



# Family Handbook 2025

## Service Details and Information

### Assumption OSHC

**Address:** Assumption Catholic School, 192 Mitre Street, Bathurst NSW 2795

**Contact Number:** 0428 098 103

**Email:** assumptionoshc@centacarebathurst.com.au

#### Hours of Operation:

**Before School Care:** 6:45am - 9:00am

**After School Care:** 3:00pm - 6:00pm

**Vacation Care/Pupil Free Days:** 7:00am - 6:00pm

### Cathedral OSHC

**Address:** Cathedral Catholic School, 98 George Street, Bathurst NSW 2795

**Contact Number:** 0439 314 049

**Email:** cathedraloshc@centacarebathurst.com.au

#### Hours of Operation:

**After School Care:** 3:00pm - 6:00pm

**Vacation Care/Pupil Free Days:** 8:00am - 6:00pm

### Holy Family OSHC

**Address:** Holy Family Catholic School, 10 French Smith Place, Kelso NSW 2795

**Contact Number:** 0491 147 453

**Email:** holyfamilyoshc@centacarebathurst.com.au

#### Hours of Operation:

**After School Care:** 3:00pm - 6:00pm

## Service Details and Information

### McAuley OSHC

**Address:** Catherine McAuley School, 90 Hill Street, Orange NSW 2800

**Contact Number:** 0439 631 686

**Email:** mcauleyoshc@centacarebathurst.com.au

#### Hours of Operation:

**Before School Care:** 7:00am - 9:00am

**After School Care:** 3:00pm - 6:00pm

**Vacation Care/Pupil Free Days:** 8:00am - 6:00pm

### St Mary's OSHC

**Address:** St. Mary's Primary School, Corner of Park and Byng Street, Orange NSW 2800

**Contact Number:** 0490 534 357

**Email:** stmarysoshc@centacarebathurst.com.au

#### Hours of Operation:

**After School Care:** 3:00pm - 6:00pm

### St. Matthews OSHC

**Address:** St. Matthews Catholic School, 4 Lewis Street, Mudgee NSW 2850

**Contact Number:** 0492 802 671

**Email:** stmatthewsoshc@centacarebathurst.com.au

#### Hours of Operation:

**After School Care:** 3:00pm - 6:00pm

**Vacation Care/Pupil Free Days:** 8:00am - 6:00pm

### St Phil's OSHC

**Address:** St Philomena's School, 65 Lloyds Road, South Bathurst NSW 2795

**Contact Number:** 0491 147 455

**Email:** stphilsoshc@centacarebathurst.com.au

#### Hours of Operation:

**After School Care:** 3:00pm - 6:00pm

# Welcome

Outside School Hours Care services in the Bathurst Catholic Archdiocese are managed by Centacare. This service is an approved childcare service and is a Child Care Subsidy approved service, for eligible families.

Please take the time to read through this handbook and feel free to approach our staff with any questions you have. Policies and procedures of the OSHC are available upon request.

## Philosophy

The Centacare Outside School Hours Care was created as a social mission of the Catholic Diocese of Bathurst. It is the mission of all staff to create an environment for children and their families which is safe, respectful, inclusive, creative and welcoming to all.

We will support and advocate for the rights and best interests of all children and build a respectful relationship with each child in our care, as well as our service and Centacare stakeholders. We will create a culture of inclusivity, fairness and compassion to strengthen the social mission and values of our faith-centred community, while respecting the dignity and rights of the child.

*Thank you for entrusting your child to our care.*

### These are our guiding principles:

- Ensuring the **physical and emotional safety** and growth for all children and staff.
- Forming mutually **respectful relationships** with all stakeholders.
- **Collaboration and teamwork** within the service, teams, families, children and community.
- Valuing **fun, play and curiosity** as opportunities for learning and socialisation.
- Recognising the **diversity of abilities and personalities** as valuable assets within the program.
- Understanding that **learning is a lifelong journey** for all of us that we can develop.
- Promoting **choice, input and decision making** by the children to develop children's independence.
- Develop children's **awareness of the environment** and promote education around sustainability, care and responsibility.
- **Recognising and celebrating the diverse cultures, races, ethnicities and religions** within our service.

## Educators

The service is managed by qualified Educators with appropriate certificates. The service employs casual Educators who are experienced and or qualified in childcare, or are qualified or completing tertiary training such as early childhood or primary studies and recreation.

### Staffing

Child ratios are adhered to at all times and are as follows:

- A minimum of two staff members on duty at all times;
- A maximum of 15 children to 1 Educator;
- A maximum of 8 children to 1 Educator for all excursions.



# A Commitment to Child Safety

At Centacare, we stand by the statement that all children have the right to be safe.

We are committed to ensuring that our services, environments and staff promote and advocate for the wellbeing, safety, empowerment and rights of every child.

We acknowledge the importance of the significant role that our services obtain in upholding and maintaining the child's right to safety in all aspects of their lives and will ensure that we will take every measure to commit to this for all children.



# Confidentiality and Privacy

Our Privacy and Confidentiality Policy, in accordance with privacy legislation, governs how we collect, use, disclose and store your personal information

- Records will be kept confidential and access by outside parties will be restricted unless required by law or allowed by parental consent
- Records will be kept in a secure place that prevents unauthorised access. Electronic files with information about families, staff members or educators will have restricted access. Hard copy files will be kept in secure filing cabinets
- Confidentiality will be maintained when discussing matters with staff, educators, families and other agencies. Discussions about children's development, behaviour or circumstances will take place in locations where privacy can be maintained
- Educators and staff will maintain privacy and confidentiality when talking with families about their children. For example, discussions of a sensitive nature will take place in a private location within the service
- When personal information is sought, families, educators and staff will be informed of the reasons
- When staff or educators become aware of any personal records that contain inaccurate or misleading information it will be corrected
- Staff and educators will be made aware of their legal responsibilities in relation to subpoenas, restraining orders, taxation, Child Care Subsidy and records required by government bodies
- A child's enrolment at the service will not be confirmed to anyone without the consent of the child's parent or guardian

## Information that will be collected about children and parents

- Enrolment forms with all details completed and relevant documentation attached, including Medicare number, immunisation records and relevant medical documentation
- Care requirements
- Details of the session(s) the child is in care at the service
- Observational records of children - this includes records of children's progress and participation in the program. They may include written records, photographs and collections of children's art work
- Daily attendance records
- Details of any Court Orders affecting the custody of the child of which the Coordinator is aware
- **Without a Court Order we cannot stop a parent from collecting your child**
- Any letters of referral, assessments, reports or programs sent to the service from other services

## Authorisation for collection of photographs

During the enrolment process, permission will be sought for taking and using children's photographs. Staff must know the names of children for which authorisation has or has not been granted and for which purposes the photographs can be used. Special permission must be sought in writing if photographs are to be used for any purposes other than those listed in the authorisation form.

## Information Update Forms

It is essential we have your most up-to-date contact information. If any of your details change including address, phone number, emergency contacts and medical conditions please let the Coordinator know as soon as possible. It is important that emergency contacts are informed of your intention to list them so they too can advise you of changes to their details.

# Fees and Charges

Centacare is a not for profit agency of the Bathurst Catholic Diocese. Fees are required to be paid for all children enrolled in Outside School Hours Care (OSHC) and are set as low as possible while taking into consideration costs associated with employing professionally trained and qualified teaching staff and supplying the OSHC service with resources to provide quality programs for children.

## Australian Government Child Care Support

Centacare OSHC services are registered childcare providers, enabling families to have Child Care Subsidy (CCS) applied to their accounts, if eligible, to assist with the cost of quality childcare.

Upon enrolment the Customer Reference Number (CRN) for the primary parent (**who is registered with Centrelink to receive any entitlements**) and child, date of birth and current immunisation statement are required to access and receive CCS. All families must also have an active MyGov account to ensure that they are able to receive CCS to reduce out of pocket expenses.

CCS will be applied to forty-two unexplained absence days per financial year (until June 30, 2025 - if this changes, communication will be sent to all families to advise). The accumulated year to date absences for your child/ren is recorded on your invoice. Once the allowable absences are exhausted, full fees will be incurred for further absences, unless appropriate documentation is provided.

## Setting of Fees

A budget is devised for OSHC based on the number of children expected to attend. Although we try to keep the fees as low as possible, there will be times when fees do need to be raised. When this occurs, we will advise you, in writing, two weeks prior to any increase taking effect.

## Payment method

**Debit Success:** is our preferred method of payment. It is a fast, safe and easy way to pay your account. When enrolling you will be able to provide either bank or credit card details. Fee will be deducted from your account weekly. The below mentioned fees will also be incurred when paying your OSHC fees.

### Payment Fees:

Bank Account	Per Transaction	\$0.80
VISA/MasterCard	Calculated on transaction value	2.1% or \$0.50 (whichever is lowest)
Other e.g. AMEX	Calculated on transaction value	4% or \$0.50 (whichever is lowest)
Rejections	Per transaction	\$19.98

## Invoicing

Invoices will be emailed to families weekly on a Tuesday. Fees are to be paid weekly through Debit Success and will be automatically processed every Wednesday. Dates for the fee period are shown on the invoices.

# Fees Structure

Casual BSC \$22.00	Minor Day \$70.00	Vacation Care, Incursion and Excursion daily programmed costs will be identified on the program.
Casual ASC \$38.00	Major Day \$85.00	For eligible families, Child Care Subsidy (CCS) will be applied, reducing out of pocket expenses. Please contact the service if you have any questions about CCS.
Permanent BSC \$18.50		
Permanent ASC \$31.00		Employees are also entitled to discounted childcare rates and can be found in our Fee Policy.

## Additional Fees

Fee Type	Description
<b>Enrolment Fee</b> \$30.00	A non-refundable \$30 enrolment fee, per child, will be sent to families and payment required before enrolments are accepted and bookings allowed. The enrolment fee will be issued via supplier invoice from the Finance Officer and required to be paid prior to receiving an enrolment pack.
<b>Failure to Notify Fee</b> \$25.00	Families who fail to notify that their child or children will not be attending After School Care (ASC) before 3:00pm or Vacation Care by 9:00am either by email, text message or phone call will incur a failure to notify fee of \$25.00 per family.
<b>Late Pickup Fee</b> \$30.00 +\$20.00 every 5min	Children must be collected no later than 6:00pm (service close) for After School Care, Vacation Care and Pupil Free Days. An immediate late fee of \$30.00 per child will be charged for the first 10 minutes and an additional \$20.00 for every 5 minutes after 6:10pm will apply to families who are late in collecting their child. Please refer to the Fees Policy for consistent late pick up fee increased charges.
<b>Rejected Payment</b> \$19.98	If payment is rejected (e.g. wrong bank details provided, insufficient funds) a Dishonoured Payment Fee of \$19.98 will be applied for each rejection. This is not a fee applied by Centacare, but is applied by Debit Success
<b>Overdue Fee</b> \$15.00	If fees are overdue by more than two weeks, Centacare will issue an overdue notice with an incurred \$15.00 late payment fee. Parents should advise the Finance Officer at the earliest possible opportunity if they are experiencing difficulty in paying fees. If fees are overdue by more than 3 weeks and families do not make a suitable arrangement before the settlement date, it will result in debt recovery action and discontinuation of care for the child until fees have been paid in full.

# Fees and Charges (cont.)

## Casual Child Care Days

Vacancies and staffing permitting, extra days may be available to families on a casual basis. To book your child in for a casual day at one of our OSHC Services, please contact our friendly team on the service email or phone. To ensure a booking at the service, a permanent booking is advised.

## Cancelled Casual booking

To cancel a casual booking, notice needs to be provided by 6:00 pm the day before to avoid being charged for the care. In the event of non-attendance for a casual booking, fees will apply and absences will be utilised.

## Termination or Reducing Care

If you wish to terminate or reduce the days your child is currently attending, **2 weeks written notice** must be provided to the Coordinator. Fees are still payable for the care currently permanently booked.

If your child is absent on their first days or last days of booked care, families will be **liable to pay full fees** for non-attendance on the booked days of care as per child Care subsidy rules, as **CHILD CARE SUBSIDY (CCS) CAN NOT BE APPLIED to the family account and full fees will be required to be paid.**

## Cancellation of Vacation Care bookings

A minimum of **2 weeks written notice** is required to the Coordinator on the cancellation of a booking. Families will be liable to pay the booked days of care if cancellation notice is not provided.

**Fees are still liable even if your child is absent due to illness.**

As above, CCS will not be paid for any child's attendance that ends on an absence.

**14 weeks of non-attendance will result in automatic ceasing of care from the service, meaning that if your child does not attend their last day or days, and does not attend the service for 14 weeks, full fees will be required to be paid by the family.**

## Absent days

If your child is going to be absent from OSHC, you are able to mark them as absent using your Home App prior to the care session. Alternatively, please notify the service via email or phone. Families are still liable for fees on any recorded absences. **THE SCHOOLS DO NOT NOTIFY OSHC OF CHILD ABSENCES.**

## Holidays and public holidays

Fees apply for the days your child is permanently booked into the service. This includes days when children are away on holidays and days when children are away due to ill health. Fees are not charged for the Easter long weekend or Christmas/New Year break when the Centre is closed (dates will be advised). You will be charged for any Public Holidays that fall on your child's permanent booked day outside the Easter and/or Christmas and New Year period.

## Bookings

Permanent bookings are made through utilisation of the Home App All requested details and documents on the enrolment form **MUST** be completed before bookings can be finalised.

### Required documentation

The following documentation is required when enrolling for OSHC:

- Completed enrolment form online or hard copy (**Parent number one MUST be the person receiving Centrelink entitlements**)
- Payment details for Debit Success
- Immunisation record - this can be obtained from <http://www.humanservices.gov.au/>
- Medical Management Plan (if required)
- Risk Minimisation and Communication Plan (if required)
- Court order (if required)

## Priority of Access

The Australian Government resources childcare with the aim being to meet the childcare needs of families with recognised work or work related commitments. Where the demand for childcare exceeds the available Childcare benefit places, the 'Family Assistance' legislation requires that childcare services allocate places to families with the greatest need for childcare.

The categories for priority for childcare are:

- **First Priority** - A child at risk of serious abuse or neglect
- **Second Priority** - A child of a single parent who satisfies, or of parents who both satisfy the work /training /study test under section 14 of the Family Assistance Act.
- **Third Priority** - Any other child, e.g. parent not working or studying.

Where a service has no current vacancies and is providing care for a child who is regarded as a Third Priority on the 'Priority of Access' list, a request for the child's position to be relinquished may be requested by the service to provide a place for a higher placed Priority child.

## Court Orders

If there are any Court Orders determining parental access of children the service must:

- Obtain a copy of the Access Order
- Place this copy on the child's file
- Be aware of the contents of the Order and follow the access arrangements
- **Not allow children to be collected from the centre by a parent who does not have legal access on that day**

## Signing in and Signing Out

Families are required to sign their child/ren in and out of the service at the time of arrival and departure, using the provided iPads at the service. This procedure is a legal requirement by the licensing body as it is linked to your Child Care Subsidy.

Authorised nominees to pick up children from OSHC who are not parents, must use their own personal mobile number and pin to sign children out. This is a Child Protection requirement so that there is an accurate record of who is collecting and delivering children to the service. If you require someone that is not a parent of the child to collect them from the service, please get in contact with the service to inform them of who will be collecting the child/ren, along with their contact number, address and permissions, so that the process of signing in and out is run smoothly.

### **Before School Care**

In the morning, Educators will sign the children out of the service when the morning bell goes to indicate that the school has a teacher on playground duty. The children have the option to remain at the service until school commences.

### **After School Care**

When the school bell goes, children will be required to meet the OSHC Educators at a designated meeting point, which will be different for each service. Some services may collect younger children from their classrooms, which can be discussed with the Coordinator.

If child/ren are not waiting at the designated location, staff will first contact parents to confirm whether the child was absent or not and whether their booking has changed. Staff will then check other areas of the school grounds, and their attendance with the school office.

### **Collection of Children**

If someone is collecting your child for the first time they will be requested to provide proof of identification before the child is released to their care. Photo identification will be requested by staff.

All persons collecting your child from OSHC must be listed as an emergency contact with authorisation provided to collect your child/ren from the service, so that they are able to sign your child/ren out of the service electronically through Hubworks. Details required for an emergency contact include the person's name, address, relationship to the child and mobile number to sign the child/ren out.

# Supporting Children's Health and Safety

Every child who attends our service is unique and has individual needs and requirements. The enrolment process is designed to identify and address your child's individual needs prior to their commencement of care.

We work individually with the family and or access other professionals and support agencies to enable the inclusion of all children successfully into the services program.

Individual needs may include and must be identified on the enrolment form:

- Dietary considerations
- Allergies/ intolerances
- Anaphylaxis
- Asthma
- Medication requirements
- Learning Difficulties
- Physical/emotional/intellectual difficulties/disabilities
- Nurturing requirements
- Linguistic barrier
- Any other concerns the family identifies

When an individual need has been identified, a Risk Minimisation and Communication Plan will be provided and **MUST** be completed **prior to the child commencing care**. An appointment may be requested by the Coordinator to discuss your child's individual care requirements.

## Dealing with Medical Conditions

If your child has a medical condition, details must be provided on the enrolment form and you will then be provided with Centacare OSHC Medical Conditions Policy.

You will be required to provide a Medical Management Plan from either your GP or the Paediatrician. The Medical Management plan, as well as medications listed on the plan **MUST** be provided prior to your child commencing care. ***The Medical Management Plan is required to be updated annually or when changes occur to the condition.***

The Medical Management Plan must identify the medical condition and the procedure to follow in an emergency situation.

## Administration of Medication

Educators adhere to the service's Medication Policy. Medication must be provided directly to Educators in its original packaging with prescription information, including your child's name, address, dosage, expiry date and doctor's name and a medication form must be completed.

Medication will NOT be administered if a medication form has not been completed by the Parent /Guardian or authorised contact.

# Supporting Children's Health and Safety (cont.)

## Self-administration of Medication

A child who is over eight (8) years of age may self-administer medication under the following circumstances:

- Written authorisation is provided by the parent/guardian to consent to the administration of medication on the child's enrolment form
- The medication is to be provided to the Educator for safe and locked storage and will be provided to the child when required
- If the medication is carried on their person e.g. Ventolin, they are required to inform Educators when they have taken it so it can be documented on a medication form
- Following practices outlined in Medical Conditions Policy including Anaphylaxis and Allergies, Asthma and Diabetes

## Illness

- If your child has a contagious illness they are not to attend OSHC
- Where applicable, children who are not immunised will have to be excluded from the service for a specific time frame. Refer to 'Staying Healthy in Child Care' which states incubation period, symptoms and exclusion periods
- Where applicable, a Medical Certificate is required to confirm that they are no longer contagious and are fit to return to OSHC

## Accident and Illness Procedures

- The nature and extent of the injury/illness is assessed and treated accordingly
- Parent/guardian will be notified by phone as soon as possible for all head injuries
- If your child needs to be sent home due to illness or injury, parents/guardians will be contacted or an authorised emergency contact will be contacted to collect your child
- If your child's condition deteriorates or if the condition needs urgent medical treatment an ambulance will be called to transport the child to hospital (at the expense of the parent/guardian)
- All incidents and accidents are recorded on an accident/incident form and needs to be sighted and signed by the parent/guardian
- If your child requires medical treatment due to an incident at the service, we need to be advised as soon as possible to ensure the incident is reported in compliance with Regulations 12 & 87 of the Education and Care Services National Regulations 2011

## Sun Safety

To ensure all children attending OSHC are protected from skin damage caused by harmful ultraviolet rays of the sun, the following applies:

- We adhere to a strict Sun Smart policy
- Children and Educators will wear a broad brimmed or bucket hat whenever outside
- SPF 50+ broad spectrum sunscreen will be provided for children to apply and reapply every 2 hours throughout the day. Children can provide their own sunscreen
- Outdoor play will be avoided during extreme heat or at the hottest part of the day in warmer months
- Families are encouraged to send their children in appropriate clothing that provides protection from the sun this will include long sleeved shirts, broad brimmed hats
- Midriff, crop or singlet tops do not provide adequate protection and are not allowed
- Educators will act as role models, by wearing hats, applying sunscreen and seeking shaded areas wherever possible
- If children do not have a hat they will be directed to play under the shaded areas and indoors

# Supporting Children's Health and Safety (cont.)

## Emergency Evacuation

Emergency evacuation procedures are displayed near the sign in area and throughout the building at exit points. All Educators receive training and practice to deal with such emergencies and at regular intervals emergency evacuation drills are practised throughout the term and during Vacation Care with the children and Educators.

Permanent Educators are required to complete First Aid, Asthma and Anaphylaxis training and are equipped to handle emergency first aid situations. Refer to a map displayed at the service which identifies evacuation assembly point.

## What to Wear and Bring

### Before and After School Care:

- A broad brimmed hat, that must to be worn whenever children are outdoors
- A refillable water bottle, especially when children are engaged in physical activity and during the hot weather
- Raincoat/umbrella during wet weather

### Vacation Care/Pupil Free Day Care

- A broad brimmed, legionnaire or bucket hat that must to be worn whenever children are outdoors
- A refillable water bottle especially when children are engaged in physical activity and during the hot weather
- Enough food for a busy day, including fruit and nutritious snacks for morning and afternoon tea and lunch
- It is important that children wear clothing that is comfortable and appropriate for the weather conditions (e.g. winter providing a jacket) and does not restrict their enjoyment or participation within the program. Clothing should be **clearly labelled with the child's name** to avoid items becoming lost
- All children and Educators are required to wear clothing that adequately covers the shoulders and upper arms and appropriate enclosed footwear, e.g. Sneakers; **thongs and singlet tops are NOT appropriate clothing**

### Belongings

Ensure all personal items and belongings are **clearly labelled with your child's name**. Any lost property will be displayed for children and parents to collect.

### Personal items/ toys electronic devices

We understand that many children would like to bring toys and personal items to OSHC, however if they get damaged or lost it can cause great distress for the child.

All handheld electronic games or devices including mobile phones, iPads, and smart watches are not permitted at the service unless part of the program. If a device is brought to the service it will be stored in a safe location until the child is picked up.

We encourage all children and families to leave personal toys and electronics games and devices at home. It is important to remember, that when such items are brought from home, regardless of efforts made by Educators, there is the risk that they may be lost, broken or damaged. Therefore, except for specially designated days, we request that items from home remain at home.

## Food and Nutrition

We believe that good nutrition is essential for children's healthy growth and development. We aim to help your children develop healthy eating habits early in life which, along with regular physical activity, will contribute to good physical growth and body image, and positive self-esteem.

We will give attention and consideration to cultural issues, special diets, food for special occasions and the promotion of positive habits and social interactions at mealtimes.

The Australian Guide to Healthy Eating (Eat for Health) will inform nutritious choices for food selection within our program.

We encourage parents/guardians to inform the staff of your child's dietary requirements and to come forward with any suggestions for our menu plans.

Breakfast and afternoon tea will be provided for children during Before and After School Care. The food provided will be nutritious with minimum levels of added fat, refined sugars and salt and encompass a range of seasonal fruit and vegetables.

Any food provided will be **nut free**. However, it is unavoidable that labels on some products used will state "may contain traces of nuts". Staff will ensure food containing these products will not be provided to children with nut allergies or intolerances. Staff will work with parents to prepare menus that cater for any other food allergies and intolerances. Parents may be asked to supply some specialised food items.

**During Vacation Care, families are to provide all meals, including morning tea, lunch and afternoon tea.**

Please DO NOT provide your child with any foods containing nuts.

**Please DO NOT provide food that requires cooking or reheating e.g. 2 minute noodles**

## Sustainability

We are committed to teaching children about sustainability. The support of families is very important in reinforcing this message and some initiatives are joint projects between educators and families.

In an effort to reinforce our teachings some of the steps we take might include:

- Minimising paper usage by utilising email to send newsletters, daily diaries and other family communication
- Turning lights off whenever possible
- Limiting use of the air conditioning system when possible
- Recycling paper
- Encouraging families to bring items from home which can be reused for art projects
- Collecting unused drinking water for use on the school gardens.
- Projects utilising recyclable materials to reinforcing reduce, reuse & recycle philosophy.

# Curriculum Planning and the National Quality Framework (NQF)

The **National Quality Framework**, or NQF, was established in 2012 and agreed to by all Australian governments. It applies to all childcare including outside school hour care. The NQF consists of:

- A national legislative framework that consists of the Education and Care Services National Law and Education and Care Services National Regulations a National Quality Standard
- An assessment and rating system
- A regulatory authority in each state and territory who will have primary responsibility for the approval, monitoring and quality assessment of services in their jurisdiction in accordance with the national legislative framework and in relation to the National Quality Standard
- The Australian Children's Education and Care Quality Authority (ACECQA). ACECQA, the new national body is responsible for providing oversight of the new system and ensures consistency of approach.

Within the NQF, the **National Quality Standard** is the benchmark for childcare services in Australia. The NQS promotes continuous improvement in the quality of childcare and benefits parents and children with:

- Improved educator to child ratios
- Greater individual care and attention for children
- Educators with increased skill and qualifications
- Better support for children's learning and development
- A national register to help parents assess the quality of education and care services in their area.

The framework for School Aged Care is a document called *My Time, Our Place* which is the basis from which our program planning originates and is supported.

*My Time, Our Place: Educator's Guide to the Framework for School Age Care in Australia* is the foundation to our curriculum planning. In addition to this framework, curriculum planning also incorporates the needs and interests of the students and staff. The Assistant Coordinator, in collaboration with other staff, children and families, will plan and provide programs catering to the children's age, developmental needs, interests, cultures and abilities.

The Assistant Coordinator will be responsible to have a written program prepared. This program will be on display for everyone's information.

## Setting the scene

Educators will carefully plan their environment with the aim of making it attractive and interesting. In doing so, they will plan for the types of resources and equipment that will be included in the environment and for the aesthetics of the space.

## Documentation

Educators will use HubWorks to record children's experiences with the program. It will be used as a tool to help staff and children reflect on their experiences and to value the memories of their time at OSHC. It will also be a tool of communication to inform parents about their child's experiences. The routines of the day will be displayed for families and visitors to read.

## Family Input

Centacare OSHC recognises the importance of family involvement within the program. We realise that for many working families time is limited therefore we aim to provide a variety of opportunities for parents to participate according to their availability. Ways in which you may become involved include surveys, input into Vacation Care programs, policies and procedures or attending meetings, providing recipes or providing feedback in the communication diary or suggestion box. Families will receive a newsletter outlining current service information.

If you have any skills or talents that you are able to share with OSHC please talk with the Coordinator.

## Behaviour Management

We aim to provide an environment where all stakeholders feel safe, cared for and relaxed, encouraging cooperation and positive interactions between all stakeholders.

Rules will be clearly established based on safety, respect for others, order, cleanliness and that assist in creating a caring environment. Positive behaviour will be encouraged and self-discipline skills developed through positive examples and direction.

We respect the rights of children and recognise similarities and differences between them. Providing children with guidance and opportunity to manage their own behaviour will establish confidence, self-esteem and appropriate social development skills to carry into the future.

In extreme cases, if aggressive or inappropriate behaviour continues, to protect other children and Educators, the service reserves the right to exclude the child from the service; this may be a temporary or permanent measure and will be carried out in line with policy and procedures.

# Management of Grievance and Complaints

In the event of a grievance, concern or complaint, parents/guardians are encouraged to speak directly to the Coordinator or Manager OSHC Services. Parents are to abstain from approaching other children or their parents directly to address any issues or concerns they may have regarding the conduct of other children.

The detailed process undertaken is outlined in the service's Management of Complaints policy.

- If an individual has a grievance or complaint about their OSHC service, they will be encouraged to talk to the Coordinator
- If the grievance is not handled at this level to the satisfaction the person, they should discuss the issue with Manager OSHC Services
- Manager OSHC Services will discuss the issue with the OSHC Coordinator and develop a strategy for resolving the problem
- All confidential conversations with individuals who have a grievance will occur in a quiet place away from children, other parents or Educators not involved
- All grievances will be documented and dated indicating the issue of concern and how it was resolved
- The Coordinator will inform the person making the complaint of what has been decided regarding the issue. Educators will also be informed of any relevant issues that they need to address or be aware of
- If any grievance cannot be resolved internally to the individual's satisfaction, external options will be offered such as an unbiased third party
- Educators are encouraged to document any concerns or complaints that are held by children using the service

Information and feedback we receive from families and through the management of the grievances and complaints procedure will be used to evaluate the service. An analysis of the feedback and the outcomes of complaints are achieved by:

- Discussing the information during team meetings
- Passing on relevant information for discussion to Centacare management
- Discussing the information, where appropriate, at educator supervision meetings.

## Family Feedback

Ongoing feedback about the service is welcomed and sought from families. This includes feedback about any aspect of the curriculum, program, and administration of the service. This will be sought from families in the following ways:

- By having daily conversations about the service
- Carrying out formal surveys seeking feedback on particular aspects of the curriculum and program
- Asking for input into policies and procedures
- See the Family Participation and Collaboration Policy for more information



To provide feedback on our services, please scan the QR code and complete our Feedback and Complaints form. Alternatively, this form is available on our website, under the Contact Us section.



## Policies and Procedures

This is a QR link for you to scan to access digital copies of our Policies and Procedures



QR Scanning Code



Centacare is the social services arm of the Catholic Diocese of Bathurst, providing a range of professional services to children, families, and communities in the region since 1988.

Our services include:

- Outside of School Hours Care
- Family Relationship Services
- Family Mediation
- Relationship Education and Enhancement
- Counselling and Mental Health
- Early Childhood and Family Strengthening
- Community Connections and Capacity Building
- Community Wellbeing Programs
- School Readiness and Educational Achievement
- Students and School Community Wellbeing
- Social Connections for the Elderly
- Support Network for Family Law Professionals

For more information and contact:

[www.centacarebathurst.com.au](http://www.centacarebathurst.com.au)

Phone: (02) 6331 8944