send my child to the Service?

Our Service is a busy and demanding day for the bodies and minds of our children. We are not equipped to care for sick children as it is extremely difficult for staff to provide the appropriate care for children who are ill and still give attention to the rest of the group. When children are sick they need more attention and rest, and it is impossible to give a child who is placed in a group situation this type of care, as it requires staff members to lessen their involvement with the remainder of the group; however, we will do everything we can to comfort a child who has become sick whilst in our care.

So before bringing a sick child to the service you should ask yourself - *'Is my child well enough to attend? Are they well enough to be involved in all aspects of the curriculum (including playing outdoors) If you answered 'No' then they should not return until they are well. Please remember if their illness was contagious, then you will be required to provide a medical clearance. Please also note the service Director/Manager /nominated and certified supervisors have the right to request that a child be collected should they feel that a child is not well enough to attend and be involved in the daily program.*

To minimise the spread of infections and diseases, and maintain a healthy environment for all children, educators and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC)- *Staying Healthy in Childcare*. Our policies and procedures for *Sick Children* and the *Control of Infectious Diseases* are available for all families to view.

Please monitor your child's health and do not bring your child to the Service if they are suffering from an infectious disease/illness or are generally unwell.

If your child becomes ill whilst at the Service, we will contact you or an authorised nominee to collect your child. If your child is unable to be collected, educators will contact the child's emergency contact for collection. When your child is collected, you will be provided with an *Injury, Incident, Trauma and Illness Record* completed by the educator which includes information about your child's illness, their symptoms, general behaviour and any action taken. You will be requested to sign and acknowledge the details in this record upon collection.

Your child should not attend the Service if they have had paracetamol within 24 hours for a temperature. Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. If your child has been vomiting or had diarrhoea, they will be excluded for 48 hours. For certain illnesses, a medical clearance certificate may be required before your child returns.

Infectious Diseases

The National Health and Medical Research Council have supplied the following information regarding minimum exclusion period for children from an early childhood education and care service. Please inform staff if your child has any of the following so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained).

Recommended exclusion periods - Poster Staying Healthy: Preventing Infectious diseases in early childhood education and care services

CONDITION	EXCLUSION
Hand, foot and mouth disease	Until all blisters have dried
HIB	Exclude until medical certificate of recovery is received
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness
Herpes- Cold sores	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible
Influenzas and flu-like illnesses	Exclude until well
Measles	Exclude for at least 4 days after onset of rash
Meningitis (Bacterial)	Exclude until well
Meningococcal Infection	Exclude until adequate carrier eradication therapy has been completed
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner)
Pertussis (Whooping Cough)	Exclude the child for 5 days after starting antibiotic treatment
Rubella (German measles)	Exclude until fully recovered or for at least 4 days after the onset of rash
Salmonella	Exclude until diarrhoea ceases
Streptococcal Infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received
Worms (intestinal)	Exclude if diarrhoea present

If your child is unimmunised according to our records, then they will be excluded until the threat has passed and upon advice of the Public Health Unit

COVID – 19

Our Service will minimise our staff and children’s exposure to COVID-19 by adhering to all recommended guidelines from the Australian Government- Department of Health and Department of Health to slow the spread of the virus. We will implement practices that help to reduce the transmission of the virus including the exclusion of any person (child, educator, staff, parent, visitor, or volunteer) that is suspected or has tested positive to having COVID-19. Our Service will implement effective hygiene practices as per our existing policies and procedures and increase the frequency of cleaning and disinfecting high touch areas as per SafeWork Australia recommendations.

** For more information on COVID-19 processes please refer to our COVID-19 Policy.

Immunisation

The Public Health Act 2010 requires all families to provide an Immunisation History Statement from the Australian Immunisation Register (AIR) for their child prior to enrolment in an early childhood education and care service. The immunisation history statement must show that each enrolled child is up to date with immunisations for their age.

The relevant vaccinations are those under the National Immunisation Program (NIP), which covers the vaccines usually administered before age five. These vaccinations must be recorded on the Australian Immunisation Register (AIR).

The only unimmunised children who can be enrolled in child care (after 1 January 2018) are those who are on a recognised catch-up schedule or those who are unimmunised due to medical reasons as described in the Australian Immunisation Handbook. Parents must provide an AIR Immunisation History Form or an AIR Immunisation Medical Exemption Form upon enrolment.

In the case of an outbreak of any vaccine preventable disease, management will contact families as soon as possible. We ask that families immediately inform our Service if someone in their family is diagnosed with an infectious disease to help minimise the risk to other children, families and educators.

We are legally required to notify the Public Health Unit of any cases of vaccine preventable diseases occurring at our Service. For an up to date immunisation schedule, please refer to your enrolment pack.

Medication

If your child requires medication whilst at our Service, you must complete an *Administration of Medication Record* to give your consent for an educator to administer prescribed medication to your child. Medication must be given directly to an educator for appropriate safe storage.

Educators can only administer medication that is:

- prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)
- in its original packaging and have the original label clearly showing your child's name
- before the expiry/use by date.

Upon collection of your child at the end of the day, you or an authorised person will be requested to sign the *Administration of Medication Form*.

Incidents, injury or trauma

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents. We always have an educator with a First Aid, emergency asthma, anaphylaxis management and CPR qualification on shift at all times we provide education and care to children. First Aid kits are located throughout the Service.

In the event of a minor injury, first aid will be provided as required. An *Incident, Injury, Trauma and Illness Record* will be completed and when you collect your child, you will be notified about the injury and asked to acknowledge and sign the record. If your child injures their head, even if it is a small bump, you will be contacted to advise you of the injury. Our educators will continue to monitor your child closely and advise if you should come and collect them.

If an injury or incident is serious and we believe urgent medical attention is required, the Nominated Supervisor will contact AN AMBULANCE AND you immediately. If we cannot contact a parent or guardian, we will attempt to contact an authorised nominee for consent. Where you or your authorised nominee cannot be contacted, we may call an ambulance. If you are unable to meet the ambulance at the Service, we will send one of our educators/staff members to accompany your child in the ambulance.

Please note that Ambulance cover is the responsibility of each family.

An *Incident, Injury, Trauma and Illness Record* will be completed, and a parent will be required to acknowledge and sign this record. A copy of any documentation from the hospital or treating doctor will also be requested. Our Service will also be required to notify the Regulatory Authority in the event of any serious incident or injury. In these circumstances, you may be contacted by our Approved Provider and the Regulatory Authority to follow up the incident and actions taken by our Service.

Safety in our Service

Workplace Health and Safety

We are committed in providing an environment that is safe and healthy for every employee, volunteer, child, family and visitor. We have made every reasonable effort to minimise the risk of serious injury and request all persons to our Service to adhere to our policies regarding Workplace Health and Safety.

Each morning, our educators conduct daily safety checks of the indoor and outdoor environment and will alert management of any potential risk or hazard to children to ensure this is rectified before children use the equipment or area.

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general work health and safety issues, please contact the Nominated Supervisor immediately.

Privacy and Confidentiality

We are committed to protecting the privacy and confidentiality of children, individuals and families and have policies in place to ensure strict confidentiality is maintained.

To plan programs for your child/ren, we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law. We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time or request a copy of information in the file.

Our *Privacy and Confidentiality Policy* is available to view at any time. This policy sets out how we ensure our Service acts in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained and stored in accordance with Education and Care Services National Regulations and that all staff understand the requirements of the Notifiable Data Breaches (NDB) scheme. Any Privacy complaints will be managed promptly and in a consistent manner as outlined in our *Grievance Policy*.

Grievances and Concerns

Feedback from families, educators, staff and the wider community is fundamental in creating an evolving Childcare Service working towards the highest standard of care and education.

It is foreseeable that feedback will include divergent views, which may result in complaints. Parents, educators, visitors, students and members of the community can lodge a grievance or complaint, with the understanding that it will be managed conscientiously and confidentially.

If you have a concern, please discuss it with us as soon as possible.

We suggest that you follow up your concern in the following order:-

1. Depending on the circumstance speak with an educator (if applicable)
2. Make an appointment to speak to the management outlining your request, concern or issues.
3. If you still have a concern, do not hesitate to make an appointment with the Approved Provider,
4. Should your concern still not be resolved then you may like to contact the Department of Education & Training. This Department is the licensing body for Education and Care Services and has a statutory responsibility to ensure that regulations are adhered to.

Glen Waverley office

Phone: 1300 333 231

Fax: 03 8392 9333

Location: Level 2, 295 Springvale Road, Glen Waverley 3150

** Please refer to our complaints Policy for details our Service's procedures for receiving and managing informal and formal complaints.

Parent Acknowledgement

I/We have read this handbook carefully. I/We understand the commitment that you are undertaking providing education and care for our child, and our responsibilities to the Service.

I/we have completed the enrolment form at the Service and provided the required documentation for our child. I/We have read and agree to comply with the requirements set out in this handbook and in the Service's policies.

By enrolling to this service you are acknowledging to the above and agreeing to our term and conditions and our policies and procedures.