



## **FAMILY HANDBOOK**

**Jubilee OOSH Services  
Before, After School  
& Vacation Care**

**Jubilee Before, After School & Vacation Care services (OOSH)** are located at various locations across Sydney and are run by Jubilee Community Services Inc. (referred to as JCS from here on). JCS is a not-for-profit community organisation providing a variety of services including child care, aged care, information and referral, community workshops and other community groups.

## **OOSH PHILOSOPHY**

Jubilee OOSH and Vacation Care aim to provide children with a safe environment which promotes their physical, social, emotional, and cognitive development. We value friendships, individuals, the importance of play, the family unit, the child and our role in the community.

Our OOSH services implement the My Time, Our Place Learning Framework for school aged children which provides children with the opportunity to engage in activities which reflect diversity, strengths, needs and interests.

Jubilee welcomes family involvement and input in our programs and policies.

*A vision for children's learning through play and leisure – My Time Our Place*

## **PROGRAM:**

- We strive for a balance between intentional teaching and child-initiated experiences by providing educational programs based on children's current knowledge/ideas/culture/abilities and interests.
- Provide a fun and flexible program consisting of a diverse range of experiences that recognises children as individuals and allows for choice, individuality, new experiences and challenges.
- The importance of play in helping develop problem solving, conflict resolution, negotiation, turn taking, fine and gross motor skills is emphasised. Through play, children develop creativity and imagination, independence, and positive self-esteem.

## **STAFF:**

- We aim to maintain mutual respect, consideration and understanding with our educators, which creates an enthusiastic and positive environment for all staff, which in turn encourages personal initiative, growth and cooperation within the team.
- We provide all staff with guidance, assistance and relevant training and development to stay well informed and up to date
- Staff continue to build trusting and positive relationships with both families and children and place the needs of the children as a priority.
- Staff maintain appropriate and respectful communication with families, children and other educators ensuring confidentiality is maintained at all times.

## **OUR COMMUNITY:**

- We strive to build mutual and respectful relationships with our Families and Community as they are an integral part of the OOSH service.
- We resource helpful information and make it available to families
- We ensure all families feel welcomed and valued regardless of their race, cultural background, religion, sex or ability
- We promote a sense of community in everyday practices using a holistic approach, catering to the needs of each child, parent, family and educator within the context of community.

## OUR CULTURE:

- We value and celebrate indigenous heritage and diverse cultural backgrounds, and this is incorporated into our program, activities and environment focusing on equity, inclusion and diversity.

## SUSTAINABILITY AND ENVIRONMENT:

- OOSH strives to create a playful, fun, safe and supportive environment that allows children to explore their world around them.
- Sustainable practices are embedded into daily practice and children are educated in caring for and taking responsibility for their environment.

## HEALTH AND SAFETY

- We aim to provide each child with a sense of safety and security which underpins their social and emotional development.
- We use a risk management approach to identify, assess and manage risk to ensure the safety and wellbeing of educators, children, families and other visitors to our centre.

## JUBILEE COMMUNITY SERVICES INC. VISION STATEMENT

- To be part of the community and known for the services and assistance provided.
- To consistently serve those in the community who are in need.
- To run the centre efficiently so that the services can be maintained to the community.

## ABOUT OOSH (OUT OF SCHOOL HOURS)

JCS provides quality childcare for children from Kindergarten to Year 6 offering a developmentally appropriate program aimed at children of all ages and abilities. Our childcare services are closed for 2 weeks at Christmas and all public holidays.

OOSH childcare is offered for the following sessions:

**Before School Care – Hours (7:00am – 9:00am).** Breakfast is provided between 7:00-8:20am. Activities including arts, crafts, games, reading, and sports are provided.

**After School Care - Hours (3:15pm – 6:00pm)** Afternoon tea is provided between 3:30pm – 4:00pm for OOSH children. Activities such as arts, crafts, games, cooking, free and imaginative play and a variety of sports and physical activities are provided.

**Vacation Care - Hours (7:00am – 6:30pm, Located at Alfords Public School)** Breakfast is provided during Vacation Care. We provide excursions, incursions and themed days. Parents are required to pack children morning tea, lunch and afternoon tea.

\* *Some centres have longer hours – please check individual centre information for this detail.*

**Pupil Free Days** are treated the same as Vacation Care Days. If numbers are limited, preference will be allocated according to when enrolments are accepted.

## STAFFING

At all times staffing ratios are met according to the Education and Care Services National Regulations 2019 which require a minimum 1 Educator to 15 Children ratio. Each centre has a coordinator who manages the day-to-day running of the centre and an assistant educator. The coordinator and assistant have appropriate qualifications and work as a team to provide an environment of high-quality care for the children, therefore

creating a harmonious, caring, and friendly environment. Staff have a current First Aid Certificate, a Working with Children Check and Police Check.

## **CHILDREN**

Our centres strive for a balance between intentional teaching and child initiated experiences by always providing children with an on-going educational program based on the child's current knowledge, ideas, culture, abilities and interests, whilst encouraging children to make decisions within their world. The staff support and provide opportunities for fun, freedom, choice, individuality and positive experiences. With these foundations, children are more likely to become well rounded learners who can make independent choices.

JCS -

- Encourages children's individual's interests.
- Fosters and promotes children's independence and self-help skills.
- Provide opportunities for self-expression.
- Provides a place where children can interact with their peers.
- Develops and implements a balanced program where children can explore their own world using different resources for their learning.
- Promotes an environment where staff role model personal hygiene and encourage children to do the same.
- Acknowledges and embraces differences and ensures children feel included and accepted.
- Accepts and values every child regardless of race, cultural background, religion, sex or ability.
- Provides opportunities for children to reach their full potential in a safe environment.

## **EDUCATORS**

Our goal is to maintain mutual respect, consideration and understanding which creates an enthusiastic and positive atmosphere for all staff that encourages personal initiative and co-operation within the team.

JCS -

- Provides relevant training and development.
- Ensures staff are aware of all expectations and duties within their role.
- Always places the needs of the children as a priority.
- Maintains communication with families about their child's progress.
- Ensures staff create positive interactions with children and that conflict is handled in an appropriate manner.
- Strives to always use appropriate language when speaking with children.
- Adheres to supervision policy-one person not to be left alone with children.
- Strives to be appropriate role models, promoting self-esteem, rights and responsibilities, fairness and honesty.
- Ensures confidentiality is always maintained.

## **FAMILIES**

Our team believe families are an extremely important part of the centre. We strive to fulfil our vision and provide peace of mind and aim to have a strong rapport and relationship with all families.

JCS -

- Accepts and values every parent regardless of race, cultural background, religion, sex or ability.
- Makes parents feel welcome and valued.
- Helps parents feel confident in the quality of care for their child.
- Keeps families informed and up to date with issues and changes relating to the service.
- Builds rapport with families and establishes positive relationships.
- Respects the privacy of all families and encourages feedback and input from families.

## **COMMUNITY**

JCS -

- Builds partnerships within the local community.
- Resources information and makes it available to families.
- Is involved in the community and has a collaborative approach to service on relevant matters.

## **PROGRAM**

JCS -

- Uses intentional teaching and child-initiated experiences to develop our programs.
- Offers a diverse range of experiences which encompasses and recognises children as individuals.
- Provides opportunities for fun, freedom, choice, individuality, new experiences, and challenges.
- Provides a flexible program which includes activities such as art and craft, outdoor sports, indoor games, and ongoing projects.

## **ENVIRONMENT**

JCS -

- Provides a playful, fun, safe and supportive environment that allows children to explore the world around them.
- Provides a stimulating environment that allows children to explore their surroundings freely and develop skills needed in everyday life.

## **REGULATIONS AND FRAMEWORK**

Our OOSH Services are approved by the Australian Children's Education and Care Quality Authority (ACECQA) and our quality and compliance is monitored by the NSW Regulatory Authority.

Our Services comply with the National Quality Framework (NQF) including the National Quality Standard (NQS). The Centre Educators are suitably trained and implement the My Time, Our Place Learning Framework. The "My Time Our Place" framework fits into Quality Area 1 of the National Quality Standard for school aged care. It enables Educators to use an approved learning framework to ensure children develop the skills they need for their personal growth and development. A copy of the regulations, framework and the Quality Improvement Plan are available in the office area for you to read.

For further information in relation to the framework you can visit [www.mytimeourplace.com.au](http://www.mytimeourplace.com.au)

## **PRIORITY OF ACCESS**

The Centre will use the priority of access guidelines set down by the Federal Government to ensure that care is available for families who require care, based on work and study commitments.

The guidelines are as follows:

- Priority 1 is given to children at risk of serious abuse or neglect.
- Priority 2 is given to children of a single parent or parents who are working, studying, or undergoing training, either full time or part time.
- Priority 3 is given to any other child.

Please refer to our Enrolment Policy for more information about the Department of Family and Community Services and Indigenous Affairs, for Priority of Access.

## ASSESSMENT & RATING

Our services aim to at least meet National Quality Standards. Our services are assessed and rated by the NSW Department of Education's Early Childhood Education Directorate against the 7 quality areas of the National Quality Standard. Our services ratings are displayed on entry. Family feedback and ideas are welcomed and contribute to continuous improvement.

## TYPES OF CARE AVAILABLE

We can only take a permanent booking for child care if there is a need for at least a **month or more worth of bookings**. Depending on availability, casual care is available for families who do not require permanent care. After an enrolment form has been submitted and bank details entered, extra bookings can be requested via our Child Care Management System which is called Xplor.

## NOTIFICATION OF ABSENT CHILDREN

Parents **MUST** notify the staff if children will be absent from any session. This can be done in person, via email or SMS or via the XPLOR app or web.

## ADDITIONAL SESSIONS

Families attending OOSH who need an additional permanent booking will need to notify the Coordinator via email or waiting list form. If there is a vacancy the place will be made available immediately, however if there are no vacancies, the child is then placed on a waiting list. When a position becomes available, families will be notified. Should a family decline the position, their lodgement date will be altered to the date when the position was declined. Families may be required to complete a new Enrolment Form upon request.

## CANCELLATIONS OF BOOKINGS

Families who wish to cancel a permanent session will need to provide this information in writing by giving **two weeks' notice** to the centre. Families who wish to cancel a casual booking must notify the Centre as least **24hrs prior to the booked date**. Sessions will be charged if appropriate notice is not given.

## DROP OFF AND PICK UP REQUIREMENTS - SIGN IN/ OUT

As part of CCS Regulations and Compliance requirements, **ALL CHILDREN** must be signed in when they arrive and signed out when they leave the service. The person signing must have an Xplor Log-in, be **18 years or over** (unless under special circumstances) and must be listed as an authorised person. Alternative arrangements must be communicated to the Coordinator in writing or by telephone. Should a child leave the school grounds whilst at OOSH, the staff will contact the family immediately whilst another member of staff follows the child. If the child does not return to the Centre within 15 minutes the parent or guardian will be contacted to collect their child. Please remind your child/ren they are never to leave the centre or school grounds whilst attending OOSH until they have been collected by an authorised person.

## AUTHORITY TO COLLECT YOUR CHILD

If you are unable to collect your child from the Centre, it is very important to notify the staff at the Centre, so that they are aware of who will be collecting your child. **Only the authorised people on the enrolment form who are listed as authorised contacts will be permitted to collect your child.** Alternative arrangements must be communicated in writing to the Coordinator. It is the policy of JCS that under no circumstance are children who attend the Centre to be collected or dropped off by any staff member or volunteer working at the Centre.

### **COLLECTION OF CHILDREN - AFTER 6 PM**

If your child has not been collected by closing time, 6.00pm or 6.30 pm depending on the service and no contact has been made by the parent or guardian to inform staff, then the staff will take the following steps:

- Make every effort to contact parent or guardian.
- If unsuccessful, then emergency contacts on registration form will be contacted.
- At 6:30 pm (or 7pm for 6.30pm closing service), if no contact has been made, the staff will contact the local police and NSW Department Family and Community Services.

### **PROCEDURE FOR CHILDREN TO ATTEND AFTER SCHOOL CARE**

Educators collect Kindergarten children enrolled from their designated pick up area. Children in Year 1 – 6 are required to walk straight to the OOSH premises after the school bell, where they will meet an Educator. Parents need to ensure that children are aware of the meeting area and that they are expected to arrive within 5 – 10 minutes after the bell. The roll is taken to ensure all children booked in are accounted for. Any child not booked in but is fully enrolled and registered will be cared for, the family contacted and added to the roll and charged. Any child not enrolled, or who has not confirmed their bank details via the Xplor App will be taken to the school office to be collected by the family.

We encourage all families to enrol in the service so if you cannot collect your child for some unexpected reason, you can have them cared for by OOSH.

### **HOW TO PUT YOUR BOOKING ON HOLD**

In circumstances where sufficient notice can be given, e.g. holidays or prolonged illness, families may choose to pay a holding fee (50% of their regular weekly fee – no CCS is payable on this fee) to hold their place at the centre. The place may be held for a minimum of 2 weeks to a maximum of 1 month, or at the Coordinators discretion.

### **FEE PAYMENTS**

- JCS uses an online child care management system, called Xplor. The system allows you to set up your direct debit details, access statements, see your absences, CCS activity and so on.
- The system also allows you to sign your children in and out contactless with a QR Code scanner from your phone or using a phone number and PIN code.
- Once you have sent us your enrolment pack, we will send you a welcome letter with directions on how to set this up. You must then (via the web, not the app) enter your bank account or credit card details before your enrolment is confirmed.
- Direct debits are processed each fortnight on a Tuesday. Statements will be available at any time, on the digital APP or via your account on the Xplor website <http://home.myxplor.com/>
- If your direct debit is unsuccessful, we will notify you and then direct debit again, within the following 7 days. If a second attempt is unsuccessful you may lose your permanent booking and will need to re-apply.

### **ABSENT CHILDREN - FEES**

When booking your child into Vacation Care it is important to select your days carefully as there are **NO REFUNDS or options to cancel bookings once they have been accepted and confirmed**. This is due to the Centre organising staffing, entertainment and transportation costs which are confirmed and unable to be changed. If your family feels they have a unique circumstance which may require a refund or part of, you may

place your request in writing to the Coordinator. It will be left to the discretion of the Coordinator and your family will be notified in writing of the decision.

### **PUBLIC HOLIDAY FEE**

If a public holiday falls on the day of a permanent booking that you hold for OOSH, you will be charged for this day.

### **CHILD CARE SUBSIDY (CCS)**

The hours of subsidised childcare per fortnight that a family is entitled to is determined by an Activity Test and your family income. Depending on these factors, a family can receive up to 100 hours of subsidy per fortnight per child. Both the claimant, and their partner if they have one, must satisfy the activity test unless there is an exemption. For claimants who are partnered, the number of subsidised hours the family is entitled to will be based on the member of the couple with the lowest activity test result, even when an exemption applies. Please ensure you have provided your CRN (parent who is CCS account holder) and your child's CRN on the enrolment form. Please be aware once your child has been enrolled you will need to confirm your child's Complying written Agreement (CWA) via the Xplor home app. It is also the parent's responsibility to accept their child's attendance via My Gov. For more information about CCS see

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-much-you-can-get>

### **FAMILY SKILLS, INTERESTS AND TALENTS**

We welcome and encourage the involvement of all parents/families at the Centre. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge. There are many ways for your family to be involved. Your contribution no matter how big or small is much appreciated.

### **YOUR OCCUPATION OR HOBBY OR HOME CULTURE**

You are the most important person in your child's life so we would like to encourage and welcome all parents to the Centre to talk about their occupation or hobby (e.g. music, craft, cooking) or aspects of your home culture. Everything parents do interests children and these talks are the best educational resources you can provide for the Centres. We use information that has come from discussions about occupations and hobbies in our programming and the ideas generated from parent talks can last for weeks.

### **ACTIVITIES**

Play and social interactions are an important part of our sessions. The children will have access to a wide variety of safe, stimulating play opportunities such as arts, crafts, sports, games, music, drama, quiet play, homework time and time to talk with staff and friends. Activities are planned and reviewed with the children. Please feel free and provide your ideas and comments on our programs and activities. As 'messy activities' are a part of our program, children are encouraged to bring a change of clothes to OOSH. Aprons are supplied for the children and every effort is made to ensure that their uniform is kept clean, however this cannot be guaranteed.

### **BEHAVIOUR**

The Centre adopts a 'Hands Off' Policy. Physical aggression towards another person will not be tolerated under any circumstances. Should an incident occur a behaviour incident report will be completed, and the incident discussed with the parent/guardian.



For the benefit of all the children and the effective operation of the Centre, a certain level of behaviour is expected from children. Staff have the right to exclude a child for unacceptable behaviour. However, this will only be considered after:

- Parents have been notified and given the opportunity to discuss their child's behaviour.
- Adequate support is provided.
- All other avenues have been explored.

**Note:** Each warning remains valid for a term, excluding warning number 3 or a "critical incident" which is permanent termination of childcare.

Should unacceptable behaviour continue, and our internal procedure is not effective, the staff will inform the General Manager of Jubilee Community Services Inc. that expulsion is recommended. If this has occurred, families will be given the opportunity to discuss their child's behaviour with the OOSH Coordinator and the General Manager, and clear procedures will be established for accepting the child back into the Centre.

### **ENTERTAINMENT**

At times, movies will be on the program. JCS provides a balanced program of experiences. Any movies at the cinema (during Vacation Care) or shown at the centre are G & PG rated. Computers may sometimes be used as a tool to assist Educators and children during activities and at times, be used for G rated games (at the educator's discretion). Chat programs, YouTube and other Social Networking sites are not permitted. **WE DO NOT ALLOW CHILDREN TO BRING IN THEIR OWN PERSONAL DEVICES AS WE CANNOT EFFECTIVELY MONITOR THE APPROPRIATE USE OF THE DEVICE AND WEBSITES THAT CHILDREN MAY GAIN ACCESS TO.**

### **EXCURSIONS**

Excursions are planned for the children's enjoyment. The Centre aims to include new ideas, new challenges, physical activities and old favourites. The children are involved in the planning of excursions and asked for their feedback and ideas.

### **EXPECTATIONS OF OUR CENTRE**

To achieve and maintain a positive and cooperative environment within the Centre all the staff, children and visitors are asked to respect the expectation below:

- To stay in OOSH area and its boundaries.
- To wear hats and shoes when outside.
- To listen to each other.
- To clean up after themselves.
- To look after toys, games, and equipment.
- To be respectful.
- To care for their belongings.
- To not harm anyone or anything.
- To inform an adult if going for a drink or to the toilet.
- To walk inside.
- To sit down outside when eating or drinking.
- To be included and to include others in play.
- To express how they feel.
- To be treated as an individual.

## **FAMILY/STAFF COMMUNICATION**

The Centre is a small part of your busy day so to ensure you are up to date with 'what's happening' we have several methods to keep you in touch and to exchange information.

The notice board hanging near the front door displays information about our OOSH events, the OOSH program, the previous week's evaluation, and other relevant childcare information. Our Centres also provide regular newsletters sent via email which involves all the happenings within our centres and any important information that families need to know.

Please feel free to discuss any issues relating to your child when at the Centre. The Coordinator is available to answer any queries, however, be aware depending on the time of day it may be more convenient to make an appointment to discuss an issue. If there are any changes to your details, please ensure this is provided to the Coordinator in writing.

If you have any other concerns or complaints, the following procedure must be followed:

- Talk to the Coordinator about issues of concern or complaints.
- Talk to the Jubilee Community Services Inc.'s. General Manager on 9579 6322.
- Submit your concerns or complaints in writing and forward it to the General Manager of Jubilee Community Services Inc. to P.O. Box 195, Mortdale, NSW, 2223.
- Contact our regulatory authority –  
NSW Early Childhood Education and Care Directorate  
Department of Education and Communities  
[www.det.nsw.edu.au](http://www.det.nsw.edu.au)  
1800 619 113, [ececd@det.nsw.edu.au](mailto:ececd@det.nsw.edu.au)  
Locked Bag 5107 PARRAMATTA NSW 2124.

## **ILLNESS OR SERIOUS INJURY**

Should your child feel unwell, every effort will be made to make your child feel comfortable. Should their temperature exceed the normal reading of 36.9 degrees, you will be contacted to collect your child. Any child suffering from an infectious disease will be refused access to the Centre until the child is fully recovered and a Doctor's Certificate/Clearance is provided. Should an outbreak of an infectious disease be present at the Centre, families will be notified. On the Registration Form authorisation is given to allow the authorised supervisor to seek medical attention if required. In the case of an injury, staff who hold current First Aid Certificates will assess the situation and treat minor injuries, or if in doubt, contact the family immediately and call an ambulance. Details of all injuries will be recorded on an Incident Form for the parent/guardian to read and sign.

## **MANAGING SERIOUS MEDICAL CONDITIONS**

*To minimise the risk of serious medical conditions such as asthma, anaphylaxis, diabetes, epilepsy negatively impacting your child's health, JCS collaborates with families as follows:*

It is the child's parent(s) or nominated guardian's responsibility to ensure full disclosure of medical conditions on the enrolment form and to the service's nominator supervisor.

For a child with a serious medical condition i.e. asthma, diabetes, allergy or anaphylaxis, the child's parent will:

- Be aware of Jubilee Community's Dealing with Medical Conditions and Medication Administration Policy
- Provide a Medical Management Plan completed and signed by the child's doctor. Updated annually.
- Complete and update a Medication Authorisation Form.
- Supply medication (not expired).

- Discuss with nominated supervisor and sign a Risk Minimisation Plan– noting any triggers specific to your child and risk control strategies.

Forms available on request from service.

**Please note:** *It is a requirement under National Law and Regulations that children who have known medical conditions are not permitted to join a care program without these items being present and up to date.*

## **MEDICATION**

No medication, including non-prescription drugs and painkillers will be administered without one or both of the following:

- Signed and date Medication Authorisation Form from parent or guardian.
- Prescription label on medication detailing the doctor's name, child's name, dosage, and date.

The parent/ guardian must hand medication to the OOSH Coordinator, complete and date both a medication form with details of the child's name, date, medication, dosage, and time the medication is to be administered and sign a Deed of Indemnity Form to allow staff to administer medication. When medication is being administered, two staff members will be present. Both are required to sign the medication form and return the medication to the appropriate place. No medication will be given to the child to take home. It is the responsibility of the person collecting the child to ask for the medication or collect it from the appropriate place.

- For asthma or anaphylaxis, an action plan signed by a Doctor or medical practitioners and a Risk Management Plan must be completed by the parent and discussed with the Coordinator.

## **NO HAT, NO PLAY POLICY**

Please be aware children can play outdoors and although there are shaded areas, the equipment area is not shaded. We always enforce a 'NO HAT, NO PLAY' policy for children when the UV Index is 3 or higher. Children need to bring their own sunscreen and parents / guardians are asked to encourage their child to reapply throughout the session, particularly during Vacation Care Days. Our services are registered SunSmart Centres.

## **PERSONAL POSSESSIONS**

Please discourage your child bringing toys and valuables to the Centre. Articles brought to school for projects may be left in the office for safe keeping during the session. Please label all your children's belongings, such as jumpers, jackets, shoes, hats, bags, etc. Unclaimed items will be passed onto the school at the end of each term.

## **POLICIES, PROCEDURES & REGULATIONS**

OOSH have range of policies required under the National Quality Framework. The Centre's additional Policies and the Education and Care services National Regulations 2019 is available for viewing located in the office area at the centre.

## **SMOKING**

The Centres and all surrounding areas within the school grounds are non-smoking environments. We ask that you respect this by not smoking when on the school grounds.

## **NUT FREE CENTRE**

There are some children who attend our centres who have Anaphylaxis which is a severe allergic reaction involving the respiratory tract or several bodily systems at the same time. The reaction can be life threatening, so we ask that families do not send nuts, or nut-based products to our centres.

## **Welcome to Jubilee Community Services Before, After School and Vacation Care Services.**