



Family Handbook

Revised October 2023

We would like to take this opportunity to welcome you to Eastern Out of School Hours Care - Randwick OOSH (ROOSH). We look forward to forming a partnership with you and your family.

ROOSH is an important part of many children's school life. We pride ourselves on providing a service that children love attending and we trust that you will share the same experience.

Eastern Out of School Hours Care was developed specifically for the OOSH service at Randwick Public School. We are the Directors of the company and together have been running the OOSH service at Randwick Public School for over 13 years. ROOSH is located on the grounds of Randwick Public School. The centre provides Before and After School Care as well as a Vacation Care program for school aged children.

We aim to provide a program that is stimulating, fun and meaningful. Children are given ample opportunity to learn and grow through play. We provide a variety of activities at the centre and enjoy many exciting excursions during Vacation Care. Children also attend some afternoon excursions within the community.

We have a great space dedicated to ROOSH which enables us to provide a high-quality program. We have many different playrooms/areas including an art studio, Separate Junior and senior areas (after school care only), lounge/games room and chill out rooms. The service is split into two centres, juniors and seniors. The Junior Centre operates out of the Beehive building and surrounding areas and the senior centre operates out of the cottage.

We are extremely lucky at ROOSH as we have a very talented and motivated group of people working here, who love their job. The staff are very dedicated and each add their own special touch to ROOSH and its programs.

As an Outside of School Hours Care service we are guided by the National Quality Framework (NQF) which consists of a school aged framework, regulations and an assessment and rating system. In 2020 we were assessed and rated by the NSW Regulatory Authority and we were thrilled to be awarded with Exceeding the National Quality Standards (NQS). This rating is given to services that go above and beyond the requirements of the NQS. We are very proud of this achievement and the efforts our team go to, to provide a highly quality service with the best possible care for the children of our service.

Please feel free to contact us at any time with any queries or feedback that you may have during your time with us.

We look forward to welcoming you and your family to our service.

Maria Peroy Mendes & Emma Mahony

Directors

Eastern Out of School Hours Care Pty Ltd – Randwick OOSH

Phone: 02 9398 7653/02 9399 2400

Email: admin@randwickoosh.com.au

Philosophy



We acknowledge the traditional custodians of this land– the Gadigal people of the Eora Nation and pay our respects to Elders both past, present and emerging. We promise to respect their land, its people and elders.

We aim to provide an environment and culture that is welcoming, supportive, stimulating, and inclusive and creates a sense of belonging.

We strive to make each child feel important and welcome regardless of their background and social worlds.

We believe that ROOSH should be a fun and safe place, whereby children have a voice and are involved in decision making surrounding programming and planning.

At ROOSH we recognise and value the importance of play. We aim to offer a program that provides ample opportunity for play, which in turn supports children’s learning and development.

We value family partnerships and have an open-door policy. Families are encouraged to get involved, contribute to the Educational Program and overall service and help inform decisions.

We know that children are deeply connected to their world and community and we are committed to facilitating that. We value our community and support active engagement, authentic participation, networking and contribution. We strive to influence the community for the better, through our programs and actions.

All educators at ROOSH are expected to be positive role models and be actively involved in facilitating children’s play and learning. We have qualified and experienced staff and ongoing professional development is a priority within our service.

Hygiene and lifestyle skills are scaffolded in our environment through an educative process.

We are committed to contributing towards a more sustainable future, by embedding practices that promote the protection and preservation of our environment.

We work within a critically reflective framework and it influences our decisions and practice across all aspects of the service.

We are advocates for children’s rights and support and promote the UN’s Convention on the Rights of the Child.

At ROOSH we aim to teach acceptance, respect and provide positive lifelong memories.

Giving back, empowering children and encouraging empathy and action, is important to us and is facilitated through our passion driven practices.

We endeavour to provide a high-quality service by following and implementing the National Quality Framework.

2024 STAFFING

Directors:

Maria Elena Peroy Mendes (Nominated Supervisor & Educational Leader) – *Bachelor of Education & Diploma of Children's services*

Emma Mahony (Nominated Supervisor & Educational Leader) - *Certificate III in Children's Services & Diploma Children's Services OOSH*

Coordinator:

Loren Calle (Additional Needs Supervisor & WHS Officer) – *Bachelor of Behavioural Science & Studying Diploma of School Age Education and Care.*

Assistant Coordinator:

Eliza Connolly – *Bachelor of Design (Honours)*

Team Manager:

Dina Abi-Hanna (Homework Help Leader) – *Post Graduate Certificate in Education*

Team Leaders:

Patrice Aranjo – *Diploma in Children's Services*

Julia Meltzer – *Bachelor of Advance Science*

Senior Educators:

Heather Connolly (Kindergarten Group Leader) - *Studying Diploma of School Aged Education and Care.*

Weronika Wypych – *Bachelor of Media and Advertising*

Cazara Santika – *Certificate in Children's Services*

Jessica Thornton – *Professional Athlete*

Centre Chef:

Anna Coleman – *Food Safety Supervisor Certificate*

Along with a fantastic group of experienced, enthusiastic and dedicated staff members.

* All senior staff have training in child protection, first aid, anaphylaxis & asthma.

DIRECTORS HOURS

Generally, the Directors are in the office 8 hours a day, Monday – Friday.

ENROLMENT AT THE CENTRE

A waitlist form must be completed as soon as possible if you would like your child to enrol in ROOSH. Your child's name will be placed on a waitlist and you will be notified as soon as a position becomes available.

Before your child commences their first day at ROOSH in a permanent or casual position, an enrolment form and orientation must be completed. All requirements/information requested in the enrolment must be finalised before the first day of attendance.

PRIORITY OF ACCESS

Enrolments will be allocated as follows:

- Priority 1—a child at risk of serious abuse or neglect.
- Priority 2—a child of a parent (or both parents if you have a partner) who satisfies the Government's work, training, study test (for the purposes of the priority of access guidelines) *.
- Priority 3—any other child

STAFF/CHILD RATIOS

1:15	Before/After school care and Vacation Care
1:8	Excursions
1:5	Swimming Excursions

PAYMENT OF FEES

Randwick OOSH requires a direct debit facility for payment of childcare fees.

Registration is easy, families need to submit a Fat Zebra direct debit authorisation form along with their enrolment documents. This form can be found on the OWNA Parent app.

Invoices will be sent to families fortnightly on a Tuesday of each billing week and fees will be deducted on the next day (Wednesday) from the family's nominated account or card. Any outstanding amounts owing and in arrears will be deducted – any backdate of childcare benefit or extra days will be included.

It is important that families are familiar with the Fees Policy. This is distributed to families, can be found in the family library and a copy can also be requested at any time from the ROOSH office.

CURRENT FEE STRUCTURE (subject to change)

Before School Care

Permanent Position: \$18.20

Casual Position: \$21.90

After School Care

Permanent Position: \$23.50

Casual Position: \$27.30

Vacation Care

\$40.00 per child + Excursion/Staycursion fee

CHILD CARE SUBSIDY (CCS) AND ADDITIONAL CHILD CARE SUBSIDY (ACCS)

We are a CCS and ACCS approved service. To register for CCS/ACCS, please apply through your Centerlink online account or contact Centrelink on 136 150.

To claim CCS at Randwick OOSH, families are required to provide CRN numbers for both the registered parent and child. With this information the service will be able to enrol the family for CCS. From here, the family must log into MyGov and confirm their child's enrolment at Randwick OOSH. The service should be able to start claiming subsidy for your childcare fees and this will be reflected in your statement.

CCS payments may be affected for a variety of reasons such as;

- When your child exceeds the 42 allowable absences within a year
Child Care Subsidy allows 42 absence days per child each financial year. You can use these absence days for any reason. If you surpass the 42 allowable absences, your Child Care Subsidy will be affected. If you reach your allowable absence limit, you may get additional absences if relevant evidence is provided. Please speak to the management team if you require this.
- If your child has not yet started attending the service
You need an approved reason for CCS to be paid before your child attends the service for the first time. If you don't provide an approved reason, full fees will be applied for these days.
- When your child hasn't attended childcare for 14 weeks in a row
- We advise CCS that your child is no longer attending
If your enrolment ends with the service, generally CCS won't be paid for any days after the last day your child physically attends. Full fees will be applied for these days.

We strongly encourage families to seek out relevant information from the government website regarding Child Care Subsidy.

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

SIGNING IN AND OUT

It is a condition of Child Care Subsidy (CCS) as well as enrolment at the centre that your child is signed in and out of the centre, for each session they attend, by a parent or guardian.

These documents are proof of attendance for CCS claims and act as a roll call.

Children are unable to sign themselves in or out without written authorisation. Please contact the service if you would like more information. This is not recommended for younger children.

Only authorised contacts will be able to collect children from the centre. An authorised contact is someone whose information is provided on the enrolment form or given to the centre in writing. If your child is being collected by someone who is under 18 years, you will need to provide the centre with a written notice of approval (please contact the Directors for further information in this situation).

ABSENTEES

Families **must** mark their child absent via the OWNA app whenever they are not attending. Management receive an email notifying of this action. All absences for After School Care must be marked on OWNA prior to 2:45pm. If children are absent from school, families must still mark the absence on OWNA as we are not necessarily informed by the school. Children are considered missing if the centre has not been informed and appropriate action is taken.

LATE NOTIFICATION FEE

The following Late Notification Fee schedule applies when families fail to mark their child absent for after school care. Families are required to notify the service before 2.45pm on the day of the attendance.

The Late Notification Fee is as follows:

1. A Family will receive three warnings per calendar year for failure to notify OOSH of their child's absence from after school care (**notification must be given by 2:45 pm on the day**)
2. If a family fails to notify OOSH for a fourth time, a \$10 'Late Notification Fee' will be charged to their account. This is added to their fortnightly statements
3. For every time a family fails to notify OOSH after this (in that same calendar year), a \$10 'Late Notification Fee' will be charged to their account

A Late Notification Fee is **not** eligible for CCS deductions.

CENTRE HOURS

Before School Care - 7:30am to 9:00am

After School Care - 3.00pm to 6:00pm

Vacation Care - 7:30am - 6:00pm

The centre closes for 2 weeks at the end of the year. Exact dates are communicated to families during term 3.

LATE PICK UP FEE

Any parent who collects their children after 6pm will be charged a late fee. 6:01pm is considered late.

Wherever possible, parents should advise the centre when they will be late to collect their child.

If a parent continues to collect their child after 6pm, the Directors will need to discuss other options with them and suitable arrangements must be made, or the child's place in the centre may be cancelled.

Late Pickup Fees are as followed:

Any pickup after 6pm is considered a late pickup and will incur a fee.

6.01 - 6.05 - Flat rate of \$10.00

6.06 - 6.15 - Flat rate of \$25.00

6.16 - 6.30 - Flat rate of \$50.00

For every 15 minutes thereafter, an additional \$50.00 will be added to the charge.

If a family is late collecting children more than four times in a term, the late fee will be doubled for all lateness for the remainder of the term. Late fees are not subsidised with CCS.

GETTING TO AND FROM SCHOOL

During before school care roll call is at 8.30am, children who are in year 3 or above can (with parent permission) walk to their class lines once their name has been marked off the roll. Children who are in year 2 or below are able to walk to their class lines just before the school bell rings. A staff member takes the kindergarten children to their class line up area.

During after school care at 3.00pm, staff pick up the kindergarten children from their class line up area/classroom and bring them to the centre. All children in year 1-6 walk over to the centre by themselves.

CANCELLATION OR VARIATION IN YOUR OOSH CARE

The centre must be given 2 weeks notice in writing for any cancellation of your child's permanent placements. Families are not eligible for CCS if a child has left care/is absent and the notice period is still in order.

The centre must be given 24 hours notice for cancellation of a casual position; otherwise full rates apply.

Permanent bookings incur a charge when the child is absent e.g. sick, holidays, etc. Fees however are not charged on public holidays.

If you would like to add an additional permanent position to your before and after school care, the request must be placed in writing to the centre and a position will be offered when available. If the position is not available at the time of the request, a waitlist form is required to be submitted and a member of the management team will call to confirm when the spot becomes available.

CASUAL BEFORE AND AFTER SCHOOL CARE

Casual bookings are taken on a week to week basis. Parents/guardians are able to book this via the OWNA app on a Monday morning, for any day in the following week. If a spot is not available on the app, you can join a waitlist for the day. A member of the management team will call to confirm if the spot becomes available. Casual positions are added to your fortnightly statements after the attendance.

VACATION CARE

Vacation care runs during each holiday period (with the exception of 2 weeks over the Christmas and New Year period when the centre is closed) where we provide fun & exciting programs with a variety of excursions and centre based days. The program and bookings are made available on the OWNA app. We encourage families to turn on notifications to ensure they receive the release announcement.

As our program is very popular, it is advised that you book in as soon as you can.

The program, information and positions are available to book approximately 3-5 weeks prior to each holiday period. Enrolments are open to Randwick School families only for the first 72 hours after the program has been released. After the 72 hour period is over, enrolments are open to the wider community also. Please be aware that once families have enrolled in vacation care, there are no refunds or transfers.

Vacation care is available to school age children from Randwick Public School and the wider community. Children who are enrolled to start kindergarten are able to attend in the December/January school holidays prior to the commencement of their first term.

STAFF DEVELOPMENT/PUPIL FREE DAYS

The centre is open on staff development/pupil free days. Bookings are taken for this with vacation care enrolments. On strike days the centre will operate within its regular hours for Before and After School Care.

HOMEWORK

Children can be encouraged to do homework at the centre but this is not enforced. Families wishing to for their child to complete homework tasks while at OOSH can ask for their child to be placed on the homework list. Each afternoon, a staff member is in charge of reminding children on the homework list to complete their homework. A space has been set aside for homework and is open between 3.30pm – 5.00pm.

ROOSH also offers an extra activity named Homework Help that is available for ROOSH children to enrol in at an additional charge. More information about this can be found in the next section (ROOSH Extra Activities).

ROOSH CLUBS

As an addition to the programming provided by ROOSH, we have committed to offering extra activities within our service.

Activities take place away from the main OOSH areas (e.g. in a school classroom, library or outdoor courts) and is conducted by outsourced teachers/instructors hired through ROOSH.

Activities may change depending on availability, interest and demand. Activities can range from languages to sports, dancing and more. So we would love to hear your ideas and suggestions.

A standing activity that is supplied every term throughout the year is **Homework Help**. This activity is run by a qualified primary school teacher (hired through ROOSH) and support educators. The teacher and support educators cater for all year groups and learning levels. Currently this activity is provided on a MONDAY & TUESDAY afternoon but is subject to change depending on demand.

All club bookings are treated as permanent bookings and require two weeks notice for cancellation. All families wishing to enrol need to complete a Homework Help enrolment form. This can be found on the Randwick OOSH website or obtained from the centre.

The cost of this service is \$15.50 per session.

Details about other clubs will be distributed to families/

FOOD AT OOSH

Healthy, nutritious and multicultural menus are developed each week for children.

Breakfast (7.30am – 8.30am)

The before school care menu consists of different cereals, toast and drinks e.g. smoothies and milos. Hot breakfast is provided once a week with the day being changed each term.

Afternoon Tea

The afternoon menu is prepared fresh at the centre each day by our cook.

Meals are noted on the weekly program and a detailed menu is displayed on a notice board near the sign in and out area. The children often help prepare/serve afternoon tea throughout the week.

We are able to cater for special dietary needs, as long as the centre has been informed by the parent/guardian in writing.

Drinking water and cups are always available for children.

We are always looking for new ideas! If you have a popular recipe, we would love to receive it!

PERSONAL BELONGINGS

Personal belongings brought from home are done so at the families' discretion. The centre will not take responsibility for breakage or loss. Children are not permitted to play with handheld video game consoles during before and after school care. They are permitted at times during vacation care, however again the centre takes no responsibility.

MEDICAL CONDITIONS

If your child has as medical condition, the service needs to be informed of this and all required documents will need to be provided upon enrolment and before attendance.

Children who have life threatening medical conditions (such as anaphylaxis or asthma), will need to have a Medical Management Plan that is signed by a doctor, given to the centre and discussed with a member of the management team before enrolment. A Risk Minimisation Plan and Communications Plan will then be developed with a member of the management team and parents. Where possible, we will strive to exclude certain products from the service to minimise risks for life threatening allergies.

ROOSH currently strives to be a nut and kiwi fruit free zone.

MEDICATION

If your child requires medication whilst at the centre, the Parent/Guardian must complete a Medication Form.

- Prescription medication will only be administered to the child for whom it is prescribed, from the original container bearing the child's name and with a current use by date.
- Non-prescription medication will only be administered to the child if it is in its original container, bearing the original label and instructions and before the expiry or used by date. The medication will only be administered in accordance with the instructions. Non prescribed medication will not be administered for the purposes of controlling temperatures (except in cases of emergencies) or any reason that would otherwise mean that the child is not permitted to attend the service. The medication must be accompanied by written instructions from a registered medical practitioner.

Please see the Medical Conditions and Administration of Medication Policy for further information.

ACCIDENTS

In the case of an accident your child will be treated by a first aid trained staff member and the accident/incident will be recorded.

In the case of a serious accident needing medical attention, the parent/guardian will be contacted and the child will be transported to the hospital by Ambulance if necessary. In this scenario, a staff member will accompany the child until a parent/guardian arrives.

Parents are asked to sign a consent for the above on the enrolment form. This needs to be signed before a child can start attending ROOSH.

EMERGENCY PROCEDURES

Emergency Procedure Plans are displayed at all exits and main rooms of the service. All families should take the time to read these and discuss the emergency procedures with their child at home.

The assembly point for evacuations is Alison Park.

MOBILE PHONES

Children are not permitted to use mobile phones at the centre. If families choose to allow their children to carry a mobile phone, children may keep them stored in their bags.

Please note: The centre does not hold responsibility in the case of stolen or missing items.

FAMILY INVOLVEMENT

At ROOSH we believe that families have a very important role to play at the centre and we value your opinion. We have an open door policy and highly encourage family involvement at the centre. Communication between all stakeholders is a priority to us. All feedback is welcomed.

We communicate with families via email, our website, phone, family notice boards and posters displayed throughout the centre. We also have a family library in order to provide families with valuable information and resources. If you wish to borrow something from the library, please see a member of the management team to help arrange this. You will also find a community notice board near the family library, which contains community events information as well as information about community services available to families.

COMPLAINTS

If you have any complaints please see the Directors. We always welcome any type of feedback.

PRIVACY

The centre complies with the Commonwealth Privacy Act.

All children's files, correspondence and personal information are confidential and kept in a safe manner. Information is not used for any purpose other than running the centre.

NATIONAL QUALITY FRAMEWORK (NQF)

The National Quality Framework aims to raise quality and drive continuous improvement and consistency in education and care services through:

- **A National Legislative Framework**
- **National Regulations and Law**
- **A National Quality Standard**
- **A National Quality Assessment and Rating Process**
- **A National body called the 'Australian Children's Education and Care Quality Authority'.**

MY TIME OUR PLACE- SCHOOL AGED LEARNING FRAMEWORK

My Time, Our Place—Framework for School Age Care in Australia is part of the Council of Australian Government's reform agenda for childhood education and care and is a key component of the Australian Government's National Quality Framework for childhood education and care. It has been incorporated in the National Quality Standard in order to ensure delivery of nationally consistent and quality school age care across sectors and jurisdictions.

The Framework ensures that children in school age care will have opportunities to engage in leisure and play-based experiences which are responsive to the needs, interests, and choices of the children attending the service and contribute fully to their ongoing development.

It supports and provides guidance to educators working with school age children in outside school hours care, long day care, and family day care settings.

The Framework for School Age Care builds on the Early Years Learning Framework and extends the principles, practice and outcomes to accommodate the contexts and age range of the children who attend school age care settings.

SUN POLICY

We are a sun smart service and require children to wear a hat when playing outdoors when the UV rating is 3 and above. We ask parents to please assist us in enforcing this rule by ensuring their child has a hat at the centre every day. It is also a requirement of Randwick Public School to wear a hat every day. Please ensure your child is dressed appropriately during Vacation Care. We advise families to not send children in singlets or thongs.

POLICY AND PROCEDURES

ROOSH have many policies and procedures in place that are required to be followed by all stakeholders. A copy of ROOSH Policies and Procedures are available at the centre.

WE VALUE PLAY AS A LEARNING OPPORTUNITY

Children in school age care learn through engaging with their environment in multiple ways. Play is the natural way for children to explore and develop skills and school age care services are in an excellent position to support children's learning through engagement and interaction in a socio-cultural setting. Play is instinctive, voluntary and spontaneous. It gives satisfaction and a sense of achievement. Children's play is purposeful and meaningful and promotes physical, cognitive, emotional and social development.

My Time, Our Place – Middle Years Learning Framework



The United Nations Convention on the Rights of the Child, Article 31 states that, "every child has the right to rest and leisure, to engage in play and recreational activities appropriate to the age of the child and to participate freely in cultural life and the arts" (1989)