

Play Zone Ooshc

Play Zone OOSHC Family Handbook



Welcome to Play Zone

Dear Families,

Play Zone OOSHC is a child-care service providing quality before and after school care to families of St Francis De Sales Woollooware and St Aloysius Cronulla, Catholic Primary Schools.

At Play Zone OOSHC nothing matters more than providing your child with the best quality care. Our team of dedicated carers aim to develop warm and trusting relationships with you, so that we can work in partnership to achieve the best possible experience for your child.

Play Zone OOSHC is committed to achieving excellence and will constantly update, review and reflect upon our policies, procedures and practices in consultation with our families, to ensure that we are not only meeting but exceeding your needs and expectations.

In your enrolment package you will receive the following important and helpful information:

- **Play Zone OOSHC Family Handbook (emailed to you);**
- **2016 Confidential Enrolment Form – PLEASE RETURN or EMAIL TO Play Zone OOSHC prior to commencement of enrolment with your child's:**
 - **birth certificate;**
 - **immunisation records; and**
 - **any other relevant documentation;**
- **HubDebit Form – PLEASE RETURN TO Play Zone OOSHC;**
- **Bus form if bus travel is required from St Francis De Sales.**

The handbook is a resource for families to refer to throughout your time at Play Zone OOSHC. It outlines how Play Zone OOSHC operates and provides families with relevant and useful information.

We understand the importance of choosing the right care for your child and welcome any enquiries or questions that you might have at any time. Please do not hesitate to contact your centre Directors Tiona Raad on 0428 049 780 or Marie Perera on 0450 243 452 with your query.

Once again, we welcome you to Play Zone OOSHC and look forward to a mutually beneficial relationship with your family.

Warmest Regards

Tiona Raad
Director

Marie Perera
Director

Play Zone OOSHC Overview

Contact Details	Marie Perera: 0450 243 452 Tiona Raad: 0428 049 780 E: info@playzone.net.au W: playzone.net.au
Enrolment and Waitlist	Please contact Play Zone OOSHC on 0450 243 452 or 0428049 780 for enrolment and waitlist details or email info@playzone.net.au
Licensed Hours	Morning session-6.30am-8.30am Afternoon session-3.00-6.30pm
Licensed places	82
Meals	Breakfast, afternoon tea and late afternoon tea (after 5pm) are provided.
Emergencies	Play Zone OOSHC has an emergency evacuation procedure which is displayed at the entry/exit and throughout the centre.
Birthday celebrations	If you would like to bring your child's birthday celebration cake or treat, please remember we are a "nut free" centre.
Payment of Fees	Fees are \$18 per morning session and \$22 per afternoon session. There is an additional fee for bus travel. All fees are payable by direct debit from your savings account or credit card on a fortnightly basis in arrears for care (Mondays).
Additional Days	If you require additional days on a permanent or casual basis, please contact the Director on 0450 243 452 or 0428 049 780 and we will be happy to assist you if possible.
Make -up Days	We are unable to provide make-up days. If you require emergency care, please contact the Director.
Notice	If you intend to change days or cease care we require 4 weeks' notice of your request or intention. Play Zone OOSHC may terminate care for any breach the care arrangement including but not limited to non-payment of fees.

Play Zone OOSHC Philosophy

Play Zone OOSHC adheres to and maintains the requirements set out by the **Australian Children's Education and Care Quality Authority [ACECQA]** as stated in the **National Quality Framework** which includes the Learning Framework for Out of School Hours Care – **My Time, Our Place [MTOP]**. We provide a safe, healthy and play-based environment for children. We acknowledge diversity of culture, creed, race and gender. We are committed to providing an environment, including activities and experiences, which encourage ALL children to learn, extend their skills and have fun.

Aim – My Time, Our Place Framework [MTOP]

The OSHC Educators aim to assist each child in their spiritual, intellectual, cultural, physical and social development, regardless of their background. We are committed to supporting the families within our community and seek to offer an environment where children and their families feel they are safe and welcome.

Goals

- To support the learning outcomes of My Time, Our Place.
- To provide a play/leisure-based, warm, safe, challenging and enriching environment in which all children feel they are unique and partake in ownership of the program.
- To encourage children to treat each other, staff and visitors to the program in a respectful and friendly manner.
- To contribute to the growth and development of each child in conjunction with the wider community.

To keep in mind the diversity of culture, creed, race and gender and treat all children with respect.

Objectives

To meet the provision of our aim we will ensure that our service meets the following objectives:

Providing a safe, stimulating, challenging, caring and enriching environment by:

- Ensuring appropriate supervision.
- Facilitating a 'learning to play and playing to learn' environment.
- Providing relaxing and comfortable surroundings.
- Offering a range of challenging, rewarding and enjoyable activities for children.
- Ensuring safe facilities and equipment.

Encouraging all types of communication and social/emotional development by:

- Promoting group activities while recognising individual needs.
- Collaborating with children, families and staff in relation to service planning, implementation and evaluation.
- Encouraging responsible behaviour, in line with School and OOSHC's policy.
- Building on children's ability to listen and respect the opinion and feelings of others.
- Encouraging children to respect the values and cultural differences of others.

Play Zone OOSHC Environment

Play Zone OOSHC will be operating out of Thornton Hall, the Parish Hall on the grounds of St Aloysius Catholic Primary School, 7-17 Giddings Rd, Cronulla. Entry is from the Street, not within the school grounds.

We have kitchen and bathroom facilities within the hall, all within the premises. We have an open-plan and spacious floor plan which enables the children to interact, play and learn. All resources and equipment are made available and accessible to children and are rotated on a systematic basis to ensure the children are gaining new experiences and making new discoveries each and every day.

Hours and License Details

Play Zone OOSHC is licensed to care for primary school aged children. We are open 40 weeks of the year from 6.30am to 8.30am for the morning session and 3.00pm-6.30pm for the afternoon session operating on school days. Play Zone OOSHC is open on pupil free days between 7.30-5.30pm. You will not be required to pay fees when the centre is closed. Play Zone OOSHC will be licensed by the Department of Education and Community Services, who conduct inspections of Play Zone OOSHC to ensure that a high standard of care for your child is maintained.

Who Are We?

Tiona Raad - Director

Responsible for Policies and Procedures, overall operation

- Asst. Principal with 17 years Primary school teaching experience
- Parent of children attending St Aloysius Primary School
- Parishioner and former Catechist of St Aloysius
- Recognised Authorised Supervisor for Department of Community Services Approved Child Care facilities since 2008.
- Excellent interpersonal skills for dealing with staff, families and parish/school members



Marie Perera - Director

Responsible for face to face care and supervision

- Diploma of Community Services (Children's Services), 2004
- Parent of children attending St Aloysius Primary School
- Parishioner of St Aloysius
- Senior First Aid Certificate; Caring For Kids – First Aid
- Advanced Resuscitation;
- Basic Life Support Certificate
- Experienced Childcare Group Leader, and strong communicator



Mary Jane Murray - Employee

Face to face care and supervision

- Diploma of Child Care
- Recent and lengthy child care experience
- Current first aid and CPR experience.
- Expert knowledge on effective practise and accreditation.



Anna Sammut - Employee

Face to face care and supervision

- Currently studying a double degree in Psychology and Counseling at the University of Notre Dame Sydney.

Youth minister at St Aloysius Cronulla Parish, and has worked as a teachers aide at St Francis De Sales Woollooware.



Fees

\$18 for the morning session - \$22 for the afternoon session, before any Government Rebates or assistance. Rebates and benefits reduce the costs of care significantly.

\$18 fee - **\$4.53-\$10.00 approximate out of pocket expense.**

\$22 fee - **\$7.00-\$12.00 approximate out of pocket expense.**

\$60 vacation care and Pupil free days - **\$12.00-\$30.00 out of pocket expense.**

\$25 non-refundable enrolment fee applies per family.

Fees

Fees are payable two weeks in arrears of care provided via Direct Debit from your savings, cheque or credit card account. For ease of administration a direct debit form will be provided and completed at enrolment.

Reminders will be issued for any dishonoured payments and immediate rectification will be required. Play Zone OOSHC may terminate the care arrangement for failure to pay any outstanding fees.

Four weeks' notice must be given if you decide to leave us at Play Zone OOSHC, or four weeks fees paid in lieu of notice.

Government rebates and assistance

Depending on your personal circumstances you may be entitled to Child Care Benefit (CCB) and/or Child Care Rebate (CCR). All government rebates and assistance are determined by the government and Play Zone OOSHC does not have any ability to determine or amend your government rebates (CCB and CCR) in any way. If your CCB or CCR is incorrect you must deal directly with Centrelink to rectify this. Centrelink will not discuss or disclose any details regarding your CCB or CCR to Play Zone OOSHC.

If you would like further information on the Child Care Benefit or Child Care Rebate the following link is a very helpful guide:

Information Factsheets for Families Using Child Care

<http://education.gov.au/fact-sheet-kit-families-using-child-care>

In summary, CCB is means tested and if you are eligible for CCB it can be paid as a fee reduction or as a lump sum claim at the end of the financial year. CCR is NOT means tested and is a capped rebate where you can claim up to 50% of your out of pocket expenses. You have the option to receive your CCR paid fortnightly, either directly to your bank account, or through your child care service provider as a fee reduction. You also have the option of having your CCR paid quarterly or annually as a lump sum directly to your bank account.

Child Care Benefit

If you wish to claim Child Care Benefit (CCB) or require further information about the CCB please contact the Family Assistance Office (FAO) on 13 61 50 to obtain a Customer Registration Number (CRN). Alternatively, you can attend your local Centrelink office to complete a Child Care Benefit Information Form and Application.

Child Care Benefit (CCB) will be available to all families who are eligible. Please ensure that you provide the following details (on your enrolment form) prior to enrolment:

- CRN and date of birth for your child; and
- CRN and date of birth for the primary carer.

Upon receipt of this information we will register your child's enrolment at Play Zone OOSHC electronically so that you can claim CCB as a fee reduction as you go, or as a lump sum claim at the end of the financial year.

Full fees will apply until the Centre receives the required details specified above. Parents are required to inform the Family Assistance Office of any changes that may affect their assessment.

Child Care Rebate (CCR)

If you are eligible for the CCR you can contact the Family Assistance Office (FAO) on 136150 to register for either a quarterly or annual rebate or have the CCR payments made direct to the service (i.e. - directly to Play Zone OOSHC). Your child's attendance details are registered electronically by Play Zone OOSHC and your rebate is calculated by the FAO accordingly.

Relationships with Families and Communities

At Play Zone OOSHC we have an "open door" policy. We welcome you to Play Zone during morning or afternoon sessions to share in the experiences your child is participating in.

We encourage you to raise any concerns you may have with any aspect of your child's care immediately with the centre Director and sincerely appreciate your feedback. If you have a complaint you may also seek information from the Department of Education and Community Services on telephone number (02) 9205 1575.

We encourage regular and thorough discussion between parents and carers. We love to hear about what your child tells you that they enjoy at Play Zone OOSHC or the stories they tell you about their stay at home. Our team appreciate and enjoy discussing individual children with their parents and will always make the time and effort to do so.

At all times, we welcome parent involvement as a natural extension of the home environment.

What will the children be doing at Play Zone OOSHC?

At Play Zone OOSHC we aim to create a range of environments to allow children to both engage in physical activities and relaxation.

The following is an **example** of an afternoon session:

- **3.10pm:**
 - arrival-signing in, organising belonging and Chrome Books (if applicable) if safe location.
 - free outdoor play
 - prayer/positive reflections
 - afternoon tea
 - free choice indoor or outdoor.
- **4.00pm:** Rotations:
 - K-2 Homework and reading
 - 3-6- outside for Sports Skill training and game.
- **4.20pm:** swap over. 3-6 homework, K-2 outside sports skill and game.
- **4.50pm:** free play
- **5.15pm:** outdoor pack up movement of all students indoors.
- **5.30pm:** Late afternoon tea.
- **5.30pm-6.30pm:** quiet activities inside.

All children to be collected by 6:30pm.

It is the responsibility of the families to ensure that the children bring their homework/homework folder with them on the days they attend the centre. Staff will ensure that homework will be completed.

Additional Information

Arrival and Departure

Please ensure that you sign your child in and/or out each time they attend the Centre. You must also sign for all absences to ensure you receive the applicable Child Care Benefit. We will only allow parents or persons stated in writing on the Confidential Enrolment Form or Consent to Release Form to collect your child from Play Zone. Please escort your child to the appropriate supervised play area upon arrival. Under no circumstances are children to be left in an area not being supervised by Play Zone staff. Whilst staff endeavour to greet all families, please always acknowledge your arrival and departure by encouraging your child to say hello and goodbye to their carers.

Security

At Play Zone we have installed a doorbell entry system for our families to provide secure and safe access at all times. The play area will be locked and secured as the school playground empties at 3.30pm each school day. Entry to the centre is from the street and families will be granted access to the sign-on area after the doorbell has been rung.

Custody Arrangements

If you have a legal agreement outlining custody or restraining arrangements, please provide the Centre with a copy for our records. Parents are kindly requested to notify the Centre Director immediately if these legal circumstances change.

Additional or last minute care arrangements

If you require care on days in addition to permanent care the following procedure needs to be followed:

1. Call Marie on 0450 243 452 or Tiona on 0428 049 780 or email info@playzone.net.au asap to book in.
2. If position is **confirmed** by Marie or Tiona, let school know of change of arrangements (especially if child is travelling via bus)
3. Confirmation must be received either on the phone, by text or by email for the extra care arrangement to proceed.
4. Please do not make arrangements with the school to redirect your child to Play Zone OOSHC before confirming with Play Zone staff that a position is available. All contact regarding care is to come to Play Zone OOSHC.

Health and Safety

The health, safety and wellbeing of children, families and Play Zone OOSHC personnel are a priority.

If your child is unwell or showing sign of an infectious or contagious disease, we will contact you immediately and you will be required to collect them as soon as possible. If you are unable to be contacted Play Zone personnel will contact the people nominated as emergency contacts on the Confidential Enrolment Form. If your child seems unwell or has a high temperature (38°C and above) staff will take the following steps:

1. Decide if the child requires exclusion from other children;
2. Take the child's temperature;
3. Lay the child down, remove excess clothing (if temperature) encourage the child to drink small and frequent amounts of cool water;
4. Check the child's enrolment form to see if Paracetamol can be administered.
5. Contact the parents or emergency contacts to notify them of the child's condition, also request confirmation for administration of paracetamol;
6. Request that they collect the child from the Centre;
7. Ask whether they wish for Paracetamol to be administered if the child's temperature goes over 38 degrees (The parent must have previously signed the permission declaration form);
8. Ask the parent to repeat this instruction to another staff member;
9. Record the child's illness on the "Unwell Children Register" which parents will be required to sign.

Illnesses

The following illnesses require exclusion:

- Conjunctivitis;
- Hand, foot and mouth disease;
- Ring worm;
- Measles;
- Rubella;
- Chicken Pox;
- High temperature (38.0+);
- Mumps;
- Throat & Chest infections;
- Diarrhoea or vomiting;
- Infectious hepatitis;
- Mucus coughing, Whooping cough;
- Diphtheria or
- Impetigo.

Immunisation

Please notify the Centre if your child has a disease or illness. A doctor's clearance is required prior to re-admittance to the Centre. Any diarrhoea, vomiting, or high temperature must be clear for at least 24 hours before returning to the Centre. A child who is receiving medical treatment, such as antibiotics must remain at home for 24 hours after the initial dosage.

The Centre is required to maintain up to date immunisation records for all children attending the Centre. Parents are requested to supply proof of immunisation upon enrolment (copy of immunisation certificate obtained online from the immunisation register). Parents are responsible for advising the Centre of any updated immunisations.

If a parent chooses not to have their child immunised or the child is homoeopathically immunised then the child will be excluded during an outbreak of a disease that is prevented by immunisation for the length of time that is recommended by the Department of Health.

Administration of Medication

If your child requires medication while at the Centre, medication will only be administered if it is prescribed by a Doctor. We cannot administer over the counter medication to the children without a Doctor's authority to do so.

If the medication is prescribed, please ensure that it is in its original named container clearly marked with the doctor's instructions. Any medication must be handed directly to Centre personnel so that it can be stored in an area inaccessible to children. Centre personnel will confirm medications administered to children and the form will be signed to indicate that the medication has been administered.

The Centre will facilitate effective care and health management of children with chronic health conditions. If your child has asthma, diabetes, allergies or other health conditions, a specific health management plan must be completed, in consultation with your child's medical practitioner.

It is often difficult to diagnose some children with asthma, as many children have asthma like symptoms of a cough and/or wheeze. Some children may have their first asthma attack whilst in care and have not previously been diagnosed. As a result, any child who has difficulty breathing or has a first attack of asthma in care will be administered reliever medication. No harm is likely to result from giving a reliever puffer to a child without asthma. Please note that you are required to consent to administration of Asthma reliever medication as noted on the Confidential Enrolment Form.

Emergency Procedure

An emergency evacuation plan is displayed near each exit. Every 6 months, we will conduct an emergency evacuation drill. The aim of this drill is to ensure that in the event of a real emergency, the children can be evacuated quickly and safely and the scenario implemented safely. In the event of an emergency Play Zone personnel will:

1. Direct the children to the closest and safest exit,
2. Take the children either through the front or back exit doors, depending on the location of the fire;
3. Mark the roll and cross reference with sign in/out rolls.

Accidents and Injuries

Any accident that may occur at the Centre will be recorded on an "Incident and Accident Record". If your child has sustained an injury throughout the day you will be required to sign the record, indicating that you have been made aware of the incident. A copy of this report will be given to you for your own records. If necessary, you will be contacted to collect your child. If you cannot be contacted and your child requires medical attention, we will take the necessary steps required.

Child Protection

Our team will act in accordance with the law and in the best interests of each child in our care at all times. As required by law, we will report any concerns to the Department of Community Services. All employees, paid and voluntary will be subject to a probationary period and their position will not be confirmed unless the Director is confident that the applicant is suitable (based on regulatory Working With Children Checks) and can be entrusted to care for and educate the children to the required level of high quality.

Food & Behaviour Management

Meals

We provide appetising and nutritious food that contain a variety of food groups and nutrients. If your child has a specific allergy or dietary requirement please inform the Centre prior to enrolment so we can provide suitable meals for your child.

Behaviour Management

The development of appropriate social behaviour is encouraged in our programs. At no time will your child be inappropriately disciplined, or isolated from the group as punishment. Your child will be encouraged to resolve conflicts without the use of aggressive or destructive behaviour.

Any behaviour problems will be handled in a developmentally appropriate manner, respecting each individual child's level of understanding and maturity. When a carer is required to intervene, your child will be given a clear explanation as to why their behaviour is inappropriate and will be gently guided accordingly. We keep our guidance consistent, focusing on the positive behaviour of your child. If we are required to intervene to deal with any inappropriate behaviour, the child might need an age appropriate time out however we will always communicate this to parents when you collect your child at the end of the day.

Where inappropriate behaviour continues to occur, we will discuss the appropriate method of dealing with this behaviour with the parents. We will be guided by parents in dealing with inappropriate behaviour to ensure consistency for the child between home and the care environment.

We will always take into account the special needs of individual children. Staff will always be aware that certain types of behaviour may arise from a child's special needs. Bullying will not be tolerated at Play Zone OOSHC. We will always encourage the children to communicate with their peers and carers in an effective and kind manner. We will ensure that any child displaying inappropriate behaviours is reminded of the appropriate communication and behaviour. Play Zone staff have in place staff guidelines and policies on bullying and how it should be dealt with appropriately.

Confidentiality

It is very important, as well as being a requirement of the applicable legislation, to maintain confidentiality of any personal or health related information of children enrolled at Play Zone OOSHC and the children's family. These guidelines apply to anyone employed or visiting the Centre, including family members.

As a result, all information is kept in a secure manner to prevent accidental or intentional access by persons not involved in child care activities or in the administration of the Centre. Parents will be requested to sign and abide by Play Zone confidentiality policy upon enrolment and if behaviour by a family member contravenes this policy their child's position may be in jeopardy.

Visitors to the Centre, including family members, cannot take video recordings and photographs without permission. If you or a family member are visiting Play Zone, please be mindful of this. We are more than happy to take photographs on your behalf so please do not hesitate to ask us.

Address: Thornton Hall, 7-17 Giddings Ave,
Cronulla, 2230

Web: playzone.net.au

Email: info@playzone.net.au

Phone: 0428 049 780
0450 243 452