



Truscott Street OOSH & Vacation Care

FAMILY HANDBOOK



Truscott Street Public School

Truscott Street

North Ryde NSW 2113

Phone 9889 2441

Mobile 0452 362 441

truscottstoosh.com.au



Contents

About Truscott Street OOSH and Vacation Care.....	3
Contact Details	3
Hours of Operation	4
<i>Before & After School Care</i>	<i>4</i>
<i>Vacation Care</i>	<i>4</i>
Service Management	4
<i>Management Committee</i>	<i>4</i>
<i>Service Administrator</i>	<i>5</i>
Staff Team	5
Enrolment.....	6
<i>Priority of Access</i>	<i>6</i>
Bookings	7
Fees	7
<i>Family Membership Fees.....</i>	<i>7</i>
<i>Attendance Fees.....</i>	<i>7</i>
<i>Child Care Subsidy (CCS)</i>	<i>8</i>
<i>How to pay your Account</i>	<i>8</i>
<i>Other Fees</i>	<i>9</i>
The Centre	10
<i>Philosophy</i>	<i>10</i>
<i>Centre Routine.....</i>	<i>10</i>
<i>Centre Program</i>	<i>11</i>
<i>Meals.....</i>	<i>12</i>
<i>Accreditation</i>	<i>12</i>
Important Policies and Procedures	13
<i>Sign In/Sign Out Procedure</i>	<i>13</i>
<i>Extra-curricular Activities</i>	<i>13</i>
<i>Medication</i>	<i>13</i>
<i>Unwell Children</i>	<i>14</i>
<i>Accidents</i>	<i>14</i>
<i>Children's Behaviour.....</i>	<i>14</i>
<i>Sun Safety.....</i>	<i>15</i>
<i>Electronic Devices.....</i>	<i>15</i>
<i>Grievance/Complaints Procedure.....</i>	<i>15</i>
<i>Policy Manual.....</i>	<i>15</i>
Family Agreement	15



About Truscott Street OOSH and Vacation Care

Truscott Street OOSH and Vacation Care offers centre based care for primary aged children. Before and after school care operates during school terms and vacation care operates all day during selected days in the school holidays and some pupil free days. The Centre operates for 50 weeks a year, closing for two weeks over the December holidays.

The Centre aims to create a safe and caring environment where children can freely choose amongst a program of activities.

The Centre is currently licensed for 95 children during before and after school care and vacation care, and is operated by Truscott Street Public School Parents and Citizens' Association Inc.

Truscott Street OOSH is located within the grounds of Truscott Street Public School, in the block closest to and running parallel to Edmondson Street.

The Centre indoor areas include a dedicated classroom and kitchen, plus the school hall. The Centre outdoor areas include possum cove, top grass (school oval) with play equipment and smart grass courts.

Contact Details

Address:	Truscott Street Public School Truscott Street (best entrance at corner of Truscott and Edmondson Sts) North Ryde NSW 2113
Phone:	(02) 9889 2441
Mobile:	0452 362 441
Email:	truscottstoosh@gmail.com
Website:	www.truscottstoosh.com.au
Webserver:	https://www.becklynweb.com.au/truscottstreet/ (used for online enrolment and bookings)



Hours of Operation

Truscott Street OOSH operates before and after school care during the school term and Vacation Care during NSW Public School Holidays and Pupil Free Days.

Before & After School Care

Monday to Thursday

Morning: 7:00am – 9:00am

Afternoon: 3:25pm – 6:00pm

Friday

Morning: 7:00am – 8:30am

Afternoon: 3:00pm – 6:00pm

The first school bell (indicating that children can be in the playground and are supervised by school staff) rings at 8:55am Monday to Thursday and at 8:30am on Friday.

Vacation Care

Monday to Friday 7:00am – 6:00pm

Service Management

Management Committee

A voluntary group of parents comprise the Management Committee of Truscott Street OOSH, which is a Sub-Committee of the P&C. The Committee decides all matters relating to the running of the Centre including policy development and review, fees and staffing. The Committee meets once a month and parents are welcome to attend these meetings. New and existing parents are welcome to join the Committee. The current members of the OOSH Management Committee are:

OOSH President	Greg Monahan
OOSH Secretary	Edwina McGill
OOSH Treasurer	Andrew McCauley
Committee Members	Katrina Constable
	Samantha Le Cornu
	Jennie Monin
	Jasna Pater

Contact details for committee members can be found on the Centre's noticeboard.



Service Administrator

A Service Administrator, Becklyn, is employed to handle all administrative matters and to liaise between the Committee, Staff and Parents.

Becklyn Pty Limited

Phone: 9878 2651

www.becklyn.com.au

info@becklyn.com.au

Staff Team

Our team is made up of a group of passionate educators who bring their unique experience and expertise to the Centre. We are committed to providing fun and meaningful experiences for children to learn and grow within a safe and caring environment.



Director/Nominated Supervisor

Anna Velez-Laureano

Assistant Director/Educational Leader

Oliver Hartnell

Senior Educator/Certified Supervisor

Ruby Grudzinskaskas

Educator/Certified Supervisor

Brad Fiora

Andrew Mackertich

Ava Bradley

Ben Smith

Fariba Rashidi

Educator

Kim Gosper

Lyn Le

Emily Lewis

Belinda Liong

Alyssa Mackertich

Riley Quinn

Anika Das Gupta

Amal Mardli

Jason Foster



Enrolment

The Centre uses an electronic enrolment, re-enrolment and booking system accessed via our website. Parents are given a parent login/password for this purpose. Your login details and password should be kept confidential and not provided to other parties (including those who may pick up your child from time to time).

Existing families, including any siblings starting school the following year, will be given priority re-enrolment for a fixed time period in the beginning of Term 4 each year. After this period, enrolment will be open to new families (i.e. kindergarten and new families commencing at the school the following year).

Enrolments can only be approved when:

- Online enrolment form is completed
- Immunisation schedule is provided
- Medical action plans are provided (i.e. asthma, anaphylaxis or allergy plans, etc)
- Court orders relating to custody of children are provided
- Annual membership fee is paid

A screenshot of a web browser showing the login page for the TRUSCOTT STREET OSHC WEB Server. The page has a dark blue header with the text 'TRUSCOTT STREET OSHC WEB Server' and 'Login'. Below the header, there is a section titled 'TRUSCOTT STREET OSHC' with a sub-section 'Existing User Logon'. This section contains two input fields: 'Login Name' and 'Password', followed by 'Login' and 'Forgot Password' buttons. Below this, there is a section 'New User-Register here' with an input field 'Enter provided Password' and a 'Submit' button.

Once enrolment is approved, bookings can be made for before and after school sessions and vacation care. All bookings are subject to availability of places.

Priority of Access

Our Centre follows the priority of access guidelines set down by the Federal Government to ensure that care is available for families who require the care based on work and study commitments. The guidelines are as follows:

- First priority is given to children at risk of serious abuse or neglect.
- Second priority is given to a child of a single parent who is, or of parents who are, working, studying, or undergoing training, either full time or part time.
- Third priority is given according to the date and time of a completed/approved enrolment.

This means that when the Centre is full those families who are a lower priority may be asked to alter their care arrangements to allow a family with higher priority to access the service.



Bookings

Bookings should be added, amended and cancelled via the website.

A **permanent booking** can be made if a child attends the Centre on a regular basis (Rotating and Alternating Rosters are available - please see staff for details, as this cannot be done via the website). Permanent bookings are charged whether or not your child attends. Changes to permanent bookings must be made by 9am on the Friday of the week prior to the date of care.

A **casual booking** can be made if occasional care is needed but not on a weekly basis. Bookings must be made by 12 noon on the day prior to care being required. If urgent care is required, contact the Centre by phone. Acceptance of casual bookings will be dependent on availability of places within the staff to child ratio.

Please notify the Centre if your child will not be attending any of their booked OOSH sessions online, via phone or email. If you are planning a longer absence (i.e. Holiday during school term), please contact the director for advise on the changes that need to be made to your permanent booking record online.

Fees

The Centre is run as a not-for-profit organisation. Fees are set to ensure affordability, whilst ensuring operating costs are met and sufficient resources are maintained.

Family Membership Fees

- \$30 Family Membership Fee per annum
(If first enrolling in Term 1 or 2)
- \$15 Family Membership Fee per annum
(If first enrolling in Term 3)
- \$30 Family Membership Fee per annum
(If first enrolling in Term 4 but covers current Term 4 and all of the next year)

Attendance Fees

Before and After School Care

	Morning Session (per child)	Afternoon Session (per child)
Permanent Booking	\$10.50	\$18.50
Casual Booking	\$12.50	\$20.50

Prices are subject to change.



Vacation Care

Vacation Care fees are dependent on the activities each day and are detailed on the program.

Child Care Subsidy (CCS)

On 2nd July 2018, the government amalgamated Child Care Benefit (CCB) & Child Care Rebate (CCR) into one payment now known as the Child care Subsidy (CCS).

To claim CCS, families must:

1. Complete their eligibility assessment with Centrelink or via their MyGov account
2. Provide the centre with CRN's and dates of birth (matching Centrelink records) for all children attending the service, plus for the guardian / parent registered to receive CCS
3. Confirm each child's enrolment at the service via their MyGov account

Once all the above steps are completed, any CCS a family is entitled to receive will be returned to the centre on a weekly basis and will appear as a credit on the family account. This will mean that invoices from the centre will be for the gap fee only.

More information on how to apply for CCS can be found at:

<https://www.humanservices.gov.au/individuals/online-help/centrelink/complete-your-child-care-subsidy-assessment>

Absences

CCS will continue to be paid for up to 42 absences for all types of approved childcare, per child, per financial year. Absences are counted on a per day (or part day) basis i.e. where a child is away for one out of two sessions on a day, 1 absence will be recorded.

Once these 42 days have been exceeded, families may be entitled to CCS payments for further additional absences in certain circumstances. More information regarding these "Additional absences" can be found at: <https://www.education.gov.au/new-child-care-package-frequently-asked-questions> - in the expandable absence section

In shared care arrangements, the allocation of 42 absences per financial year relates to the child, not each individual claimant.

How to pay your Account

Before & After School Care

All families using Before/After School Care are required to pay their fees via Direct Debit (Ezidebit). As part of the enrolment process all families are required to submit a Direct Debit form (online).



Vacation Care

All families using Vacation Care are required pay their Vacation Care fees via Direct Debit. The Direct Debit gets charged after each Vacation Care period.

Truscott St OOSH Account Details

Bank BSB:	062 166
Bank Account Number:	1032 8620
Bank Account Name:	Truscott St OOSH
Bank:	Commonwealth Bank
Bank Branch:	Epping, NSW

You should receive an email within a week of your payment to notify you that your payment has been received and processed. If you do not receive the notification please contact Becklyn.

Statements are emailed fortnightly by Becklyn. Any applicable Child Care Subsidy will be applied to your account.

**Failure to pay fees after four (4) weeks may result in suspension of OOSH use, and casual bookings will not be accepted if your account is overdue.*

Other Fees

Late Collection Fee

The Centre closes at 6:00pm. Please ensure your child is picked up at or before 6:00pm. If children remain after 6:00pm, we are not covered by insurance, and staff shifts are extended. A late collection fee of \$10.00 per 10 minutes applies and will be charged to your account. Staff would appreciate a phone call if you are running late so we can inform your child that everything is alright. Consistent late collections may result in cancellation of your child's enrolment.

Non-Notification Fee

The Centre has incorporated a Non-Notification Fee into its policies. It's important that the Centre is notified by phone call, email, a message on the answering machine or online that a child is going to be absent from OOSH. If the Centre is not notified that a child will be absent from an After School Care or Vacation Care session, a \$15 Non-Notification Fee will be charged.



The Centre

Philosophy

At Truscott Street OOSH, our practice is centred on children. Our environment fosters inclusion, collaboration, imagination and respect. The service provides a safe environment where children have a sense of belonging and are celebrated for their differences.

We build strong relationships with families and work together to encourage children to engage in opportunities for self-discovery, environmental awareness, social and emotional growth in a safe and nurturing environment.

The National Quality Framework for School Age Care ('My Time, Our Place' 2012) and its Principles, Practice and Outcomes guides our practice which is evident through our dedication in providing a positive learning environment that nurtures children's sense of 'being, belonging, and becoming'.



Centre Routine

Before School Care

Monday to Thursday	Routine	Friday
7:00am	Centre opens	7:00am
7:00 – 8:30am	Breakfast	7:00 – 8:15am
7:50 – 8:50am	Outside play	7:45 – 8:25am
8:50am	Rolls, announcements, birthday celebrations	8:25am
8:55am	Children walk to school	8:30am

After School Care

Monday to Thursday	Routine	Friday
3:25pm	Children arrive at Centre	3:00pm
3:30 – 4:00pm	Afternoon tea served at the Cola	3:05 – 3:40pm
4:00pm	Group time, announcements, birthday celebrations	3:40pm
4:00 – 5:15pm	Planned activities in designated areas (OOSH Room, Top Grass, Smart Grass, Cola, Possum Cove, Hall)	3:40 – 5:15pm
5:15pm	Transition into Possum Cove	5:15pm
5:30pm	Second Afternoon Tea	5:30pm
5:45pm	Transition into OOSH Room	5:45pm
6:00pm	Centre Closes	6:00pm



Vacation Care

Time	Routine
7:00am	Centre Opens
7:00 – 8:30am	Breakfast
8:00 – 9:40am	Indoor and outdoor play (OOSH Room and Possum Cove)
9:40am	Rolls, group time
9:45 – 10:00am	Morning tea
10:00am – 12:30pm	Planned morning activities or Incursion
12:30 – 1:00pm	Lunch
1:00 – 3:30pm	Planned afternoon activities or Incursion
3:30 – 3:45pm	Afternoon tea
3:45 – 5:30pm	Planned indoor winding down activities
5:30pm	Second afternoon tea
5:45pm	Transition into OOSH Room
6:00pm	Centre closes

*On Excursion days, we will usually be out of the centre by 9:00am and will be back between 2:00-3:00pm

Centre Program

The Council of Australian Governments has developed *My Time, Our Place - Framework for School Age Care in Australia*. Educators use this framework as a guide to implement various activities for the children. The framework allows educators to develop a program which provides children with opportunities for emotional, social, physical, cultural and creative learning.



	Monday 27/8	Tuesday 28/8	Wednesday 29/8	Thursday 30/8	Friday 31/8
Morning	Top Grass 👉😊(CR)	Paper Puppets 😊👉(EP)	Top Grass 😊👉(CR)	Dodgeball 👉👉(CR)	Father's Day Breakfast 😊👉(EP)
Afternoon Indoor	DIY Flexangles 👉👉(EA)	Cardboard Inventions 👉😊(EA)	Straw Sculptures 👉👉(EP)	Making Chocolate Crackles 😊👉(CR)	Father's Day Portraits 😊👉(EP)
Afternoon Outdoor	Cricket 👉👉(CR)	Pacman 👉😊(CR)	Kickstart Sports 😊👉(EP)	Badminton 👉😊(CR)	Dodgeball 👉😊(EP)

Educator Planned (EP)	Child Requested (CR)	Extension Activity (EA)
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Ways we learn				
Cognitive 👉	Creative 👉	Social/Emotional 😊	Physical 👉	Cultural 👉

Key elements that the Centre values within the Framework are:

- children have a strong sense of identity
- children are connected and contribute to their world
- children have a strong sense of wellbeing
- children are confident and involved learners
- children are effective communicators



Our programs are created through staff reflection on children's current interests to regularly provide new and exciting activities. Activities may be educator planned, spontaneous, extensions on past activities, or requested by the children.

Meals

A light breakfast is provided each morning until 8:30am (8:15am on a Friday). This includes a variety of cereals, porridge and toast with spreads.

Afternoon tea is also provided, including a platter of fresh fruit, crackers with a variety of toppings and a special dish from the menu.

We cater for children with allergies and intolerances and arrange alternatives to meet your children's needs.

Please be aware that children with severe nut allergies attend the service. Please ensure that no packed food contains nuts (this includes peanut butter, Nutella etc.)

<u>Before School Care Menu</u>				
Monday	Tuesday	Wednesday	Thursday	Friday
Cereals (W. Bix, C. Flakes, R. Bubbles, Cheerios)	Cereals (W. Bix, C. Flakes, R. Bubbles, Cheerios)	Cereals (W. Bix, C. Flakes, R. Bubbles, Cheerios)	Cereals (W. Bix, C. Flakes, R. Bubbles, Cheerios)	Cereals (W. Bix, C. Flakes, R. Bubbles, Cheerios)
Toast & Spreads	Toast & Spreads	Toast & Spreads	Toast & Spreads	Toast & Spreads
Raisin Toast	Raisin Toast	Raisin Toast	Raisin Toast	Raisin Toast
Fresh Fruit	Fresh Fruit	Fresh Fruit	Fresh Fruit	Fresh Fruit
<u>After School Care Menu – Weeks 9 & 10</u>				
Monday 17/9	Tuesday 18/9	Wednesday 19/9	Thursday 20/9	Friday 21/9
Pizza Scrolls	Chicken Pasta Bake	Burritos	Fruit Crumble	Blueberry Muffins
Fruit & Veggies + Crackers	Fruit & Veggies + Crackers	Fruit & Veggies + Crackers	Fruit & Veggies + Crackers	Fruit & Veggies + Crackers
Monday 24/9	Tuesday 25/9	Wednesday 26/9	Thursday 27/9	Friday 28/9
Blueberry Muffins	Pizza Scrolls	Chicken Pasta Bake	Burritos	Fruit Crumble
Fruit & Veggies + Crackers	Fruit & Veggies + Crackers	Fruit & Veggies + Crackers	Fruit & Veggies + Crackers	Fruit & Veggies + Crackers

* Australian Guide to Healthy Eating: Vegetables & Legumes (green), Fruit (yellow), Proteins (blue), Dairy (purple), Grains (orange) www.eatforhealth.gov.au

Accreditation

In 2012 a new National Quality Framework was introduced to provide national standards for Australian education and care services, raise quality and drive continuous improvement and consistency. The Centre complies with this Framework.

In September 2017, the Centre underwent the National Quality Framework Assessment and Rating process carried out by the Australian Children's Education & Care Quality Authority (ACECQA) and the Department of Education and Communities. The purpose of the assessment was to determine at what rating level the Centre meets the 7 Quality Areas defined in the Framework.

The Centre's ratings were as follows:

Quality Area 1	Education Program and Practice	Exceeding
Quality Area 2	Children's Health and Safety	Exceeding
Quality Area 3	Physical Environment	Meeting
Quality Area 4	Staffing Arrangements	Exceeding
Quality Area 5	Relationships with Children	Exceeding
Quality Area 6	Collaborative Partnerships with Families and Communities	Meeting
Quality Area 7	Leadership and Service Management	Meeting



The Centre was given a final overall rating of 'Exceeding' the National Quality Standard. We are committed to continuous improvement so we are able to provide a high quality service to our children, families and the community.

Important Policies and Procedures

Sign In/Sign Out Procedure

It is a legal requirement that every child in attendance at the Centre is signed in (in the morning) and signed out (in the afternoon) by a parent/guardian or authorised nominee who is aged 18 years and over. Responsibility cannot be taken by the Centre if a child is not signed in or out. Children are not to be left at the Centre at any time prior to the opening hours of the Centre. The person dropping off the child must ensure that a staff member is aware of the child's presence before leaving the Centre and that any special needs are communicated.

Family members must notify the Centre of any custody arrangements or court orders that impact on the collection of children.

If the parent or nominated person is unavoidably detained they should contact the Centre as soon as possible with alternative arrangements for the collection of the child.

If the child is not picked up on time every effort will be made to contact the parent or authorised persons nominated on the enrolment form. If after 30 minutes, no contact has been made with parents or authorised persons on the emergency list then Community Services will be notified for follow up action.

Extra-curricular Activities

Children who attend extra-curricular activities during OOSH time (i.e. band, music lessons, dancing, coding, sport, etc.) will need a signed permission note from their parents. This will indicate the activity that they will be attending, location, time they need to be signed out by staff and whether or not they will be returning to OOSH to be signed in again.

Medication

Medication will only be administered with the explicit permission of the parent or, in the case of an emergency, with the permission of a medical practitioner. Parents who wish medication to be administered will need to provide written permission by completing a Medication Form at the centre. Prescription medicines will only be administered to the child if prescribed to them and in the original packaging, with the dosage provided on the label.

Medication (excluding Asthma puffers) must be given directly to the Certified Supervisor on shift and not left in the child's bag.

In compliance with legislation regarding childrens services, parents of children who have Asthma, Anaphylaxis, Diabetes, Haemophilia and other medical conditions, are required to provide the following upon enrolment, and updated annually or as required:



- Medical Condition Management Plan
- Risk Management Plan
- Medical Conditions Communications Plan Centre

Unwell Children

If a child becomes ill or develops symptoms at the Centre, the parent will be contacted and asked to take the child home. The child who is ill will be comforted, cared for with adult supervision until the child's parent or other authorised person takes them home.

If the child has a fever the parent will be informed and asked for permission to give paracetamol. Paracetamol will not be given without permission. There is a paracetamol permission clause on the Enrolment Permission Form.

Children will be excluded from the Centre if they are ill with any contagious illness (including diarrhoea, chicken pox, and conjunctivitis) or have head lice. This period of exclusion will be based on the recommendations outlined by the Department of Health.

The Nominated Supervisor has the right to refuse access if concerned about the child's health or wellbeing.

Accidents

In the event of an accident involving a child at the Centre, staff with first aid qualifications will attend to the child. Appropriate first aid will be administered, the family will be notified of actions taken, and an incident report will be completed. In case of serious accidents, an ambulance may be called.

Every care will be taken to ensure the safety and wellbeing of the child. In the event of an accident, all medical expenses are the responsibility of the child's parent/guardian. This includes the cost of an ambulance.

Children's Behaviour

The Centre aims to:

- Provide a positive approach to managing the behaviour of all children
- Support children with regulating their emotions and understanding the effects their actions have on others
- Help children develop safe and appropriate ways of interacting with each other and their environment

Educators will build positive relationships with children so they feel safe and supported in all circumstances. Educators are actively learning new and effective strategies to manage children's behaviour in a positive way.

Educators will communicate any behavioural issues with parents as they arise.



Sun Safety

The Centre's Sun Protection policy requires the use sun safe practices like wearing a hat and sunscreen during mid-high UV index periods. The Centre provides SPF 50+ broad spectrum sunscreen for children to apply during these periods. If a child is allergic to this product, parents should provide an alternative sunscreen.

Electronic Devices

The Centre's Electronic Devices policy states that children are not permitted to use their mobile phones or other electronic devices while at the centre. Please refrain from sending your child's electronic devices with them as we cannot be responsible for any loss or damage that may occur if it is in your child's bag.

Grievance/Complaints Procedure

The Centre's Complaints Policy serves to ensure that complaints are dealt with fairly and impartially. Complaints may be lodged in person or by telephone, email or letter to either the Centre Director or a member of the Management Committee. Any communication should detail the name, address and contact numbers of the complainant together with a brief description of the concern. Further information is available at the Centre.

Policy Manual

The Centre's Policies are available in the Policy Manual which is located at the Centre.

If you have any questions please do not hesitate to contact the Centre Director or members of the OOSH Management Committee.

Family Agreement

Signing the Enrolment and Permission Forms means families are agreeing to the terms and conditions of Enrolment. This means the family has read and understood the Family Handbook and is agreeing to follow all Centre Policies and Procedures.