



PARENT HANDBOOK

Quality Area 6: Collaborative Partnership with Families

Welcome |

Our Parent Handbook explains imperative information you will need to be responsive of whilst your child is in attendance at our Service.

Welcome to the In 2 Learning Gippsland (I2LG) Outside School Hours Care (OSHC) Service. We hope that you and your child will be very happy during your association with us.

We aim to provide a welcoming and safe environment that is child-focused and fun and to provide opportunities for children to develop social, emotional, physical and creative skills through play. This handbook has been designed to be a guide for you in helping you and your child settle into our service and for you to have an understanding of our policies. This handbook summarises many of the Service's policies that are outlined in more detail in the I2LG OSHC Policy and Procedure Manual, at the service. We are approved to offer before and after school care, between the ages 5 -12 years on a permanent, casual and short stay basis.

We strongly recommend you read the provided information and ask questions to confirm your understanding of how the Service operates.

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



OWNED AND OPERATED BY:

Kerry & Alex Henry

M: 0438 366 929

E: gipps@in2learninggippsland.com.au

Hours Open:

Before School Care - 6.30am – 8.45am

After School Care - 3:30pm – 6.00pm

Catering for 5-12 year old's. Program Nutritious breakfast and afternoon tea provided for Before and After School Care, and breakfast is served at Vacation Care Qualified & Experienced team

Contact Details Service:

In 2 Learn Glengarry

A: 42 Cairnbrook Road, Glengarry VIC 3854

M: 0490 085 161

E: glengarry@in2learninggippsland.com.au

The service operates from the Multipurpose Room & Kitchen, Toilets, School Playground and oval.

SERVICE PHILOSOPHY

In 2 Learn Glengarry we believe that children should be exposed to unique opportunities to progress in their physical and emotional wellbeing. Our aim is to create a warm, inviting atmosphere where children feel welcome and safe, a place where children can relax, have fun with their friends, make new friends and be empowered to shape and control their world; a place where they belong, a place that belongs to them. All children are treated with gentleness, honesty and respect: all staff model this and encourage children to treat others in this manner.



In 2 Learning Gippsland provides care in a way that:

- respects the child's dignity and privacy
- promotes the child's wellbeing
- provides positive experiences for the child
- recognises and respects parents as primarily responsible for the upbringing, protection and development of their children. We aim to support parents in that role, to the greatest extent reasonably possible
- children, parents, staff and relevant community members are treated with respect and their views are considered and valued
- recognises freedom of choice in experiences, balanced with age-appropriate programming and opportunity for supporting child-initiated planning
- provides meaningful programs which incorporate elements of play with elements of daily real-life experiences

In 2 Learning Gippsland goals are to:

- provide all children with a safe, secure and inclusive environment;
- promote the value of play and recreational activities which meet the developmental needs and interests of all children;
- encourage children to be responsible and show respect to others and their property;
- help children enhance their life skills through appropriate programming and stimulating activities;
- utilise and encourage the use of special skills, expertise and diversity of our families, community and staff members;
- provide a secure and stimulating environment for staff;
- encourage and provide professional development for staff to enhance their skills and knowledge of OSHC;
- comply with all legislative requirements by providing ongoing training and regular service review

Staff Child Ratios

These are in accordance with the recommended national standards of 1 team member to 15 children at the service.



Current team

Staffing arrangements follow the guidelines of the National Quality Framework for Early Childhood Education and Care; including ratios, qualifications and child protection requirements.

Policies

I2LG has Policies and Procedures which guide the running and operation of the service. There is a Policy folder containing all service policies for parents to refer to at any time. Please feel free to comment or provide feedback to the Director or Program Manger on any of our policies or procedures.

Confidentiality

I2LG will collect, use, disclose and hold information in accordance with the *Privacy Act 1988*. We take confidentiality very seriously and has clear policy and procedures. All matters associated with the service should be considered confidential, and treated in the strictest confidence.

Feedback

I2LG is continuously working towards improvement to offer a quality program for the children. It is our intention to deliver the best service and customer satisfaction within the standards and guidelines of our service provision. If you have any suggestions as to how we could better meet your needs, please don't hesitate to speak to the Program Manager. If you would like to make a suggestion, please email the service or speak directly to the Director. If you have a grievance or issue of concern, please discuss this with the Program Manager or Director who will be happy to speak to you. The service encourages family members to not discuss sensitive issues in front of the children.

Code of Conduct

I2LG is about providing a safe and caring environment for your children. We wish to encourage a similar attitude amongst the children. We do not condone any form of discrimination amongst the children or adults associated with the program. Our code of conduct is designed to help us, as individuals, children and our staff team, make appropriate decisions about behaviour choices and to demonstrate the core values of integrity and respect, performance, professionalism and privacy. Any issues or information should be discussed in the first instance with the Program Manager or myself, the owner of the service.



Cultural Diversity

I2LG programs will be mindful of cultural differences and the needs of the children in our care. Where possible service information and community information will be translated or provided in various languages and support provided to ensure the successful inclusion of children.

We will encourage staff and families input by contributing their knowledge about their own culture into the service programs, activities, policies and procedures to ensure children's needs are being met and to enhance the overall quality of our service.

Children with Additional Needs

Every effort will be made to include children with additional needs in our programs and a full assessment with the assistance of the child's family, will be made to determine the child's needs and if they can be catered for, prior to the child commencing care. Detailed information about the child's requirements and specific behaviour or medical management plans must be obtained from the families and included with the child's enrolment form. Our service may also be eligible for an Inclusion Support Program (ISP) which can be used to improve facilities or employ additional staff to meet the needs of the children. Families must arrange a time with the Program Manager to discuss their child's needs to ensure appropriate care can be provided.

Family & Community Involvement

Families are welcome to spend time at our service with their children and this will also increase communication between I2LG staff and families and help us to meet you and your child's needs. If your family or child has a special day or significant event you would like us to celebrate or share, please discuss this with staff. Community and school involvement is also encouraged at our service as we feel the information and experiences this can provide, can add to a child's development and learning experience.

Bookings

All families need to complete an Enrolment form for each child in order to use our service and these need to be completed at commencement of each school year or when care starts and if necessary, before each vacation care commences.



Permanent bookings are regular bookings for each week. These bookings will continue each week until cancelled. Cancellations require one weeks' notice in writing by completing a Change of Booking form.

It is important that any additional bookings are made with plenty of notice and if you require a change to your arrangements on the same day please notify the Director before 12 noon. We will not be held responsible for changes to bookings after 12 noon on the same day. A casual booking should be notified 24 hours prior to the day required. However, in an emergency situation we can accept bookings up until 12 noon on the day required.

Care will be provided in accordance with the Commonwealth Government Priority of Access Guidelines. Please refer to the Centres Policy and Procedure Manual for further details.

Please remember it is your responsibility as the parent/guardian to advise us immediately should any information provided on the original Enrolment form changes e.g.: contact details, custody arrangements etc.

Orientation Procedure

To assist new children to settle into the service we invite families to visit the service prior to commencement. This provides an opportunity for your child to familiarise themselves with the location of OSHC, and to meet them team. New families are welcome to visit the centre and look around at any time

Signing Out

The adults authorised to collect your child(ren) must complete sign children In and out of the service using Xplor. Our Xplor electronic sign in and out is simple and sustainable. Once you have enrolled, we will help you set up your "sign in" details. It is a legal requirement that children are signed in when they are dropped off and signed out when they are picked up from OSHC. Failure to do so may result in your bookings being suspended or cancelled. If you have any problems with electronic signing in or signing out please speak to one of our friendly educators for support or the director.

Only authorised persons will be able to sign out a child as notified on the Enrolment form or as advised by families and/guardians on a specific day. If the collector is not you, then your authorised person will need to provide photo ID.

Late Pick Up

In 2 Learn Glengarry is open until 6pm daily. Children must be collected by this time. We have a **late pick up fee of \$15.00 per 15 minutes per child**. Where a



child has not been collected by closing time and staff have not been notified they will proceed to contact families/emergency contacts as detailed on the Enrolment Form. **At no time will a child be left unattended** however, the Program Manager is authorised to take all necessary steps to ensure the safety and well-being of the child as outlined in the Centres Policies and Procedures Manual.

Absent children

If your child is going to be absent for an afternoon session, we must be informed. It is important to let the service know if your child is not going to attend ASAP prior to 3pm to avoid time spent unnecessarily trying to find your child. Notification can be given by leaving a message on either 0438 366 929 or service mobile or via email to gipps@in2learninggippsland.com.au.

Accounts and Fees

Payment of Fees

OSHC invoices are available for families through the Xplor website <https://web.myxplor.com>

Log in using your email and Xplor password. Families can set up direct debit through the payment gateway once they log into Xplor. Your OSHC account balance is also available on the Xplor Care App. All child care fees must be paid within two weeks of care.

Failure to pay your fees may result in refusal of care and the outstanding fee passed on to debt collectors.

Fees are not refunded for absences or public holidays.

Families/guardians, who are the account holder, have seven days (7) to pay the invoice from the date the invoice was issued.

When a child attends extra days, which are outside of the confirmed booking, these will be charged at the current casual rate.

Late payments will incur interest charges of 5% calculated daily and if fees are not paid, they may be handed to our collection agency that will actively seek all monies owed, including seeking legal redress. Children will not be permitted to attend any sessions until the invoice is paid

Any queries regarding your account or payment of fees must be made to the In 2 Learning Gippsland site not the school. If there are difficulties in meeting payment of fees, please contact the Director.



Fee Structure

Permanent Bookings:	Before School Care Session	\$ 24.00
	After School Care Session	\$ 28.00
	Short Stay	\$ 15.00

A discounted fee applies to Permanent Bookings. You will be charged for all bookings including absences and placement is guaranteed.

Casual Bookings:	Before School Care Session	\$ 25.00
	After School Care Session	\$ 30.00

Casual Bookings will be taken if places are available and there is no guarantee of placement.

Last day of terms will be cost out at \$32.00 per session, due to longer hours care.*

Child Care Subsidy & Additional Child Care Subsidy

The Australian Government's **Child Care Subsidy** assists families with the cost of child care.

Additional Child Care Subsidy provides some families extra assistance with the cost of approved child care. Individuals must meet the eligibility requirements for child Care Subsidy, and be an eligible grandparent receiving an income support payment or be transitioning from certain income support payments to work or be experiencing temporary financial hardship.

It is the families or guardian's responsibility to notify the service and where required, the Department of Human Services of any changes that may affect their entitlements.

Speak with the Program Manager about Child Care Subsidy and for any additional information about Eligibility, Payments, Claiming and Resources regarding the Child Care Subsidy, contact the Department of Human Services:

Phone: 136 150

or: <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

A calculator for Australian families to calculate their **Child Care Subsidy** amount and out-of-pocket child care cost can be accessed at:

<https://www.childcaresubsidycalculator.com.au/>

Our Child Care Subsidy Service Approval Number is displayed in our service to assist with completion of forms where necessary.



Immunisations

To be eligible for Child Care Subsidy, your children must meet immunisation requirements that are determined by the Department of Human Services. You will need documentation to show:

- Your child's immunisation schedule is up to date or
- Your child is on a catch-up immunisation schedule or
- You have an approved exemption from the immunisation requirements for your child.

Please provide this documentation at the time of applying for Child Care Subsidy and at the time of enrolment at our service.

Service Closures & Holidays

Service is closed on (VIC and National) Public Holidays and during School Holiday. We only charge fees when the service is operating. The service also closes over the Christmas and New Year period.

Illness/Medical

We aim to provide a safe and healthy environment for all children in our program. We are in contact with a variety of organisations to advise and assist us in these areas. Where applicable, families must provide the Service with a Medical or Health Management Plans. We will at all times comply with all relevant health and safety in employment legislation.

I2LG is unable to care for sick children. If your child falls ill or upset whilst in attendance. We will contact the authorised people listed on the Enrolment form for them to pick up the child(ren) as soon as possible. Please keep children who are unwell at home until recovered, as we do not have the facilities to look after sick children.

If a child has been booked into the program but does not attend due to sickness, please inform the Director before 2pm that day.

We also welcome families to visit and stay at our service before a child's first session to help the child to adjust and feel comfortable with our staff and service. If a child does not settle in a reasonable amount of time, we will contact families to discuss together how best to support the child.



First Aid

At all times there is an approved fully stocked first-aid kit and other supporting kits available and a staff member trained in first aid, anaphylaxis & asthma will be present onsite at each session of care. Educators are fully trained to administer first aid to children if required.

Incidents, Injury, Trauma & Illness

All incidents, injury, trauma and illness events including serious incidents are recorded and discussed with families, staff and where necessary reported to the appropriate authority.

If a serious accident occurs our policy is to ensure the safety and well-being of the child first. This may mean an ambulance or other appropriate form of medical help is sought before the family is called. We do not transport children to doctors, hospitals or homes.

Medical Conditions & Requirements

Medication

Medicines will only be administered to a child when:

1. A Medication form is completed by the family member or authorised person.
2. The medication is in the original bottle or packaging.
3. There is a letter of written authorisation from a medical practitioner or the medication is labelled with the child's name and the dosage required.
4. The medication shows its expiry date.

Special Medical Circumstances

At the time of enrolment, the family/guardian must advise the Director/Program Manager of any medical conditions, such as any allergies, anaphylaxis, diabetes and asthma that the child has been diagnosed with.

Families/guardians also need to indicate if any medication (whether prescription or homeopathic) is to be administered to a child during any session of care.

If your child for any reason requires medication on an ongoing basis, it is important to follow the following steps.

1. Provide the service with a medical plan, fill out I2LG Medical forms.
2. Provide the service with medicines (asthma, Epi Pen etc). (This can be left at the service with child's name clearly marked on them.
3. Ensure the medicines are at all times within the recommended use by date.



Infectious Diseases

Measures will be taken by management and program staff to control spread of infection. Appropriate processes and hygiene practices will be employed from recognised health authorities and put in place for children to observe and participate in a safe and healthy environment. We ask if an infectious disease becomes apparent at home that the family/guardian contacts our service about the child's condition so appropriate action can take place. If this becomes apparent at our service, we will contact families/guardians or emergency contacts about the child's symptoms and the immediate need to collect the child from our service. We will also remind families of the necessary exclusions periods and/or need for a medical practitioner certificate to allow the child to attend the service again.

Exclusion periods may apply for certain symptoms or diseases:

Disease	Exclusion Period
Chicken Pox	At least two (2) weeks after the first spots appear or when blisters have all crusted
Conjunctivitis	Until discharge from eyes has stopped
Diarrhoea	Up until diarrhoea has stopped
Diphtheria	Until a medical officer has certified recovery
German Measles	Until your child has fully recovered and for at least five (5) days after the rash appears
Glandular Fever	Not necessary to keep children at home but some children will be too sick to attend school
Hand, Foot and Mouth	Until blisters have dried
Head Lice	Until hair has been treated. Everyone living in the same house (as well as linen) should be treated at the same time as the affected person
Hepatitis A	Until your child has recovered which is usually seven (7) days from the first signs of jaundice
Hepatitis B and C	It is not necessary to keep your child at home
HIV	It is not necessary to keep your child at home
Impetigo	Until appropriate treatment has commenced and visible sores are covered
Influenza	For five (5) days after the appearance of the first symptoms



Measles	For at least five (5) days after the appearance of the rash
Meningitis	Until the child is well
Meningococcal	Until the child is well
Mumps	Until the child has completely recovered and at least ten (10) days after the appearance of swelling
Ringworm and Scabies	Until the day after fungal treatment has begun
Scarlet Fever	At least 24 hours after treatment has begun
Streptococcal Infection	At least a day after commencing treatment and the child is well
Tuberculosis	Until a medical practitioner believes the child is well
Whooping Cough	Child should be kept at home for at least five (5) days from the start of antibiotic treatment.

Behaviour Management

We will ensure our environment is a safe and happy place for everyone. We maintain an emphasis on being polite, considerate and co-operative, respecting each other and the property and equipment onsite.

Our behaviour management procedures are in line with the behaviour management procedures in place at the school. We will consult with the school community, staff families and children so that our policy and procedures reflect the specific and cultural needs of children attending our service. Children will be encouraged to take responsibility for their behaviour through offering choices and implementing natural and logical consequences, including if necessary, the involvement of families. If we experience behavioural problems with a child, the family will be contacted and consulted in regard to the behaviour.

Staff, families and children will conduct themselves in a civil and respectful manner at all times.

Emergency Procedures

The safety of staff, children and visitors to our service is vital in the event of an emergency. Emergencies include events as fires, earthquakes, cyclones, floods, extreme weather conditions, bushfire, other catastrophic events, the presence



of dangerous persons and animals and any other situation or threat which requires a lockdown or evacuation of the premises.

Staff and volunteers will initially be made aware of emergency procedures and drills at our service during their inductions and this information will be reinforced with the children during regular practice drills

Evacuation Procedures

The service conducts regular fire drills and lock down drills in accordance with the Education and Care Services National Regulations. Signs outlining the procedures are displayed at the centre.

Child Protection

Our service is committed to the recognition and prevention of abuse of children and young people with the safety, welfare and wellbeing of the children always the prime consideration. In addition to general safety policies already outlined, our service will ensure that volunteers or students working at the program, have current working with children or police checks. All volunteers, students and visitors to our service will be supervised and visible to staff when interacting with the children.

Sun Smart

Children are required to wear hats which protect the face, neck and ears when they are outside otherwise "No Hat, No Play". Children without a hat will only be permitted to play in supervised/allocated shade areas. We also ask children wear appropriate clothing to protect themselves from the sun. All children will need to provide their own hat for use at the service. SPF 30+ Broad Spectrum sunscreen will be made available to all staff and children. Children are welcome to use their own brand of SPF 30+ Broad Spectrum sunscreen due to allergies.

Outdoor activities will endeavour to utilise shade for students and staff at all outdoor events and activities or at any time weather conditions dictate the necessity for sun protection. We also suggest children bring a water bottle each day, so they can stay hydrated whether they are onsite or on excursion.

Homework

Time is allocated for each child to complete homework activities. This is particularly important time as it allows children to focus on tasks in a supervised



environment. If a child has no homework or finishes prior to the time allowed, they will be able to choose other suitable activities which have an education focus.

Our staff are not able to enforce children to complete homework. They are also not teaching staff and are not expected to understand or interpret school curriculum. However, staff will provide support to children in order for them to complete homework tasks and to encourage each child to have a positive attitude towards school and homework

If there are any issues regarding homework or your child has specific needs, please make sure the Program Manager is aware of this and the information is included on the Enrolment form.

Meals & Snacks

In our Before School Care program, breakfast will be provided each morning, and this is included in the fee structure and there will be a choice of bread, cereals and fruit on offer. Afternoon tea is provided in our After School Care and Vacation Care sessions and is also included in the fee structure. A variety of healthy food choices will be on offer as well as fresh fruit and water. Food is prepared using the food and safety guidelines from the Food Standards Australia and New Zealand. The menu will be displayed each week and we welcome suggestions from children and families.

If your child has any allergies or any special food requirements or you do not want your child to participate, please include this on the Enrolment Form and advise the Program Manager who will discuss this with you to ensure your child receives appropriate food at each session of care. At times we may have children with specific food allergies or needs attend our centre thus we will notify all families of the foods that will not be able to be used or provided to children. In Vacation Care programs families will need to supply their child with morning tea and lunch every day unless indicated otherwise on the program.

Excursions

We believe excursions offer variety and are an important part of a child's learning experience. Families and guardians will be notified of all details prior to the excursion date and for child(ren) to be able to leave the I2LG service site, families/guardians must sign a permission slip in order for their child(ren) to be allowed to attend. A risk assessment will be compiled for each excursion and this will also help in determining the staff ratio for the activity. An Excursion



Permission Form or the Vacation Care booking form which will need to be signed and returned prior to all excursions. If staff feel that children may be put at risk, the outing will be postponed or cancelled, and children will remain at the program and alternative activities will be organised.

Communication

Our I2LG newsletter will be emailed to our families and community so up to date information about our staff, policies, fees, upcoming program activities and special events is communicated. We also will reflect on the fun that we have had in our program and share any ideas and community information that you may find useful. We also have notice boards and display areas which also contain information you will find useful such as staff & program information, the weekly menu and examples of children's activities, so please take the time to check these regularly.

Personal Belongings

We recommend children do not bring mobile phones, iPods, electronic games, toys or money to I2LG. Staff cannot take responsibility if these items are lost, stolen or damaged.

Lost Property

Educators will endeavour to remind and assist children about their personal belongings. We encourage personal responsibility by the children and do not accept responsibility for any items of clothing or otherwise lost or left in the school grounds. Unnamed property left on site will be left in the I2LG centre and if necessary, may also be handed into the school to add to their lost property at the end of each week.

Damage to Property

Staff will take due care and responsibility regarding the structural and non-structural property and its use. Families or guardians may be liable for replacement costs of equipment or property damaged by their child(ren)

Thank you.