



Family Handbook

'A home away from home'

Phone: 0400 722 582, 4922 6816

Website: www.victoryoosh.org.au

Email: oosh@c3victory.org.au

Please keep this book for future reference.
Interpreter upon request.

Welcome to Victory OOSH.

Victory OOSH is committed to being a safe, creative and enjoyable 'home away from home' for the children in the Centre. We are committed to providing high quality care to the children in our Centre and to building and maintaining good relationships with all the parents, guardians and children who are part of the Centre.

We look forward to getting to know you and your child!

Victory OOSH operates three centres:

Victory OOSH East

0409 952 992

Charlestown East Primary School Grounds

Corner of James and Bula Street.

Before School Care: 7am – 9am

After School Care: 3pm – 6pm

Vacation Care: 7.30am – 5.30pm

Victory OOSH Dudley

0429 489 737

Dudley Primary School Grounds

Cnr Ocean and Boundry Streets, Dudley

After School Care: 3pm – 6pm

Victory OOSH Kahibah

0447 840 092

Kahibah Primary School Grounds

Frith St, Kahibah

Alternate access via Symes Ave, Kahibah

Before School Care: 7am – 9am

After School Care: 3pm – 6pm

During the school term we currently provide care for students attending:

Charlestown East Public School
Charlestown South Public School
Charlestown Public School
St Paul's Primary School
St Joseph's Primary School
Dudley Public School
Kahibah Public School

During the holiday period enrolments are open to all students from Kindergarten to Year 6 for attendance.

Children that attend our service need to be of school age, have met our inclusion and priority of access policies and have current enrolment forms and immunisation records.

Our Philosophy

'A home away from home'



We believe in building and maintaining positive, caring relationships with all the parents, guardians and children who are part of the Centres. Victory OOSH partners with C3 Church Victory Inc. to practically assist in meeting needs within the community.

Aims and Objectives

The Centre aims

- To provide a safe and welcoming environment for staff, parents, guardians and children
- To develop and maintain positive and professional relationships between all parties.
- To provide quality care.
- To provide an environment that promotes creativity, fun and caring relationships with all parties.
- To provide equipment and facilities that are appropriate to the needs, interests and abilities of school aged children.



With Parents/Caregivers we aim

- To help cater for and meet care needs.
- To create a welcoming environment through actively building relationships with them.
- To provide feedback and information of issues relating to the Centre.
- To encourage involvement and input regarding programs and policies for the Centre.

- To acknowledge and celebrate the cultural diversity of the families and incorporate this understanding into the everyday running of the centre and the programming.

With Children we aim

- To place value upon each child in the Centre, regardless of sex, race, cultural background, religion or ability.
- To build and maintain positive relationships.
- To provide children with opportunities for play both in individual and group settings.
- To encourage and help children to care for themselves and others.
- To seek the involvement of children in the development, implementation and evaluation of the program.
- To develop and implement a program that continually allows children to develop new skills across all developmental domains and levels.
- To ensure that children with additional needs and disabilities are supported and cared for.
- To encourage active lifestyles through play.
- To encourage self-awareness and wellbeing.



- To encourage healthy eating by providing nutritious snacks and modelling healthy eating habits.
- To encourage individual interests and foster a place of fun.

The Staff aims

- To create positive working environments with effective communication for all parties.
- To display professionalism, teamwork and mutual respect.
- To provide creative and intellectual input into the development, implementation and evaluation of the program.
- To provide assistance and support for others where needed.
- To participate in training and development as needed.
- To be aware of their responsibilities and follow policies and practices in the Centre.
- To guide children's behaviour in a positive way.
- To build and maintain professional relationships with all parties.

The Management Team aims

- To provide governance that creates an effective and efficient service that provides high quality care to our local community.
- To listen and take into account any concerns of the stakeholders of the service (staff, parent, guardians, children and schools) and deal with grievances in a positive and professional manner

With the Community we aim

- To partner with C3 Church Victory to create services that provide opportunities for the Church to meet the holistic practical, social, relational, and emotional needs of the community.
- To develop positive relationships with local schools, services and businesses.
- To actively seek to build links with the community when and where possible.
- To be responsive to the diverse needs of the community.
- To encourage community and parental participation in the operation of the service.



Centre Operations

Staff

As part of providing exemplary care Victory OOSH is committed to employing staff who care about children and create a positive environment in our centres.



Victory OOSH's director is Naomi Flett. Naomi oversees the staff and management of all three Victory OOSH centres.

Each centre has a coordinator responsible for the day-to-day responsibilities of the centre:

East- Jacob Semenyna
Dudley- Janet McLaren
Kahibah- Beth Thomas



Additionally we have a variety of part time and casual supervisors and staff members who work at all three services.

Our service is oversighted by a management team. This team consists of:

Naomi Flett- OOSH Director
Simon Ashley- C3 Victory
Karen Thorpe- C3 Victory

Office Times

Our office times are typically 9- 4 during school terms. However you can also contact the centres directly during hours of operation (7-9, 2-6).

If you cannot contact us directly please email oosh@c3victory.org.au or you can contact the church offices on 49226800 and they will contact us as soon as possible.

Child and Staff Ratios

During care the staff: child ratio is maintained at 1:15. This can change during vacation care excursions, depending on the transport and supervision requirements. Typically the ratio is between 1:10-1:8. These are the current standards set for OOSH by National Quality Framework.

Victory OOSH East has a capacity of 85 places for Before School Care, After School Care, and Vacation Care.

Victory OOSH Dudley has 43 places for After School Care

Victory OOSH Kahibah has 60 places for Before and After School Care.

Transport

Our aim is to provide a procedure for dropping off and picking up children which is clear and ensures the safety and wellbeing of all children in our care.

All vehicles used by the centre will comply with the appropriate road and transport regulations, will be mechanically sound, regular maintenance and comprehensive insurance.

Children will be picked up by staff in either a bus or car where bus space is not available. Staff will have the roll, as well as First Aid kits and mobile phones.

If children are collected in a car, the back seats are filled first with the eldest children sitting in the front. If needed, children travelling in a car under the age of 7 years will be seated in a booster seat as per the NSW government and MTA child restraint laws.

If your child or children are not going to be at the centre on a day they are booked in, **you must let us know** as soon as possible. It makes for a smooth picking up process and means we can get to all the schools on time.

If we arrive at a school and a child who is booked in is not there, this is the procedure staff will follow:

1. The role for the individual bus journeys will contain the contact numbers of parents/ guardians of the children and the contact details of the individual schools.
2. Staff will ring the contact number on the roll:
 - If the parent/guardian confirms the child should be absent; they will be marked as such.
 - If the parent/guardian informs staff that the child should indeed be there, staff will enquire at the school office or ask a teacher, and ring the OOSH office regarding the child's whereabouts.
 - If the child is still missing without cause or explanation, the police will be notified. Staff will work in conjunction with the school staff if this occurs. Staff will notify the centre immediately.
3. Staff will not leave the school property until the issue is resolved or responsibility has been handed over to the appropriate people.



Family Participation

We recognise that participation of parents/guardians in issues relating to their children is important. We provide a welcoming and caring environment where every person is esteemed and valued. Open communication is a high priority regarding the relationships between parents/guardians and staff. Involvement of parents/guardians is actively pursued in the centre and parents/guardians are also encouraged to contribute to discussions about issues relevant to the running of the centre.

Policies

The Victory OOSH Policy Book can be accessed in hard copy/digitally at all centres. If you have any particular queries regarding policies please contact the coordinator or director and they can assist you in viewing these and answering any questions.

Victory OOSH Policies are reviewed in accordance with the National Standards and NQF. Individual policies are reviewed following incidents to ensure that the policy and procedure is effective, all governing bodies and legislation is looked at when the centre reviews its policies

If you have any questions or suggestions or ideas regarding our policies and procedures, please don't hesitate to talk to a staff member.

Below we have included some key details for you and your children to be aware of.

Sun Protection Policy

At Victory OOSH we aim to take a sensible approach to sun protection in our service that empowers children to take responsibility for their own health and wellbeing. Children and



educators will check the UV rating before going to play outside. Where the UV rating is above 3 sun protection is required, or children should play in the shade. Children need to have hats and shirts with sleeves during for outdoor play. Broad spectrum, 30SPF+, sunscreen is available but during spring and summer vacation care it is recommended that you apply sunscreen before attending the service. We will encourage children to reapply sunscreen throughout the day. There are lots of fun outdoor games and activities at OOSH, but if your child does not have the proper protection from the sun, they may miss out.



Meals and Snacks

At Victory OOSH we promote and encourage healthy eating through our afternoon tea menu at after school care and cooking experiences during vacation care. Please let staff know of any dietary requirements your child has and we will do our best to accommodate for your child's needs.

Before School Care

We offer toast and a range of spreads. Breakfast is available between 7.30am and 8am.

After School Care

Afternoon tea is served from 3:00pm, offering a range of nutritional snacks. Additionally, fruit is available on request between 4-5pm and water is available throughout the afternoon

Vacation Care

Children need to bring their own morning tea, lunch and afternoon tea. Water is provided throughout the day. Cooking experiences are provided for the children and we try to keep them as healthy as possible.

Victory OOSH is allergy aware at all centres.

Due to the increasing number of children suffering mild, through to serious allergic reactions, which may involve the use of an EpiPen or hospitalisation when in contact with nut products, Victory OOSH is a nut cautious centre. That means that any products that uses actual nuts of any kind as a main ingredient, will not be allowed at the centre. This includes nutella, peanut butter and muesli bars.

We also request that parents are aware that we also have children that are allergic to eggs; we ask that children don't bring any eggs into the service. We understand that eggs are part of most foods but we ask that you refrain from letting your child bring whole egg products such as egg sandwiches, boiled eggs.

If children have inappropriate food educators will offer to provide the child with alternate food. If other food options are rejected, the parent or guardian will be contacted and asked to bring alternate food to the centre.

We aim to be aware of all children's allergy needs and will continue to work with children and families to make our service as safe and inclusive as possible.



Accident Policy

We ensure the safety and well being of staff, children, parents and visitors at the centre and during excursions, through proper care and attention given in the event of an accident. In the event of an accident the centre commits to ensuring the injury does not worsen. Parents or emergency contacts will be informed immediately where the accident is serious. Where First Aid is applied, Victory OOSH staff fills out an accident/ incident/ hazard form that is kept in the child's record that reports what has occurred. Parents/ guardians are required to sign the report.



Behaviour Management Policy

A flexible and positive approach towards behaviour management is undertaken to cater for the different ages, experiences and personalities of children in our centre. Victory OOSH promotes understanding behaviours and redirecting towards a positive outcome. The Educators develop centre practices and rules with the children. Staff participate in discussions and training around behaviour management.

Child Responsibilities

The Children that attend Victory OOSH have behavioural responsibilities that they need to uphold. This list was developed between staff and children to create a fair and clear outline for the children. This list consists of:

- Treat staff with respect.
- Follow the instructions of staff.
- Treat one another kindly. [Swearing, teasing and bullying are not tolerated]
- Stay within sight of staff at all times.
- Take care of the equipment of the centre.
- Assist in cleaning up activities.
- Stay out of the storage areas.
- To walk inside the centre.

Suspension from Centre

While Victory OOSH aims to manage behaviour positively however at times serious behaviour will result in serious consequences. Educators will maintain open communication with families regarding issues however suspension from the centre will be instigated following violent, dangerous, or aggressive behaviour against staff or other children. The following behaviour will result in a suspension from the centre:

- Running away from the centre.
- Repeatedly disrespecting staff.
- Destructive behaviour.
- Repeated bullying.

Acts of violence against staff or other children will result in suspension from the centre and if deemed necessary expulsion from the centre. If a child receives multiple suspensions the Management Team will decide on the appropriate course of action which is best for the centre and children.

Confidentiality

All matters concerning the centre should be considered confidential and should not be discussed with unauthorised personnel. This includes:

- Information that has to do with any child enrolled at the centre and that child's family.
- Information about any of the staff or management and their families.
- Information on issues relating to the running of the centre.
- Victory OOSH has the right to contact past or future centres and agency's to receive or give any additional information they feel that they may require to care for child/ren and or families. This is under the new Children and Young Persons (Care and Protection) Act 1998 No 157. That states the 'exchange of information between government agencies and non-government organisations involved in the safety, welfare or wellbeing of children and young people' is allowed. Further information can be found on the Keep them Safe website.

Grievance Procedure for Families, Community & Children

Parents/ Guardians

Informal Complaints/ Grievances

1. The Coordinator or Director will deal with all complaints/concerns in a confidential manner unless otherwise stipulated.
2. Verbal complaints relating to parents/ guardians or staff or aspects of the running of the centre may be made to the Director or members of the Management team and will be dealt with informally.
3. This will be recorded in the family complaints/ grievances book and placed in family files.
4. If the complainant is not satisfied with the outcome, a formal complaint may be lodged in writing.

Formal Complaints/ Grievances

1. All formal complaints must be lodged in writing, signed and directed to the Director or Management Team c/o C3Victory.
2. Complaints will be treated as confidential.
3. Educators have the right to seek assistance from a support person when making or responding to a complaint.

4. All staff related complaints will be handled by two authorised personnel (centre managers) and a record of all proceedings will be made. If requested by either party an independent person may be used to act as a mediator.
5. All parties must sign the interview transcript and outcomes. All parties will be informed of the outcome in writing.
6. Every 6 months complaints are analysed to identify trends and determine actions to be taken.

Children

Complaints/ Grievances

1. The staff member, and coordinator if necessary, will deal with all complaints/concerns in a confidential manner unless otherwise stipulated.
2. Verbal complaints relating to parents or staff or aspects of the running of the centre may be made to the Director or members of the Management teams and will be dealt with informally.
3. This will be recorded in the Family complaints/ grievances book and placed in family files.
4. If the child is not satisfied with the outcome, the coordinator will work with the child and the family to come to an amicable solution.

Community

Informal Complaints

1. The Director will deal with all complaints/concerns in a confidential manner unless otherwise stipulated.
2. Verbal complaints relating to parents/ guardians or staff or aspects of the running of the centre may be made to the Director or members of the Management team and will be dealt with informally.
3. This will be recorded in the Community book.
4. If the complainant is not satisfied with the outcome, a formal complaint may be lodged in writing.

Formal Complaints

1. All formal complaints must be lodged in writing, signed and directed to the Director or Management Team c/o C3Victory.
 2. Complaints will be treated as confidential.
 3. Staff and have the right to seek assistance from a support person when making or responding to a complaint.
 4. All staff related complaints will be handled by two authorised personnel (centre managers) and a record of all proceedings will be made. If requested by either party an independent person may be used to act as a mediator.
 5. All parties must sign the interview transcript and outcomes. All parties will be informed of the outcome in writing.
- Every 6 months complaints are analysed to identify trends and determine actions to be taken.

Priority of Access

We understand that getting your child into quality child care is an important priority. When there is a waiting list for child care services, as is the case at Victory OOSH, to ensure the system is fair, the Australian Government has 'Priority of Access Guidelines'.

The guidelines apply to all approved child care services. They are used to assign child care positions when there is a waiting list for a child care service or when a number of parents are applying for a limited number of vacant places. Every approved child care service has to abide by the guidelines.

What are the Priorities?

1. A child at risk of serious abuse or neglect.
2. A child of a parent (or both parents if you have a partner) who satisfies the Government's work, training, study test.
3. Any other child.

We may require a Priority 3 or priority 2 child to vacate a place to make room for a child with a higher priority. If this occurs, you will be given at least 14 days notice to find other arrangements.

What does this mean for vacation care?

Here is Victory OOSH's new enrolment procedure for vacation care:

1. Parents/ guardians will be notified, with at least 3 weeks' notice, when bookings will be taken for vacation care.
2. The Director and/or assistant will assess the information from families, days required and any other relevant information, and determine which priority category the child/ren fit into and what days are available.
3. Parents/ guardians will be notified within two weeks after booking, what spots are available.
4. Any parents/guardians who are not already enrolled in the centre will be sent enrolment forms and required to come into the centre, with completed enrolment forms, for an orientation at least one week before vacation care begins.

How can I get more information?

Please, talk to a staff member, we can answer most of your questions and find out any other information you require. Alternatively, you can call the Australian Government Child Care Access Hotline on 1800 670 305 or go to www.mychild.com.au.

Child Protection

'A shared response to child wellbeing'

- We are committed to the well being of all the children in our centre and defend a child's right to care and protection.
- Staff and management have a responsibility to act to protect children if they suspect abuse or neglect.
- Our centre will carry out the responsibilities of the mandatory reporter as indicated under legislation. This responsibility involves following procedures as outlined by Community Services and the Commission for Children and Young People.

The Children and Young Persons (Care and Protection) Act 1998 No 157 is the act that all children's services need to follow.

To see more information regarding our policies and procedures for children protection, please ask a staff member.

Enrolling your Child

Enrolment Procedure

- An enrolment form **must** be completed for each child before the child can attend the centre.
- The Director will go through the form prior to starting care to ensure that **all details** have been completed.
- The enrolment form must contain all relevant details relating to personal, medical and custodial details for each child, parent or guardian and emergency contacts, priority of access information and any other special requirements relating to that child.
- If a child is subject to an access order or agreement, the service must have a copy on record plus any subsequent alteration registered by the court. Evidence of court orders or agreements is considered part of the enrolment in order to minimise the likelihood of distressing situations occurring.
- All enrolment forms will be kept in a locked file and kept confidential from all but the approved persons who enrolled the child, relevant staff, management and Commonwealth and/or State Department Officers.
- Enrolment forms are to be updated bi-annually or when there are **changes to the family's circumstances**.
- To confirm re-enrolment in the following year, current parents are asked to fill in another booking form at the end of each year, which updates their current circumstances and any changes to care required.
- Depending on availability of care, children may be enrolled at any time throughout the year. Parents/ guardians may also place their child on the waiting list for the current or upcoming year if they do not require care immediately. Care will be determined by availability and priority of access guidelines.

Before and After School Care

1. Parent/ Guardian contacts the centre and the Director or assistant will fill out an preliminary enrolment form
2. The Director and/or assistant will assess the information and determine which priority category the child/ren fits into.
3. The family will be notified within one week whether or not they have the required spots.
4. If a spot is available, enrolment forms will be sent to parent/ guardian.
5. The parent/ guardian and child/ren will come into the centre for a short orientation to which they will bring the completed enrolment forms. This will occur at least one week before care begins.

Vacation Care

1. Parents/ guardians will be notified, with at least 3 weeks' notice, when bookings will be taken for vacation care.
2. The Director and/or Coordinator will assess the information and bookings required by everyone, and determine which priority category the child/ren fit into and what days are available.
3. Parents/ guardians will be notified with 2 weeks notice whether they are required to forfeit any days.
4. Any parents/guardians who are not already enrolled in the centre will be sent enrolment forms and come into the centre, with completed enrolment forms, for an orientation at least one week before vacation care begins.



Fees

Parents are to contact the Family Assistance Office at Centrelink during the enrolment process regarding family rebate for fees.

Victory OOSH accepts online payments (bank accounts or paypal), cash, cheques and credit cards.

To pay online

Account name: C3 Church Victory Inc. OOSH

BSB: 082 514

Account Number: 546 845 064

Please include your child's name in the description field.

During before and after school care, fees for a permanent booking are due weekly or fortnightly as per your arrangements.

During Vacation Care, fees must be paid **before** the first day of care.

We require a **\$70** enrolment payment at the start of the child/rens first day of care. This will be added to fees as a credit.

Please NOTE: If you use Vacation Care as well as Dudley or Kahibah you will receive **TWO** separate invoices. One for your before and after school sessions and one for vacation care. If you have credit at one service and would like to move it to your other service please request this via email.

If your child is absent from OOSH we require that you contact us **before 3pm** before the end of the school day. A surcharge of \$5 will apply for child absences where notice is not given. Normal rates will also be charged to your account; unless you have gone over the 42 allowable absences. At which point your child care benefit will cease for all absent days. Charlestown OOSH does not charge on public holidays.

Late fees apply if you pick up your child after the centres closing times. This fee is \$20 per per 15 minutes for each child.

For Before and After School Care cancellations, of permanent bookings, families **must give 2 weeks written notice**. Cancellations for Vacation Care must be given with **5 full working days** written notice or you will be charged for these sessions.

Continuing lack of fee paying will result in your child/ren position being **cancelled**.

If you are having difficulties paying your fees, please talk to the Director so a fee payment plan can be developed.

Please inform the Director within 14 days if there are any changes to family details, child needs or family circumstances.

How much?

Per session:

Before School Care

Permanent booking \$14.50

Casual booking \$16

After School Care

Permanent booking \$18.00

Casual booking \$19.00

Vacation Care

\$45 per day

Some additional costs apply to excursions

Drop Off and Collection of Children

Before School Care

All children need to be at the centre before 8:20am during the school term for them to be dropped off at school on time.

Children are not to be left at the centre at any time prior to the opening hours of the centre.

On arriving at the centre the parent/guardian is to sign the child in on the sign in sheet, next to the child's name, recording the time of arrival.

Children are to place their bags in the designated bag area.



After School Care

The Parent/guardian collecting child/ren must sign the sign out sheet next to the child's name, indicating the time of departure.

Staff monitor the children and check they are going home with an authorised adult. If a staff member is unsure, they will ask the adult to wait, and confirm that the child is going home with the right person by asking the Director.

Vacation Care

Children are not to be left at the centre at any time prior to the opening hours of the centre.

On arriving at the centre the parent/guardian is to sign the child in on the sign in sheet, next to the child's name, recording time of arrival.

Children are to place their bags in the designated bag area.

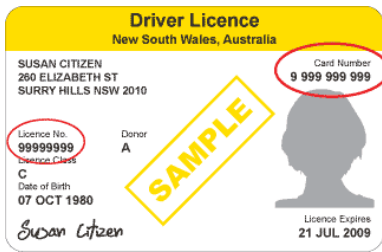
Parents/ guardians who have requirements of their child for the day, or changes to whom will be collecting the child are to inform a member of staff.

Medication

When a child requires medication of any kind, parents must complete and sign the medication form and hand in medication to the coordinator or another member of staff. Medication needs to be in its original package.

Who can pick up my child?

- If your child is to be collected by anyone different from the authorised persons stated on the enrolment form, you must personally inform the Director or Assistant by phone or in person.
- The person collecting the child will be asked to show identification.
- The names and contact numbers of all people authorised to collect children must be on the enrolment form. Any changes to these must be given to the Director.
- The authorised person is required to give proof of identification to staff if they have not previously been to the centre before.
- The centre will not release the child to anyone who is not authorised without prior consent and in line with centre policy.
- If there is an emergency and the parent/ guardian or another authorized person cannot collect the child, the parent/ guardian must personally ring the centre and let the Director know. The parent/ guardian will be asked who will collect the child and staff will check their ID upon arrival at the centre.
- If the centre has not been notified and someone other than the parent or an authorised person arrives to collect the child, the Director (or in their absence the Assistant) will ring the parent/ guardian to get their authorisation. The child will not be released from the centre until proper authorisation has been received.



- If a parent, guardian or authorised person, as on the enrolment form cannot be contacted, either to pick up a child or give permission for the child to get picked up by another person, the child will go into the care of community services and the police will be notified. This will occur after a parent/ guardian or authorised person has been given adequate time to pick the child up i.e. it is after centre hours.