

2024-2025

# Parent Handbook

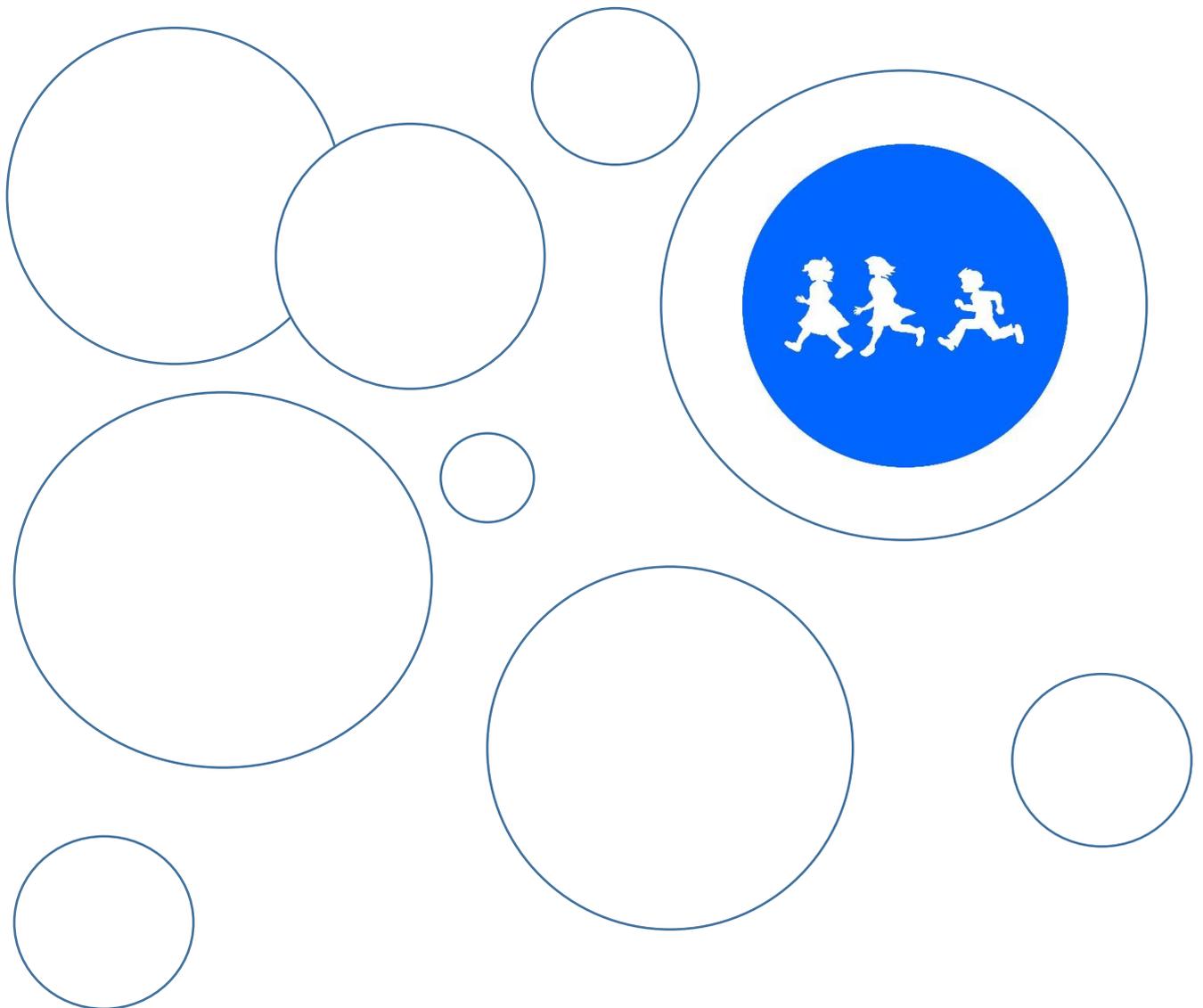
## EPPING HEIGHTS

**Out of School Hours Care Inc.**

***[www.eppingheightsoshc.com.au](http://www.eppingheightsoshc.com.au)***

The Centre is a non-profit organisation and is incorporated in its own right.

The Centre provides Before and After School Care and Vacation Care.



*Phone: 9869 0602*

*Email: [eppingheightsoosh@hotmail.com](mailto:eppingheightsoosh@hotmail.com)*

*Website: [www.eppingheightsoshc.com.au](http://www.eppingheightsoshc.com.au)*

*Webserver: [www.becklynweb.com.au/eppingheights](http://www.becklynweb.com.au/eppingheights)*

## PHILOSOPHY

*Epping Heights OSHC exists in order to serve the families and children of our local school, and through Vacation Care, the wider Epping community. We provide quality out of school hours care based on a sound understanding of the learning process and the developmental stages of primary aged children. Our Philosophy evolves in relation to meet the needs of our community, driven by a commitment to quality improvement. We achieve this through community consultation and input, with regular evaluation of our services to ensure compliance with legislation and alignment to current industry standards and recommendations.*

We aim to:

provide a safe, healthy, positive, and nurturing environment for every child where their thoughts and opinions are valued.

meet the individual needs of all children and their families as a priority and include them in decision-making.

support the local and wider community by sharing our knowledge, skills and resources and engaging in community activities.

We recognise:

the importance of child-centred play as well as some structured activities in a child's development.

the value of ensuring that staff are given opportunities for professional development to continue the improvement of our centre and to stay abreast of changes and developments in the industry.

the significance of inclusivity in our program in relation to diversity in culture, gender and ability.

the traditional custodians of the land upon which our Centre is situated and promise to foster respect for indigenous cultures.

We are committed to:

providing a quality, fun program that allows the children to choose how their time will be spent at OSHC to foster a sense of ownership and belonging.

ensuring that management support and communicate effectively with parents, children and staff and that legislative requirements are upheld to promote the safety and welfare of the children in care.

## LOCATION

The Centre is adjacent to the main oval at Epping Heights Public School, 128 Kent Street, Epping.

<b>CENTRE INFORMATION</b>	
<b>EPPING HEIGHTS OSHC CENTRE</b>	Ph: 9869 0602 Email: <a href="mailto:eppingheightsoosh@hotmail.com">eppingheightsoosh@hotmail.com</a> Website: <a href="http://www.eppingheightsoosh.com.au">www.eppingheightsoosh.com.au</a> Webserver: <a href="http://www.becklynweb.com.au/eppingheights">www.becklynweb.com.au/eppingheights</a>
<b>DIRECTOR</b>	Adam Pearson
<b>ASSISTANT COORDINATOR</b>	Zoe Hanna
<b>SENIOR EDUCATORS</b>	Jeremy Brittan (admin), Jordan Anderson, Annalise Pringle
<b>ADMINISTRATIVE SERVICES PROVIDER</b>	BECKLYN: Julie and Doug McKenzie Ph: 9878 2651 Email: <a href="mailto:info@becklyn.com.au">info@becklyn.com.au</a>
<b>COMMITTEE PRESIDENT</b>	Deanna Mangan <a href="mailto:presidentehoshc@gmail.com">presidentehoshc@gmail.com</a>

## **HOURS OF OPERATION**

- 7.00am to 8.35am and 3.05pm to 6.00pm on school days, Monday to Friday.
- In the morning:**
- an attendance roll is taken and any unexpected absences are followed up.
  - at 8.35am the children go into the playground where a school teacher is providing supervision.
- In the afternoon:**
- the children make their own way to the Centre from their classrooms.
  - kindergarten children are escorted to the Centre by staff in the afternoon for the first term of the school year.
  - an attendance roll is taken and any unexpected absences are followed up.
- For Vacation Care and School Development days:**
- the centre is open from 7:00am to 6:00pm except for public holidays.

## **ENROLMENT**

### **To enrol your child you must:**

- Lodge a completed enrolment form which includes CRN's & Dates of Birth for Guardians and Children which is all completed via our online webserver.
- Provide to the Centre an Immunisation History Statement issued by the Childhood Immunisation register showing up to date immunisation status for your child.
- Provide to the Centre completed and signed copies of the service's technology agreement and interest form.
- Contact the service directly if your child has asthma, allergies or any other medical condition as additional paperwork is required.
- Pay the appropriate membership fee (\$30pa per family). Enrolments cannot be processed until this is received.
- The enrolment process begins with initially logging in to our webserver as a new user. You can obtain this password by contacting the Centre via email. The enrolment process is completed online after obtaining a user name (parent code) and password. This password will be utilised to not only access our webserver, but to sign your child(ren) in and out of the Centre and should be easily accessible to you.
- An appointment with the Centre Director can be made prior to your child's attendance in order to visit the service. This visit can be utilised to become familiar with the Centre and its routines and discuss details of your child's enrolment.
- Please ensure that staff are informed if someone other than the child's guardian(s) will be collecting them from the centre.
- All collectors other than the child's guardian must present an I.D on arrival at the centre and should be registered on the child's enrolment as an authorised collector. They will have been issued with their own log in information.
- The Centre MUST be informed of any court orders relating to the custody of the child. The Centre Director MUST sight and keep a copy of any such order affecting custody of children in the Centre's care.
- If you are concerned about any aspect of the confidentiality of your parenting arrangements, please contact the Management Committee.

## PRIORITY OF ACCESS

The Centre will give preference to providing a place for children who currently attend Epping Heights Public School.

Access to the centre is restricted to the approved number of places and or staff & physical space we have available. In the event that our numbers are at such a level that we are required to utilise a wait-list system, priority of access is utilised following guidelines specified by the service. For more information, contact the centre.

## FEES

### MEMBERSHIP FEE

An annual membership fee of \$30.00 (for the school year) is charged per family, whether the child is to be a permanent, casual or vacation care only. The Centre cannot be used without the payment of this fee. Applications for membership will not be accepted unless the membership fee has been paid.

Half way through the school year new families to the centre will be charged half the full membership fee.

\$30 membership will be payable on reinstating a cancelled booking.

Schedule of Fees and charges for 2024		
Permanent	Morning Session	\$15
	Afternoon Session	\$28
Casual	Morning Session	\$18
	Afternoon Session	\$30.50
School Development Days & Vacation Care	Per Day	\$58 Base Rate *
		\$63 Base Rate (Casual/Late)
Late Pick Up fee	Per 15 minute increments	\$30
Non-Notification Fee	Per Incident	\$15
Ezidebit Dishonour Fee	Per incident	\$15 (Centre charge)
		Additional fees also apply from the Ezidebit company
Non-signage fee	Per incident	\$15
Water Bottle/Lunch	Per incident (When children are not provided with a prescribed meal or with a water bottle on School Development or Vacation care Days)	\$3
Excursion ID Wrist-Band replacement	Per incident	\$5
Window Breakage	Per incident	\$150
Membership Fee	Per annum	\$30
*Actual vacation care daily charges are based on 'base-rate' + the inclusion of additional costs for each day's activity.		

## **BEFORE AND AFTER SCHOOL CARE PERMANENT BOOKINGS**

If a child is to attend the Centre on a regular basis a permanent booking is required. A permanent booking must be paid for whether the child attends or not. School camps that interfere with your normal permanent bookings are not chargeable. There is a small discount (relative to the casual booking rate) for booking your children on a permanent basis.

Permanent bookings **MUST** be made via the webserver before 9am on the Friday the week prior to when the booking is to commence, or they will be classified as casual bookings and will need to be booked and paid for as such. The permanent booking will then need to be booked to commence the week after that.

Permanent bookings may be transferred from one day to another in the same week (Monday to Friday) providing you notify the Centre and the centre has a place for your child for that particular session. Transfers will only be accepted between similar sessions, i.e. you cannot change a morning session to an afternoon session. Please note transfer of a booking **MUST** be done prior to either day affected by the transfer. Transfers can be made via our online webserver.

Permanent bookings falling on a public holiday are non-chargeable. To cancel a permanent booking notification **MUST** be given via the webserver before 9am on the Friday of the week prior to the change commencing. If that booking, once cancelled, is then required within two weeks, all fees that should have been paid in the intervening period must be paid in full prior to the new booking being accepted. During this two-week period parents can make casual bookings.

For all PM sessions, EHPS will receive via email (at approximately 2pm) a document listing the children in OSHC attendance that afternoon. This roll assists in increasing school/teacher awareness of which children attend OSHC each day. The list is up to date as of midday that day.

## **CASUAL BOOKINGS / CHANGING YOUR BOOKING**

### **Casual Bookings:**

Casual changes (additions or cancellations) can be made via our webserver before midday the day prior to when the booking is to occur. Casual changes can be made before the beginning of the afternoon session and before the conclusion of the morning session without charge. We do however, encourage parents to let the Centre know as soon as possible of any changes as a matter of courtesy either by phone or email.

If the appropriate notice is not given payment is still required.

Casual bookings may be cancelled by the director, should there be a family awaiting a permanent place.

### **Changing your booking:**

When booking using our webserver for permanent, casual or vacation care please follow the prompts and await an email confirmation that your booking has been successful. Cut off times are strictly adhered to when making bookings online.

## **ROSTERS, SHIFT WORKERS & ROTATING BOOKINGS**

Where a parent is doing shift work, rostered work or has special family circumstances, the Centre will arrange permanent bookings for their child(ren). Parents should advise the Director of their circumstances and appropriate administration changes will be put in place to accommodate the situation for you to book online. For this arrangement to take place, your child must attend the Centre regularly.

## **SPLIT ACCOUNTS**

- If you would like to enrol your child(ren) into more than one account or 'split account', please ensure that enrolment process is completed by the two or more parties involved (eg: mum/dad or other).
- Booking should be made for each account separately.
- Where children are regularly spending extended periods of time in the care of different households our rotating booking (described on the previous page) may be useful.
- Please speak to the Centre Director for more information.

**PLEASE NOTE THAT AS WE UPDATE OUR ONLINE BOOKING SYSTEM, SOME OF THIS INFORMATION MAY CHANGE. PLEASE BE AWARE OF UPDATES.**

## **VACATION CARE**

Vacation Care normally operates for all of the April, July and October holidays and part of the December/January holidays. A program for the upcoming holidays is usually published by week seven of the term and the families are able to book via the webserver soon after.

Bookings are on a per day basis and payment is required at the time of booking. (Please note although we request payment before your child attends, all Vacation Care charges will not appear on your account until the conclusion of the vacation care period. An estimated price will be issued at the time of booking to allow for payment to be made).

Due to the need to determine staffing levels, pre-book outside providers and plan excursions, all cancellations and non-attendance are payable after the specified cut-off date. Days during vacation care however, may be swapped after the cut-off date if spaces are available. No refunds are offered for swapping between days of differing prices and all extra costs must also be covered by you.

Changes and cancellations may occur before the cut off period stipulated on the Vacation Care permission and information form. This date is usually the Thursday or Friday of the second last week of term. Please also note that all bookings and changes taken after this cut-off date are subject to a late booking fee of \$5 per booking, per child. Vacation Care books out very quickly, please ensure you are prompt with making your bookings to avoid disappointment. **Although rare, a scheduled activity may be subject to change due to unforeseen circumstances. A comparable activity of the same cost will be scheduled, but in these circumstances no refunds will be offered.**

## **SCHOOL DEVELOPMENT / INDUSTRIAL ACTION DAYS**

On School Development days the Centre will normally be open. If there is industrial action by the Teacher's Federation the Centre may open but please check with the Centre. There will be a per day charge per child. There will be no charge for those with permanent bookings that choose not to use the Centre on these days.

## **ABSENTEEISM**

If your child will not be present at a pre-booked session whether a casual or permanent booking, you must let the Centre know (preferably via email) to avoid unnecessary confusion and concern. A roll is called in each session to make sure all children are present. Staff are under instruction to carry out a search for any child not reported absent and not present at roll call.

If your child is exhibiting signs of illness whilst in care of the Centre, you will be contacted to collect them. If they are sent home from school during the day due to signs of illness, they should also not be sent to OSHC after school and will be unable to access care on that day.

### **VERY IMPORTANT**

*LET THE CENTRE KNOW AS EARLY AS POSSIBLE IF YOUR CHILD OR CHILDREN ARE NOT GOING TO ATTEND A BOOKED SESSION OR A NON-NOTIFICATION FEE OF \$15 WILL APPLY. THIS ALSO APPLIES IF YOU HAVE NOT CORRECTLY INFORMED THE CENTRE THAT YOUR CHILD WILL BE IN ATTENDANCE. THIS CAN BE DONE VIA OUR WEBSERVER BEFORE MIDDAY THE DAY PRIOR TO THE ABSENCE, IF NOTIFICATION MUST BE GIVEN AFTER THIS TIME, PLEASE PHONE OR EMAIL THE CENTRE. WRITTEN NOTIFICATION IS PREFERRED AND REQUESTED EVEN IF A PHONE CALL IS MADE TO NOTIFY US OF THE CHANGE.*

This requirement is to ensure the safety and welfare of the children. Having to call parents to make sure that the child is safe is a very time consuming and worrying process at the busiest time of the afternoon. Repeat offenders will be referred to the committee.

A non-notification fee applies under the following circumstances:

- Insufficient notice of absence (after 8:35am for morning session and after 3:05pm for afternoon session)
- Children or any unauthorised person notifying staff of pending absences
- Children arriving in the pm session without notification.
- Incorrectly completing change of booking or vacation care booking online

## **PAYMENT OF FEES FOR 2024 ENROLMENT**

All families enrolled at EHOSHC will be required to sign up to Direct Debit (Ezi-debit).

Set up costs for 2024 Ezi-Debit will be paid by the Centre, but all ongoing costs and charges in relation to transaction fees, dishonour fees and the like are to be paid by the family.

## **PAYMENT OF FEES**

Ezi-Debit is the Centre's only method of payment. The application for direct debit can be made via our webservice.

Please note that cash or cheques are not accepted at the centre.

To avoid your account being scrutinised, please ensure any changes to your cards or accounts are updated via EziDebit.

In the event that more than three weeks of non-payment, a child's permanent place will no longer be reserved and subsequent bookings will be cancelled. Should the child wish to attend again, ALL outstanding moneys (including late fees) must be paid, prior to attendance.

Repetitive issues regarding your account may result in your enrolment being terminated without view to reinstate. A \$30 membership fee is payable should your account be cancelled, and you wish to reinstate (on approval).

Our administrators will contact you if your account requires any immediate action. Your child's place at the centre will not be terminated without due warning.

If you are unable to pay for any reason, please contact the centre where the Director will be able to discuss a payment plan with you.

## **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.servicesaustralia.gov.au/how-to-claim-child-care-subsidy?context=41186>

## **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/early-childhood/child-care-subsidy/absences> - 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.

## **LATE PICK UP FEES**

The Centre closes at 6.00 pm. Any child collected after 6.05 pm will incur a \$30.00 charge for every 15 minutes, or part thereof, that the responsible adult is late (including the first 15 minutes).

## **EDUCATORS**

The Centre has staff consisting of the Director, Assistant Coordinator (not currently as of October 2020), Senior Staff and other Educators. The Centre adheres to one staff member per average of 15 children. All staff have current Working with Children Checks and regularly attend training/education sessions relevant to legislative requirements and professional development.

## **MANAGEMENT**

A voluntary group of parents comprise the Management Committee of Epping Heights OSHC. The Committee decides matters of policy, fees, staffing and all matters relating to the running of the Centre. This Committee meets at least termly, and an Annual General Meeting is also held. Parents with any problems, suggestions or queries are encouraged to forward them in writing to the Management Committee by letter or e-mail. New parents are always welcome on the Committee.

An Administrative Services Provider is employed to handle all administrative matters and to liaise between the Committee, Staff and Parents. First point of contact should be the Director, then the Management Committee or Administrative Services Provider depending on the nature of the concern.

## **CONFIDENTIALITY**

All information provided to the centre and our administration provider will be treated confidentially by staff and management at all times. Please note that all relevant personal details are forwarded to government departments as required, and current legislative practises regarding privacy and confidentiality are adhered to.

## **COMPLAINTS PROCEDURE**

If a parent has a complaint or comment about the service they are encouraged to talk to the Director to address the issue. If the complaint is not handled to the parent's satisfaction they should discuss the issue with the President of the Management Committee, either in writing or verbally.

Should your grievance be discussed in an inappropriate manner (eg: using threatening/offensive language or behaviour) with the Director/staff or management, the centre reserves the right to terminate your enrolment.

***PLEASE NOTE THAT THE DIRECTOR IS UNABLE TO RESOLVE ISSUES REGARDING FEES/ FINES/ FINANCIAL DISCREPANCIES AND SHOULD BE PUT IN WRITING VIA EMAIL TO THE MANAGEMENT COMMITTEE PRESIDENT.***

## **FOOD**

A variety of breakfast foods are served each morning. Breakfast will be served between 7.00am and 8.15am. The Centre cannot be relied upon to provide children with breakfast after 8:15am due to the disruption of our routines.

A nourishing afternoon tea is provided each day. Fruit is also offered on request later in the afternoon. Birthday cakes are most welcome at the time of your child's birthday. Cupcakes or individually wrapped candies are preferred as they are easiest to share amongst the children. An ingredients list is also required to ensure the safety of our children with allergies.

Please be aware that for full day bookings (vacation care/pupil free days) children will need to bring their own lunch and morning tea unless otherwise specified.

If your child has food allergies, please ensure the Director is verbally notified as well as noting this on your child's enrolment form.

Although our Service is not 'Nut Free', we ask that you please ensure that you avoid providing your child(ren) with nut products whilst in our care. We have several students with severe allergies and would appreciate your assistance in keeping them safe.

## **PROGRAMS**

Epping Heights OSHC Staff program a variety of arts and craft, activities, games and sport on a daily basis. Activities are organised based on the interests of the children. Our program is a termly program and is subject to change dependant on the daily requirements / needs of children and staff.

Our program is often supplemented with activities provided by external providers and educators such as sports & physical activities, art & craft and performing arts.

Please speak to staff for further program information or check out the EHOSHC website.

## **HOMEWORK**

At Epping Heights OSHC we provide the option of a quiet time and space in the afternoon for the children to complete their homework. It is at your discretion if you would like your child to complete homework at OSHC. Please advise Staff, preferably in writing, if you would like your child to complete homework. We will endeavour to ensure they are encouraged to do their homework, but cannot force them to do so. Children are given playtime first until 5pm before homework time is offered.

## **MOVIES, TELEVISION, ELECTRONIC DEVICES, PHONES & INTERNET**

The children do not watch free to air television in the mornings or afternoons and only view content approved by the staff. There are sometimes prescribed movie afternoons, and movies are also viewed at the centre on rainy days. There are always other activities for the children to choose when such entertainment is on. Occasionally television with a 'G' rating or 'PG' rating may be used as part of the program of activities. Please advise the Centre in writing if you have concerns over your child(ren) viewing 'G' or 'PG' material or if there is a particular fear or special topic to be avoided. Children are briefed on the content of the film before it begins and are given the option of whether or not they wish to view the material.

The Centre may also use electronic gaming consoles such as a wii. These devices are used mainly in vacation care, but also factor in to our philosophy of promoting a healthy lifestyle with the use of wii-fit games. All games are age appropriate.

Your child may apply for permission to bring electronic devices to the service during Vacation Care and on a Friday afternoon during the school term. This can be done by completing the technology agreement obtained from our website or a copy can be requested from the Centre. The service reserves the right to control use of ALL electronic devices in accordance with our policies, including internet usage and mobile phones.

It is not permitted for your child(ren) to have mobile telephones or other similar devices on their person during OSHC hours for the purpose of being contactable. If you wish to contact your child for any reason, you may do so via the Centre telephone number. Should your child wish to contact a parent at any time, they must speak to a staff member who will contact the parent on their behalf at their discretion.

## **SIGNING IN AND OUT**

Parents must sign children in (in the mornings) and out (in the afternoons) on the touchscreen at the Centre using your personal username and password. Each parent as well as each authorised collector will have their own individual login details and must not be shared. Failure to utilise the correct login details may result in additional fees and charges. Correct and accurate signing is vital to the running of the Centre and A LEGAL REQUIREMENT.

If a child is not signed out, staff will call the parents, and if unable to contact them, will treat the situation as though the child were missing.

The Centre must be able to account for all children should an emergency arise. Habitual failure to sign in/out will be referred to the Management Committee and the child's place may be at risk. Parents must advise staff in person, by email or by phone when someone different will be collecting children on a particular day and this person must be able to present photo ID if requested AND be able to sign the child in or out with a valid login. Please note that if your child is not signed in or out of the centre or a staff member is required to do so on the behalf of the authorised collector, a \$15 'non-signage' fee will apply.

When signing in or out, please make sure that the touchscreen notifies you that your child has been processed before you leave to avoid 'non-signage' fees.

Children should NOT touch the sign-in/out computer and are not permitted to sign for a parent. If an authorised collector has difficulty in signing in or out, they must speak to a staff member who will be happy to assist.

## **CHILDREN'S BEHAVIOUR**

No bad language or behaviour will be tolerated at any time. As a condition of each child's enrolment, parents/guardians and children automatically agree to and understand the centre rules. These rules are:

The child must:

- Follow any direction given by a staff member at all times.
- Treat others as he/she would like to be treated.

- Always stay in sight of a staff member and away from designated 'out of bounds' areas.
- Assist with cleaning up and putting away when requested.
- Behave in a safe and courteous manner toward others.
- Use appropriate language at all times.
- Not physically harm or intimidate others.

The following steps will be followed until compliance is observed:

1. A verbal reminder.
2. A removal of a privilege or time out.
3. A verbal mention of misbehaviour to parents/guardians at the end of the session.
4. A written letter informing parents of incident(s) and a warning of suspension and the school will be notified.
5. Suspension of a child from the Centre for three days of sessions or a suitable amount of time devised at the discretion of the management committee and staff.
6. Expulsion from the Centre for the remainder of the year or at discretion of management.

## **FIRE AND EMERGENCIES / LOCKDOWN**

The Centre has a fire/lockdown drill and emergency procedure, which is clearly displayed for all to see at the entrances and exits of the centre. A fire and lockdown drills will be carried out regularly. The designated assembly area is the far end goal post area on the school oval adjacent to the Centre. The alternate assembly area is at the front gate.

## **FIRST AID**

Staff with first aid training will care for all injured children. Parents will be informed of any accidents/incidents of significance and, if the situation requires it, will be asked to sign an incident report form. Staff will fill out an Accident/Incident/Illness Report Form for any injury requiring first aid. A copy will be given to the parent or carer. Parents will be asked to sign this form.

Parent/carers will be contacted if staff believes a child needs further medical treatment or is in distress. Should parents/carers, and all nominated emergency contacts be un-contactable, it will be at the discretion of the Staff whether an Ambulance is called to take the child to hospital. Ambulance accounts and all medical costs will be forwarded to the parent/carers.

Please DO NOT send your child to the Centre if they are unwell. Any infectious condition must be reported to the Centre promptly.

Details of all pre-existing health, behavioural or development conditions should be provided to the Centre on enrolment as well as all supplementary documentation from health professionals eg: action plans.

## **SUN PROTECTION**

The Centre staff WILL insist on all children being appropriately protected against the sun, especially during the summer months and full attendance days such as school development days and Vacation Care. Parents should inform their children of the need to protect their skin against the sun by wearing hats and using sunscreen. Sunscreen is available at the Centre. Epping Heights strictly enforces a "NO HAT, NO PLAY" during the year.

If a child arrives at the centre without a hat, they will be provided with an OSHC hat on request dependant on availability and the circumstance. If your child is often without their hat, they will be denied the use of an OSHC hat and the opportunity to play outside.

The UV rating is monitored each day, and suitable precautions are taken by educators.

## **CHANGE OF PARENT OR CHILD DETAILS**

Parents must ensure any change of enrolment details, especially any change to phone contact numbers and email addresses, are advised to staff immediately.

These changes can be made online by logging into your parent information via our webserver.

## **ADMINISTRATION OF MEDICATION**

If a child has a condition which requires medication, however occasional, parents must complete and sign the relevant form. If the parent is unable to sign the form, a letter must be sent to the Centre. All medication MUST be in its original packaging and clearly labelled. Please diarise the expiry dates of all medication supplied to the Centre and replace when necessary.

## **PARACETAMOL PERMISSION**

Parents are asked to sign a Paracetamol Permission Note, which will authorise the Centre to administer Paracetamol in cases of temperature and / or headache. This authority is at the option of the parent. The staff will also contact the parent prior to administering the medication if possible.

## **PHOTOGRAPHY**

EHOSHC prides itself on building valuable and trusting relationships with our families. We understand that photography and other methods that capture your child's image such as video may be of some concern for parents. All still and video photography that occurs within the Centre is carried out in a responsible and respectful manner utilising approved devices. Photography may be published on approved online platforms such as YouTube, SmugMug (an online password protected photo-blog), our online record keeping journal as well as newsletters. On enrolment, you will be asked to provide your consent to the photography of your child. Educators will not publish your child's image on YouTube without seeking further consent and the approval of the video.

## **CHILDREN'S BAGS**

Children's bags will generally be kept on our veranda. In bad weather they may be kept inside.

## **LOST PROPERTY**

Please ensure that your child has all their belongings clearly marked with their name. Lost property can be collected from the school's lost property area. Please keep in mind that any items not collected by the end of each term will be given to a charity. All items left on the OSHC veranda will be moved to the playground or lost property for collection.

## **SECURITY**

Our Centre is equipped with alarm systems and security cameras. The cameras are motion triggered and are linked to a security company and the police. Please do not approach the building or enter the veranda area when the Centre is closed, as your image will be recorded and authorities contacted.

Please note that the cameras will not record when the Centre is open when there are children on the premises.

## **NEWSLETTERS**

Newsletters will usually be distributed once per term. The newsletters will contain information about what has been happening in the centre and any relevant policy issues affecting the centre.

## **CENTRE POLICIES**

Copies of the Centre policies will be kept at the Centre. A copy will be available for parents, carers and other interested people to read on request. The policies are reviewed and updated regularly. Please ask staff if you would like more information about Centre policies.

Note that the Centre policies are separate to those of the school and may not correlate with the philosophies & practices of Epping Heights Public School.

## **COMMUNITY INFORMATION**

A comprehensive collection of resources and links to community services and resources for families and children are available via the Centre's website. This array of information covers most areas of interest and concern for parents, children and families and is an extremely valuable and useful document to browse. Please speak to our Centre Director if you have any questions.

## **GENERAL**

The safety of our educators, children and families is a high priority of our service. Any threats to the safety of our educators, children and families will not be tolerated at any time and could result in suspension from use of the Centre with immediate effect.

The policies set out in this handbook are strictly enforced. Staff do not have the authority to alter any of these policies.

If there are any points that you are unclear about, or any comments that you wish to make, please do not hesitate to contact the Director or management committee.

We encourage you to get to know our staff and familiarise yourself with the Director in particular. We believe that childcare is a valuable service and our staff should be approached by you and your family in a courteous and friendly manner. The Committee hopes that you and your children find the Centre to be a happy, safe and dynamic environment.