

*PARENT HANDBOOK*



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### **WELCOME**

Welcome to Terrigal School Care Inc. Thank you for enrolling your child/ren with us. We hope that your experience with us will be a happy and beneficial one. Our Educators look forward to caring for your child and forming a meaningful and lasting relationship with you and your family. The Co-ordinator is Mandy Cumberland (Diploma in Children's Services, Diploma in Leadership and Management) and Assistant Co-ordinator is Kareena Simpson. Educational Leader Bianca Harris.

We employ a number of part time and casual educators. We have photographs of our Educators on the wall near the front door and all our Educators have been screened through NSW Commission for Children and Young Persons. This booklet is intended to help you become more familiar with our practices at Terrigal Before and After School Care. We thank you for taking the time to read this information.

### **Terrigal School Care, Inc**

Postal Address

PO BOX 573  
TERRIGAL NSW 2260

Street Address

Hillcrest St  
Terrigal NSW 2260

#### **Contact Details:**

Director

Mandy Cumberland

Mob:

0423 141 650

Email

[terrighalsc@gmail.com](mailto:terrighalsc@gmail.com)

Web page

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

#### **Hours**

Before School Care

6:30am – 8.30am

After School Care

3.00pm - 6:30pm

Vacation Care

6:30am - 6:00pm

Pupil Free Days

6:30am - 6.00pm

Public Holidays

Closed

Christmas Period

To Be Announced

#### **Our Educators**

Director

Mandy Cumberland

Assistant Coordinator

(WHS officer & First Aid Officer

Kareena Simpson

Educational Leader

Bianca Harris

Authorised Supervisors

Kerry Ryan, Caroline

Bailey, Denzel Raj

Sustainability Officer

Mandy Cumberland

Childcare Educators

Luci Cain

Josh Cummins

Emerson Buratto

Halle Jones

Jasmin Correia

Sophie Mitchell

Millie Tarditi

Imogen Pink



**TO RECEIVE CHILD CARE BENEFIT (CCB):**

1. Ring Centrelink 136150
2. Asked to be assessed for CCB
3. Please supply the centre with the family CRN and any children's CRN
4. Our centre has transitioned to CCMS.
5. It is the responsibility of parents to contact the Family Assistance Office to arrange CCB
6. Go to the MyGov website and confirm your enrolment.
7. Remember if you are vacation care only, CCS will exit you after thirteen weeks, so when you receive your letter advising you that you have been exited, inform the centre so we can re-enrol you and will have to go on MyGov to confirm.

*Once you have enrolled using the link on our website -Terrigal school care, you will receive a Welcome email from Xplor to set up an account. Once you have successfully downloaded the Xplor app through the link, you will need to approve the CWA Agreement which can be found in the Finance section on the left. After a day or two you will then be able to approve the enrolment in your My Gov account. This will apply subsidies to your account.*

*You can use the Xplor app to apply for extra bookings, advise of absences, view your bookings, account balance and statement and also use the phone to scan the QR code on our Centers ipad to sign in and out. You can add your bank account/ credit card details into the xpay section of xplor to set up direct debit payments.*

*If you have any questions, please contact Mandy Cumberland on 0423141650.*

### **Terrigal School Care Philosophy**

*You cannot have a philosophy without a culture. These work hand in hand and only exist because of each other.*

#### **C - Children.**

*The children are our main priority at Terrigal School Care. We believe they play an important role in our service and our community. They are our future and as a result, our greatest, most valuable assets.*

#### **U - Unique.**

*We are the same, but different. We at Terrigal School Care understand and celebrate this. We understand we all have different interests, beliefs, cultures, traditions, needs and abilities, which is what make us so diverse, special and unique.*

#### **L - Learn.**

*To learn is to grow. This is something that resonates strongly at Terrigal School Care. We believe in learning through play and adapting from mistakes or failures. We believe that adversity triggers growth. We believe that children are confident and capable learners, and our role as educators is to assist and work alongside them. We understand that children have different learning styles and that there are multiple levels of intelligence.*

#### **T - Teach.**

*Teaching is something, that we as educators, not only believe to come from us but also other children and the environment. We believe in the importance of the more knowledgeable other, whether they be peers or educators, as well as the important role an immersive interactive learning environment plays.*

#### **U - Unity.**

*To be united, is to be as one. We believe the importance of working with the community and parents. We believe in the power of unity, of community, of partnerships, and of relationships. We believe that working together effectively and holistically, will form strong, honest and reciprocal partnerships.*

#### **R - Rights.**

*We believe that the rights and interests of the children are paramount. We believe they have the right to learn, question, fail, succeed, and to an identity. We respect their right to make choices, have a voice and make mistakes.*

#### **E - Environments.**

*We believe in the important role the environment plays. We look at this holistically. Our physical environment is one that inspires and provokes learning, as well as connecting them further to the natural world. Our sustainable practices and emphasis in caring for the environment are something we strongly believe in. We believe in embedding sustainable practices and supporting their involvement towards a more sustainable and environmental responsible future. We believe in the little changes we make today in order to help tomorrow, changes we endeavour to seek, embed and nurture here at Terrigal School Care.*

Revised 01.08.2025

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**key legislation and Key resources**

*Education and Care services National Law Act, 2010 and regulations 2021*

*NQS Area*

*Policies*

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*Conducted by management, employees, families and interested parties*

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### **1.5 Importance of Play**

*Our children are encouraged to participate in free play, structured activities and the choice is theirs. Our activities include but not limited to, sport, craft, music, dancing games and drama. We also provide quiet areas and extend the indoor environment outside and vice versa. Spontaneous activities are recorded as an interest of the child's and in consultation with the child, extended upon. Intentional teaching experiences are planned based on either a prior learning experience to further their interests or to assist with an identified need. Children contribute ideas to the program as well as daily interests and are consulted about their likes and dislikes this is taken into account when programming. Regular surveys are distributed for feedback and we welcome comments in the parents comment book or through informal discussion.*

### **1.6 Community and Family Involvement**

*Our centre recognises the importance of belonging to a community and that "No man is an island" We are active in the wider community and participate in many events and the educators at Terrigal School Care sponsor a little boy from Lesotho. We believe that for the child's wellbeing that educators and families communicate and work together. We love and encourage family involvement with the activities that your children participate in here and this involvement allows relationships and partnerships to form. We welcome your input into our program and there is a comments column on the daily program for this purpose. We also have a quality improvement plan which is a living, growing document that is added to after critical reflection. We would welcome your input on this very important subject and your comments, observations can be added to the comments book or verbally to any of our educators.*

### **1.7 National Quality Standards, principles and Outcomes**

*The National Quality Framework has put in place a new National Quality Standard to ensure that there is a consistent high quality care from birth to year six across Australia. The standard will assist services to ensure that they have a clear understanding of how to support child development.*

*The National Quality Standard is divided into seven areas that contribute to early childhood, education and care.*

*These areas are:*

- 1. Educational program and practice*
- 2. Children's health and safety*
- 3. Physical environment*
- 4. Staffing arrangements*
- 5. Relationships with children*
- 6. Collaborative partnerships with families and communities*
- 7. Governance and leadership*

*Each service is assessed on those areas and given one overall rating consisting of:*

- Excellent rating, awarded by ACECQA*
- Exceeding National Quality Standards*
- Meeting National Quality Standard*
- Working Towards National Quality Standard*
- Significant Improvement Required.*

*There is a new governing body, Australian Children's Education and Care Authority (ACECQA) who oversee the standards and how they are applied. This service is currently not assessed under the National Quality Framework.*

### **PRINCIPLES**

- 1. Secure respectful and reciprocal relationships*
- 2. Partnerships*
- 3. high expectations and equality*
- 4. Respect for diversity*
- 5. Ongoing learning and reflective practice*

### **PRACTICES**

- 1. Holistic Approaches*
- 2. Responsiveness to children*
- 3. Learning through play*
- 4. Intentional teaching*
- 5. Learning environments*
- 6. Cultural competence*
- 7. Continuity of learning and transitions*
- 8. Evaluation for wellbeing and learning*

**Outcome 1:** *Children have a strong sense of identity*

*Children feel safe, secure and supported*

*Children develop their autonomy, inter-dependence, resilience and sense of agency*

*Children develop knowledgeable and confident self-identities*

*Children learn to interact in relation to others with care, empathy and respect*

**Outcome 2:** *Children are connected with and contribute to their world*

*Children develop a sense of belonging to groups and communities and a understanding of the reciprocal rights and responsibilities necessary for active community participation*

*Children respond to diversity with respect*

*Children become aware of fairness*

*Children become socially responsible and show respect for the environment*

**Outcome 3:** *Children have a strong sense of wellbeing*

*Children become strong in their social and emotional wellbeing*

*Children take increasing responsibility for their own health and physical wellbeing*

**Outcome 4:** *Children are confident and involved learners*

*Children develop dispositions such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity*

*Children use a range of skills and processes such as problem solving, inquiry, experimentation, hypothesising, researching and investigating*

*Children transfer and adapt what they have learned from one context to another*

*Children resource their own learning through connecting with people, place, technologies and natural and processed materials*

**Outcome 5:** *Children are effective communicators*

*Children interact verbally and non-verbally with others for a range of purposes*

*Children engage with a range of texts and gain meaning from these texts*

*Children collaborate with others, express ideas and make meaning using a range of media and communication technologies*

### **1.8 Our Program and Quality Improvement**

*When we plan our program, we provide routines and activities that encourage competency in the five key areas of:*

- *Develop a strong sense of self*
- *Become connected and contribute to their world*
- *Develop a strong sense of wellbeing*
- *Become confident and capable learners*
- *Becoming effective communicators*

*Our decisions reflect the Framework for School Age Care that was introduced in 2011 and is the key component of the National Quality Standards introduced in 2012.*

*The centre follows an age appropriate, educational program for all children. Our educators identify the children's strengths and interests and use those observations to scaffold and support new learning to allow the children to extend on those interests. The program is devised using the preferences of the children, based on surveys, observed interests and evaluations. Learning stories on individual children are conducted each term and their learning outcomes recorded. We provide aesthetically pleasing spaces for the children to explore and develop curiosity, have quiet time and areas to engage with other children. We encourage a sense of belonging for children and their families, a space to develop creativity and self-expression through a number of mediums including art, language, drama and music. A variety of supervised activities are programmed for each day of Before, After School and Vacation Care (e.g. cooking; painting; clay work; crafts; music; outdoor activities). Opportunities for unstructured and quiet play will also be provided, including areas for children to withdraw from all activities. Our aim is to provide activities that develop for each child's social, emotional, lingual, physical, intellectual, social, creative and recreational potential and that are developmentally appropriate. The program seeks to foster self-esteem and confidence in children by including their own ideas into the planning and providing experiences that encourage children to negotiate and co-operate in small groups. Planned activities are also designed to reflect the multicultural and multilingual nature of our community. The Educational Leader will happily discuss any aspect of the program with interested parents. Parents have the opportunity to make written comments on the program as a means of conveying parent's and children's thoughts of the program. Your input will assist with curriculum decision making. The weekly program is permanently positioned near the parent sign in area. Educators complete a day book which is located next to the sign in sheets. It provides an opportunity for children's voices and spontaneous experiences to be documented and create a direction for the weekly program. We use a variety of evaluation and reflection documents and provocation's and using the principles and practices and learning outcomes that are clearly defined in My Time Our Place we reflect on learning and development.*

#### **Refer Program Policy. Quality Improvement**

*Our service is committed to quality improvement, and we keep a plan on hand for parents to view (next to p&p's) This plan is updated at least once per year and QIP is an agenda item at each team meeting where we identify areas that may need improving. The QIP is just one of the tools that we use to ensure quality is maintained. We have a visual QIP in action for you to add your comments. Parent surveys are also a good way of ensuring that we are on track and that you happy with the level of care.*

### **1.9 Parking**

*Please park outside on the road at all times and avoid using the No Standing Zone outside the school gates. Parking inside the centre's grounds is strictly forbidden.*

### **1.10 Policies and Procedures**

*Terrigal School Care has an extensive Policy and Procedure manual, which reflects the Philosophy and Goals of our service and is according to legislated requirements. This manual is a large document, which will be made available to you to read at any time. For easy referencing a copy is kept at the Parent/Guardian sign in area.*

*In this Family Handbook we provide a snapshot of routines, which will affect you, your family and individual child during their time with us.*

*Policies and Procedures are reviewed and parents encouraged to add their feedback. Policies are subject to change.*

*Notice of any changes will be given to the parents via the parent's notice board.*

### **1.11 Enrolments, Orientation and Priority of Access**

*No child will be taken into care without completion of the necessary enrolment forms. And paperwork. We do require a copy of your child's birth certificate and immunisation record. A meeting will take place, if time permits, before your child commences. This is a great opportunity for you to discuss with us your child's interests and any medical or dietary concerns. You and your child will be shown around the service and advised of the centre operations. An All About Me will be given for you to complete about your child to ensure we provide activities that cater for their interests.*

*If your child has any additional needs a meeting will take place between the relevant parties e.g. Coordinator, Parents/Guardian, teacher before the child commences. Discussions will include*

- *Level of support required.*
- *Duration of support*
- *Environmental factors*
- *Training of the educators*
- *Safety of all the children.*
- *Sources of information and support services to ensure the best possible care of the child.*

*With this information we can decide if we have the facilities and resources to meet the care needs of your child: where necessary we will seek assistance from specialist support workers.*

*All information obtained through the enrolment process will be kept in the strictest confidence and used only for the purposes for which it was obtained. We invite you and your child to visit the centre as often as you would like before your child attends to ensure that they feel comfortable with the service and its educators.*

### **Priority of Access**

*This service will ensure that parents and children have access to quality childcare that is appropriate for their needs, regardless of income, social, religious or cultural background, gender or abilities. We primarily provide care for Kindergarten to Year 6*

*All enrolments are subject to adherence to Family and Community Services directive re. Priority of Access for Child Care places.*

*They are as follows:*

**First Priority**                      *A child at risk from 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.*

### **1.12 How We Communicate with Families**

*We have a number of ways we communicate with you as a family. We love conversing with parents upon drop off and pickups but understand we all lead busy lives and times is sometimes a constraint. We find that our Private Facebook page is a way to easily access important information, updates and pictures of the children's experiences. We also have community newsletters, centre signage and brochures featuring a number of subjects that may be of interest to you. We can possibly gather information in other languages if this is a requirement for your family.*

*Your feedback is important to us. We have a number of surveys throughout the year and provide a suggestion box situated in our entry area. We have a confidential grievance procedure for all service users. However, please feel free to discuss any issues at any time. We value and encourage your participation in our Service, as we believe it enhances the service we provide.*

### **1.13 Confidentiality Policy Statement**

*All personal records will be stored securely and kept confidential. All information will be strictly limited to use by the service as outlined in the Information Handling Policy. You may access your child's records at any time if you are the authorised guardian who enrolled the child. Please see the Coordinator if you wish to access these records.*

### **1.14 Concerns, Complaints and Suggestions**

*If you have any concerns, complaints or suggestions, please speak to the Coordinator. If this is not satisfactory, our Management Committee will handle complaints. Contacts with Management Committee can be obtained by requesting your name and number be forwarded to them; a committee member will call you back at the most convenient time. There is a box for your complaints located near the sign in sheets. The happiness and well-being of your child is our top priority and we are continually striving to improve the quality of care we provide families. However, please feel free to discuss any issues at any time. We value and encourage your participation in our Service, as we believe it enhances the service we provide. We value your suggestions and would love your input into ways that you believe we can improve our routines and program.*

*Refer Complaints Handling Policy*

### **1.15 Child Protection**

*This service regards as of the utmost importance, its role in the protection of children in its care. This includes the Service's moral and legal duties to care for children associated with the Service whilst not in the care of their parents or primary carers. All Educators have been made aware of the Child Protection Policy and the Reporting of Child Abuse Policy of the Service through induction and training procedures. All staff are mandatory reporters and need to obtain a Working with children's check before employment. Children and Young Peoples (Care and protection) Act 1998 (the care act).*

*See Child Protection Policy*

### **1.16 Parental Custody**

*If there is a court order relating to the custody of the child, parents should ensure that this is recorded on the child's enrolment form and a copy of the order attached to the form.*

*Educators cannot refuse access to either parent if there is no court order in force. In the event of a non-custodial parent attempting to take the child from the centre, staff will contact the custodial parent immediately and staff will make every effort to keep the child at the centre, without putting themselves or any of the other children at risk. If the non-custodial parent does take a child, Educators will record the time, licence number and make of car. The custodial parent will be rung and the police notified.*

### **1.17 Parent Code of Conduct**

*Educators are available for parents to speak briefly to at all times when the service is open. Longer, more confidential appointments can be made to speak with the Co-ordinator. If you wish to speak to someone other than the coordinator you can follow the Complaints Handling Policy outlined in the Policy and Procedure Manual. This ensures an opportunity for you to express any concerns you may have regarding the operation of the service in a suitable manner.*

- *There will be no swearing or raised voices.*
- *Educators have the right to ask a person to leave the premises if they feel intimidated in any way.*
- *Police will be called if person does not respond to request to leave the premises.*

### **1.18 Community Resources**

*Should you require any information regarding community resources or support networks, please speak with an Educator who will be able to advise you in this regard. The Centre has available a list of local resources as well as topical information pamphlets for your information and assistance.*

### **1.19 Use of Photographs**

*On occasion your child may be photographed participating in the day-to-day activities that we provide at Terrigal School Care. These photographs may be used within the service on walls, placed onto our closed and private Facebook page (only accessible to existing parents) on our website or in the daybook. Children*

take great pride in having their day documented in this way. If you do not wish your child to be photographed, please tell the Coordinator.

### **1.20 WH&S**

At Terrigal School Care we consider the health and safety of all to be of the utmost importance. The service conducts daily safety checks and any identified risks are recorded and rectified. All educators are aware of their responsibility to report and manage safety as a team.

### **1.21 Legislation and Policy Guidelines**

Terrigal is governed by Education and Care Services national Law and National Regulations. A copy can be accessed in the office or on [www.acecqa.gov.au](http://www.acecqa.gov.au)

## **Caring for Your Child**

### **2.0 Orientations**

When you make an initial enquiry about enrolment at Terrigal School Care, Educators will give you the appropriate forms and you will be given a tour of the centre pointing out the information areas and parent notice boards. This is a time to ask any questions. All children from diverse linguistic families will have their needs accommodated. Your children will also be given a tour of the centre. On their first day we will endeavour to find them a Buddy if they don't know anyone to guide them through the routines. The Educators are all informed of the arrival of a new child and will ensure that they are not unduly worried or concerned. We welcome you and your child visiting at any time prior to your child attending.

### **2.1 Arrivals and Departures**

All children must be signed in, by an authorised person. The time of arrival must be noted on the Sign In form.

Under no circumstances are children to be left prior to opening times.

In the afternoon the children will arrive from school and their names will be marked off the roll to confirm their arrival. Responsibility begins when the child has their name marked on the roll. Children arriving from other school will be collected from the bus stop and marked in. In the morning children will be taken to their bus stop and supervised until they alight the bus.

Upon departure children can only be signed out by an authorised person. Prior arrangement must be made with the Coordinator for any person other than those stated on the enrolment form to collect children from the centre. Please advise persons collecting children that they will be required to provide proof of identity.

Please add the time of departure. Any parent who arrives after 6.30pm or 6.00pm in Vacation Care will be required to pay a late fine: See 2.2.

If you require your child to attend activities within the school grounds, written authority must be given. Educators will not be available to escort children to these activities due to staffing ratios. Parents should consider this when enrolling children in these activities.

### **2.2 Late Collection and Fee Payable**

We ask for your co-operation by collecting your child by 6.30pm. Late pick-ups are upsetting for the child and stressful for all educators. If there is an emergency and you are unable to collect your child on time, please contact the service. If your child is not collected on time, a late fee of \$10.00 per 10 minute block will be charged immediately after 6.30pm. The correct time will be recorded on sign out. If a child is not collected by 7.30pm and emergency contacts cannot be reached, the Co-coordinator will contact the police to collect children who are still at the service.

**Refer Arrivals and Departures Policy.**

### **2.3 Children Leaving without Permission**

If a child leaves the Service in any other circumstances and for any reason without permission, our Educators will assess the situation immediately and will call the police and parent/guardian as quickly as reasonably possible.

**Refer Arrivals and Departures Policy.**

## **2.4 Child Code of Conduct**

### **Centre Respect and Responsibilities**

*In consultation with the children, the following responsibilities are in place at Terrigal School Care. These will change as situations arise and will be regularly evaluated. Notice of any changes will be given to the parents via the parent's notice board.*

*We choose to treat everyone with respect and dignity*

*We choose to walk inside and on the balcony*

*We choose to say no to bullying*

*We choose to be kind to nature*

*We choose to stay in bounds.*

*We choose to use appropriate language*

*We choose to keep our centre tidy.*

*We choose to be gentle with each other*

*We choose to take care of our equipment*

*We choose to keep our hands and feet to ourselves*

*No hat, no outside play.*

## **2.5 Custody**

*Parents/guardians who have custodial rights and do not wish the other parent/guardian to have contact with their child/ren must provide a current copy of the custodial papers.*

*Whilst every care will be taken to prevent a child being taken by an unauthorised person, there may be instances in which we cannot prevent this from happening. Our Educators cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the police will be called immediately.*

***See Arrivals and Departures Policy.***

## **2.6 Safety and Evacuation**

*An evacuation plan is situated in the entrance area on the Parent Notice Board. We ask all parents, Educators and children to familiarise themselves with the procedures. Fire evacuation drills have been devised in consultation with comsafe and are practiced regularly should you be present during a drill, please participate. The educators and children also practice other drill which include storms, snakes, lockdown. Regular evacuation procedures give the children an opportunity to become familiar with the routine and planned evacuation procedure. All service fire fighting equipment is serviced every six months. Risk assessments have been conducted for all emergency drills.*

***Refer Workplace Health and Safety Policy, Emergency Equipment and Facilities Policy and Harassment Policy.***

### **Emergency Evacuation**

#### **Procedures for Parents/Authorised Collectors**

*If your children are required to be evacuated from the premises, the following steps should be taken by the parent to locate your child.*

- 1. Attempt to ring the contact number 0423 141 650 for any recorded message.*
- 2. If you cannot reach the educators, please contact Gosford Police Station, they should be able to put you in touch with the staff or let you know of the designated evacuation centre.*
- 3. Check the evacuated centre when safe to do so.*

*The educators will try and locate the parents at the most convenient time. Do not panic, as the Educators will never leave your child with an unauthorised person. An Educator will stay with the children until you collect them. An evacuation plan is posted at front and back doors of the centre.*

## **2.7 Sun Protection**

*Terrigal School Care ensures that children are protected from the harmful rays of the sun. Children have sunscreen applied when they leave the service for the start of their day and when they arrive in the*

afternoon. The children are encouraged to wear their hats when playing outside and we have A No Hat, No outside Play policy when the UV is above 3. We are a sun safe centre and follow the guidelines of the Cancer Council. Please see the displayed policy for details.

## **2.8 Daily Routines**

### **Before School Care**

Children are signed in by parents each morning breakfast consists of toast, cereal and the daily special. Please note breakfast is packed away at 7.45am.

Morning routine can consist of children completing homework, reading, playing quiet activities i.e. playing board games craft and free play. Outside activities are offered after 8.00AM. Children can self-select their choice of activities. All school age children are taken to school at 8.30am where a representative from Terrigal Primary School will sign to confirm that the children have been safely delivered. Any children attending other school will be taken to their bus stop and supervised until the bus arrives.

### **After School Care**

**2.55pm- Children are signed in and advised to wash their hands upon arrival and invited to find a spot on our mats for afternoon tea.**

**3.00pm-3:15pm If any children are not present but on the roll, the parents are notified. If the parent cannot be notified, the school office is contacted to see if the child was a way or picked up early. Please ensure you are able to be contacted at this time on the numbers you have provided.**

**Following this the children are able to select their own activities including, crafts, sports, games , dramatic play, intentional teaching experiences carried out by Educators. We also have a variety of extra curricular activities such as dance classes, guitar lessons, tutoring and Little kickers sessions**

**4:30pm- A second round of fruit trays are provided**

**5-5:30pm- A light late snack such as crackers**

## **2.9 Homework**

If you require your child to participate in homework please advise a staff member or place your name down for tutoring.. Completion of daily homework is optional, a space is provided for students to complete work.

## **2.10 Breakfast and Afternoon Tea**

Nutritious and well-balanced snacks will be provided for breakfast and afternoon tea, which include a variety of fresh foods. Through these meals and cooking sessions, we endeavour to expose the children to cuisine from a variety of cultures. Water is available to children at all times. Please remember to inform the service if your child has any food allergies or has a special diet (including religious or cultural). Our weekly menu is displayed on the notice board. Detailed information about our Nutrition Policy is available in our Policies and Procedures Manual. Please feel free to discuss any comments, concerns or feedback you may have regarding our Nutrition Policy with the Coordinator. All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards. Remember during Vacation Care we do not provide any food unless stated on the program.

We are a colouring and nut free centre.

## **2.11 Behaviour Support and Management**

This centre recognises the wide range of age groups that access our service as well as the differing stages of development of the children. Behaviour support and management is approached by applying appropriate measures, using consistency and compassion and having regard for the dignity and individual uniqueness of the child.

Responsibilities will be clearly established based on safety, respect for others, order, cleanliness and which help create a caring environment. Positive behaviour will be encouraged and self-discipline skills developed through positive example and direction.

## **Procedure**

- Basic responsibilities and clear guidelines of acceptable behaviour will be established through consultation with the educators and children.
- responsibilities will encourage respect for the rights of others and help create a caring environment and be based on safety, order, and cleanliness.
- Children and parents will have the opportunity to be involved in developing responsibilities.
- All responsibilities will be clearly expressed in a positive way and reinforced consistently.
- Educators, parents and children will be made aware of the responsibilities.
- Responsibilities will be displayed.

Children will have the consequences to breaking the responsibilities explained.

All consequences shall be relevant to the individual situation and not demeaning to the child.

No child is to be subjected to, or threatened with, corporal punishment.

No child is to have food or other basic needs withdrawn as part of a punishment.

Educators will follow up all behavioural issues by discussing the situation with the child and working together on better solutions for future behaviour.

Positive behaviour will be encouraged by role modelling, diverting children to more appropriate activities, showing appreciation for appropriate behaviour and building on each child's strengths and achievements.

Children are to be given opportunities that enable them to be responsible for their own behaviour through the development of problem-solving skills.

Children will be encouraged to seek support when necessary.

Educators will have access to training and support in positive approaches to behaviour management. This will be made available as part of the training budget.

Educator's school and parents should work in partnership in promoting a consistent and positive approach to behaviour management.

Educators and parents will raise concerns as they arise and discuss ways of working together to assist Children to make changes in inappropriate behaviour.

To assist in maintaining a positive, safe and caring environment the educators and children will have the following responsibilities.

## **The Children will**

- Accept and value every child and adult regardless of race, cultural background religion, sex or ability.
- Treat each other with respect, courtesy and understanding.
- Be encouraged to maintain positive communication and relationships between staff, children and other adults.
- Ensure that appropriate language is used at all times.
- Know and fulfil their responsibilities.
- Settle their differences in a peaceful manner; try to use communication to resolve difficulties rather than resort to violence.
- Develop self-discipline skills through positive example and direction.
- Develop an understanding that behaviour results from choice made by the individual and that all behaviour has consequences.

## **The Educators Will**

Accept and value every child and adult regardless of race, cultural background religion, sex or Ability.

Treat children with respect, courtesy and understanding.

Maintain positive communication with the children at all times.

When communicating with children staff will ensure that they are understood and communicate

At the child's level in a friendly positive and courteous manner.

Use voice intonations, facial expressions, and explanations as methods of discipline.

Shouting at children should be avoided.

To encourage children to take responsibility for their actions, staff will:

Initiate conversations with all children, and develop an understanding of the child and their interests.

Form friendly and warm relationships with the children in their care and be supportive and encouraging.

Ensure that the expectations relating to the children's behaviour is explicit and clear and consequences are consistently applied.

Act as a role model for acceptable behaviour

*Encourage and reward acceptable behaviour.  
Focus on the behaviour, not the child.  
Give praise and positive feedback to the children as often as possible.  
Provide an environment, which will foster the child's self esteem.  
Help children develop self-discipline skills through positive example and direction.  
Introduce older children to simple conflict resolution skills.  
Help children to appreciate and care for each other and their surroundings.  
Ensure that appropriate language is used at all times.  
Never single out any children or make them feel inadequate at any time.  
Avoid threatening or verbally abusing the children in any way.*

### **Consistent Unacceptable Behaviours**

*Where a child demonstrates consistent unacceptable behaviour the staff will:  
Ensure the child is aware of the limits and what is appropriate behaviour.  
Ensure the expectations are appropriate for the child's level of development and understanding.  
Review the consequences to ensure they are not inadvertently encouraging the behaviour.  
Look for and assess possible causes for the behaviour.  
Discuss the issue with the parents and the child.  
Record all incidents, indicating what happened before and after the incident, time, date and who was involved.  
Develop a plan of action involving behaviour management in discussion with all staff, parents, school, and other professionals, as required.  
Record the plan of action, ensuring all are aware of how to implement this and develop an evaluation system and review date.*

### **If the child physically hurts other children or adults the educators will:**

*Remove the child from the situation.  
Ensure the other person is all right and given proper attention and care.  
Record the incident, indicating date, time, victim, injury, offender and attendant.  
Ensure that both sets of caregivers are notified of the incident.*

### **Exclusion for Unacceptable Behaviours**

*Should unacceptable behaviour continue and the above strategies are not working the Educators will inform the management.  
The management in consultation with the educators will discuss the issue.  
Where, in the interest of the child and other children at the centre, exclusion is seen as the only step to be taken this will be decided by the management. It will be considered only after:  
Adequate support and counselling.  
Parents have been notified and given the opportunity to discuss their child's behaviour.  
Parents have been referred to other agencies, where necessary.  
Careful consideration has been given to the issue by educators and management.  
Clear procedures have been established for accepting the child back into the centre.*

## **2.12 Damage to equipment or Facilities**

*As part of every day experiences involving children we recognise that fair wear and tear will occur. However if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a child, it will become an expense to the parent.*

## **2.13 Students, Visitors and Volunteers**

*Childcare students, visitors and volunteers may visit the service from time to time. During this time they may be required to complete tasks pertaining to the course they are undertaking, including general observations of the service operations and programs. If individual child observations are required, parents will be informed and written permission will be sought prior to any observation taking place. In addition, no student, volunteer or visitor will be left in charge of a group of children. All visitors to our service are required to operate within our philosophy and policies. If by any chance you have a concern with a student or volunteer please see the Co-ordinator.*

**Refer Volunteers Policy.**

## **2.14 Excursions and In House Days**

*Excursions are a valuable part of our overall program, with provision for enjoyment, stimulation, challenge, new experiences and a meeting point between the Service and the wider community. Maximum safety precautions will be maintained and written permission will be sought from parents before a child may attend any excursion. Parent permission forms will include the following information:*

*The date.*

*Proposed destination.*

*Times of departure and return.*

*Method of transport used.*

*Activities to undertaken*

*Ratio of children to Educators*

*A risk assessment will have been conducted and available for viewing.*

*Children are required to have appropriate footwear for ALL excursions. Children MUST wear a hat and sunscreen at all times during outdoor activities. The Service does have a supply of sunscreen for children who have forgotten theirs. Please check Vacation Care schedule for daily requirements. Please note that there will be no changes to the notified itinerary except in an emergency or due to adverse weather conditions. All outing times will be adhered to, therefore if a child is not present at the departure time, the outing will still proceed and the parents must make alternative arrangements. Parents must provide all food and drink required by the child, unless specified on the program. Educators will only supply food in emergencies e.g. lost lunch and this will be charged to the parents account. Water must be supplied at all times. If your child does not have water then it will be purchased on their behalf and the cost added to your account. Please ensure that you provide healthy food options at all times. Any unsuitable food or fizzy drinks will be taken from your child and returned to you at the end of the day.*

### **Educator's responsibility on Excursions**

*Safety of the children is the first concern for all staff.*

*Each child's name will be recorded on an excursion roll*

*Children will be counted at regular intervals, especially when entering or exiting venues or using transport.*

*Educators are to ensure that children collect their belongings when leaving a venue.*

*Educators are to ensure a sun safe policy is adhered to on outings.*

*Ratios will be adhered to at all times.*

*Educators will supervise the children at all times.*

*Hats will also be provided for excursions only.*

### **In House Days Food**

*Please ensure that you send your child to our vacation care in-house with plenty of food. You will be surprised just how much they eat when they are active. Please refer to our Food and Nutrition policy. Any unhealthy food, foods containing nuts or fizzy drinks will be taken from your child and returned to you at the end of the day.*

## **2.15 Clothing**

*During Before school and after school care children will usually be dressed in school uniform. During Vacation Care we ask that children wear comfortable clothing, which will enable them to participate in activities. Clothing may get dirty during sport or craft activities, so if you have a child, who may possibly need more than one change throughout the day, please pack them spare clothes.*

*Children must wear shoes at all times when playing outside. Hats will be worn. Appropriate clothing should be worn on excursions when exposed to the sun for a short period of time.*

***Refer Preventative Health and Well Being Policy.***

## **2.16 Babysitting**

*The service does not encourage or endorse educators and parents entering into private babysitting arrangements outside of service hours and therefore we take no responsibility or accept any liability in relation to such arrangements.*

### **2.17 Personal Effects**

*We understand that children enjoy bring personal items from home to use at the Service, Please note that handheld games and music devises are not allowed in term time and are allowed for limited use in vacation care.*

*Whilst every care is exercised, the service assumes no responsibility for damage or loss to any item belonging to any person.*

**PLEASE NOTE:** *There is a lost property box where all clothing, shoes and any toys that have been left by the children can be collected. At the end of each term, any remaining clothing is taken up to Terrigal Primary School for their uniform pool.*

### **2.18 Health and Hygiene**

*The wellbeing of all children who attend the Service is of the highest priority, so we ask for your cooperation. To safeguard the health of all children and prevent the spread of infection, please keep your child at home until he/she is fully recovered from an illness. All children who are suffering from an infectious disease will be excluded from the Service to prevent others being introduced to the infection. The Service does not have facilities to care for sick children. Educators observe stringent hygiene practices throughout the day and the Service is cleaned daily. Equipment is routinely checked to ensure that is well maintained, clean and safe for children's use. In the case of a minor injury or illness, Educators member will attend to the incident and a report will be completed advising you of the details. Please sign this form after speaking with Educators to verify you have been advised of the incident.*

*Children and Educators will wear hats and appropriate clothing when outside. Educators will encourage children, including by way of modeling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen, which is reapplied according to the manufacturer's recommendations*

*Terrigal School Care inc. is a smoke free environment.*

**Refer Health and Wellbeing Policies.**

### **2.19 Illness and Injury**

*The Service actively strives to avoid injuries occurring at the Service and to minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible. The rights and responsibilities of parents with respect to injuries and illnesses of their children are acknowledged and will be taken into account in administering all procedures.*

*Children with infectious diseases will be excluded from the Service. This is for the safety and well being of the other children and staff as well as your child. Re inclusion of your child will be considered after consultation with and following the recommendations of appropriate health agencies such as Department of Health.*

*The Co-ordinator will promptly telephone a parent/guardian if a child has been involved in an accident or becomes ill. Qualified Educators will administer basic First Aid only. If contact cannot be made and it is necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital. The cost of the ambulance is the parent/guardian's responsibility. Please ensure emergency contacts are updated on enrolment forms regularly.*

**Refer Illness and Injury Policy, General Health and Safety Policy and Infectious.**

### **INFECTIOUS DISEASES REQUIRING EXCLUSION FROM THE CENTRE**

<b>DISEASE</b>	<b>LENGTH OF EXCLUSION</b>
<i>Acute Conjunctivitis</i>	<i>Until all discharge from the eyes has ceased.</i>
<i>Diarrhoea</i>	<i>Until symptoms have stopped for a 12 hour period</i>
<i>Gastroenteritis</i>	<i>Clear fluids should be given from the first symptoms for 24 hours. If symptoms persist, the child must be isolated and checked by a Doctor</i>
<i>Febrile Condition</i>	<i>Any child with a temperature above 38C consistent for 2 days must be checked by a Doctor and a clearance certificate produced.</i>

<i>Chicken Pox</i>	<i>At least 7 days from first appearance of rash/spots.</i>
<i>Measles</i>	<i>At least 5 days from first appearance of rash.</i>
<i>Rubella</i>	<i>At least 5 days from first appearance of rash.</i>
<i>Mumps</i>	<i>At least 10 days from when the swelling appears.</i>
<i>Diphtheria</i>	<i>Until a Doctor's certificate is produced.</i>
<i>Whooping Cough</i>	<i>For at least 3 weeks.</i>
<i>Glandular Fever</i>	<i>Until fully recovered and a Doctor's certificate is produced.</i>
<i>Infectious Hepatitis</i>	<i>Until a Doctor's certificate is produced.</i>
<i>Impetigo</i>	<i>No exclusion if sores are being treated and covered. If not treated, until sores heal.</i>
<i>Giardia</i>	<i>Is a parasite in the bowel and is very contagious. The symptoms are severe stomach cramps and often severe vomiting. A Doctor must be consulted and a Doctor's clearance certificate produced.</i>
<i>Pediculosis</i>	<i>Until treated with anti-lice shampoo and the head is free from lice.</i>
<i>Ringworm</i>	<i>Until medical treatment has begun and a Doctor's clearance certificate is produced.</i>
<i>Scabies</i>	<i>Until medical treatment has begun and a Doctor's clearance certificate is produced.</i>

## **2.20 Medication**

*If it is accepted that a child is well enough to attend the centre and the child is taking medication on a short term or is on regular medication, then every attempt will be made to ensure sound management of the situation. If a child is taking medication, the following rules must be observed:*

*Medication must be handed to an educator by the parent or guardian and must not be given to the child to carry. It will be stored in a locked box either in the fridge or cupboard. Depending on maker's recommendations.*

*Medication must be labelled with the child's name and instructions. All medication must be supplied in its original container with the child's name clearly printed on the front. If there is no PHARMACEUTICAL LABEL on the medication, it will not be administered.*

*The person collecting the child is responsible for collecting the medication.*

*No medication will be given for the child to take home.*

*It is generally not necessary to supervise the children using their asthma pumps; should supervision be required please discuss with Co-ordinator.*

*Educators administering medication should always check with the person in charge regarding the dosage and the time of medication and this must be recorded on the appropriate form.*

*Medication will be administered when parents have completed the permission form. The form, which is available at the centre will specify;*

*Type of medication and dosage.*

*The time the medication is to be administered.*

*The form must be signed and dated by the parent.*

Children will not be given analgesics without prior consultation with the parents or guardian. If pain or fever develops, telephone consultation will always be sought before administering any medication. If the parents or guardian are not contactable then the child's doctor will be consulted. Dosage will be administered in accordance with the recommendations.

### **Action Plans**

Any children requiring medical action plans are to indicate this on the enrolment form and any changes to the action plan to be advised as the changes are required. This is the responsibility of the parent to keep us upgraded.

### **Self-Administration of Medication.**

We supervise the children when taking their medication and will sign off that we have done so. Children who require invasive procedures and who self-administer will still be supervised to ensure the correct dose. Children who have asthma and need to use their pump are to inform educators of that need so that we can supervise the administration.

### **Exclusion**

The centre has the right to exclude children or notify parents to collect their child if the child has any symptoms of a contagious infection or are ill. Please see policy booklet for full list of illness'

### **First Aid**

Terrigal educators are trained in first aid; an appropriately stocked first aid kit is available. Disposable rubber gloves and a suitable disinfectant are used. A first aid kit is taken on all excursions.

### **Refer Health and Wellbeing Policies.**

## **2.22 Vacation Care – PLEASE NOTE WE CLOSE AT 6.00PM IN VACATION CARE.**

We run a vacation care program in school holiday time. This is a time for the children to join their friends and enjoy a variety of in house and vacation care days. We conduct a risk assessment at excursion venues and these are located next to the sign in sheets.

Bookings will need to be made ASAP as spaces fill quickly. The Vacation Care program is available in week five and can be accessed at [www.terrighschoolcare.com.au](http://www.terrighschoolcare.com.au) or on our private Facebook page for parents.

Bookings can be made via our online booking form. The link is on our website.

Places will be allocated on a first come first serve basis, according to our Priority of Access policy. Please ensure if you wish your child to attend Vacation Care services please ensure that your accounts are paid in full prior to booking. Please note that full fees are payable if you do not give two weeks notice to cancel any days.

### **What to Bring**

Children are required to bring morning tea, lunch, afternoon tea and drinks (water is available at the centre) We are a **nut free centre** and will only allow healthy options for your children. Please do not send them with any fizzy or sugary drinks or food that requires heating. We are introducing no packaging in lunchboxes to promote healthy eating options. Please assist us in this and encourage your children.

Children also need to bring a hat and own sunscreen, if allergic and suitable clothing for the day's activities, all clearly labeled.

We also ask that children wear shoes that enable them to run safely, **NO THONGS.**

### **Spending Money**

We do not allow spending money on excursions. It is time consuming for the educators and often detracts from the chosen activities.

### **Healthy Eating**

We aim to provide a service that promotes good health and would like to promote healthy eating for all children at Vacation Care. Suitable foods include:

- bread-either as sandwiches or plain e.g. whole meal, fruit bread,
- rolls, pita bread etc.
- crackers
- cheese, yoghurt

- water
- fresh fruit, dried fruit (cutting of fruit is available as needed)
- vegetables i.e. carrot and celery sticks
- Salads
- Low fat cooked meats
- Please do not send lollies, chips, cordial, fizzy drinks, fancy cakes, muesli bars and biscuits. At Vacation Care we do occasionally have these kinds of foods on party day.

We are a colouring free centre. Please advise staff of dietary requirements or food allergies your children may have. We do not have room for children's lunches to be stored in the fridge so please send a freezer block to keep their lunches cool.

Also we ask for children **NOT** to bring food **CONTAINING PEANUTS** as we often have children attending who have a high allergic reaction to peanuts.

### **SECTION 3**

#### **Payment for Care**

These will change as situations arise and will be regularly evaluated. Notice of any changes will be given to the parents via the parent's notice board.

#### **3.1 Payment of Fees and Outstanding Fees**

It is our aim to provide a quality service to families at an affordable price. Fee schedule is printed on Family Handbook at the front of this package. The Management Committee will set fees based on the annual budget (**see Service Policy**) required for the provision of high quality child care that is in keeping with our Philosophy, Goals and service Policies and Procedures. Parents will be notified of any changes via Parent Information Table.

Accounts are issued weekly and payment is due no later than the following Friday. Payment is by direct debit

Fees outstanding for more than four weeks will result in enrolment being terminated until fees are cleared. Your child will then go onto the waiting list, attending the service when a place becomes available.

A debt collection agency will be appointed to recover monies outstanding for more than four weeks. Contact Co-ordinator to discuss payment of outstanding fees, confidentiality is assured.

Please check current fee structure on the front of your enrolment form. Fees can be reduced with Child Care Benefit. Please contact FAO (136 150) for your family's entitlement.

#### **3.2 Bookings**

At Terrigal School Care we attempt to cater to all families booking needs. It helps with planning for Educators and activities if you book children in on regular days, but we understand that some families will be unable to predict days needed. We will try to accommodate, but due to restricted places there may be some days we may be unable to provide care for casual bookings.

#### **3.3 Attendance**

Please notify the Co-ordinator promptly if your child/ren will not be attending on a particular day.

Vacation Care: Any cancellations in Vacation Care must be made at least two weeks prior to your child attending to avoid any charges.

#### **3.5 Allowable Absences**

Families receiving Childcare Benefit are allowed 42 days per calendar year, per child, for 'allowable absences'. Allowable absence days can be taken for any reason. Once the 42 absent days have been used, the parent is to pay the full cost of care on any further absences in the calendar year, unless they are 'approved absence days'.

#### **3.6 Approved Absences**

CCB is also payable for absence taken for the following reasons:

Illness (with a medical certificate)

Non-immunisation

Rostered days off

*Rotating shift work*  
*Temporary closure of school or pupil-free days*  
*Public holidays*  
*Periods of local emergency*  
*Court ordered shared custody*

*Absence taken for the above reasons are called 'approved absence days'. There is no limit on the number of approved absence days a child's family can claim provided they are taken for the specified reasons. Copies of paperwork will be retained by service.*

### ***Important Contact Numbers***

*Mobile* 0423 141 650  
*Terrigal Public school* 4384 4734

### ***Emergency Numbers***

*Real Emergencies* 000  
*Police* 43 844822  
*Ambulance* 131233  
*Fire Station* 43 853072

### ***General Departments***

*Anti Discrimination Board* 02 92685544  
*Child and Family Health Services* 4328 7900  
*Counselling and Support Centrelink* 136150  
*Department of Community Services* 133627  
*Department of Fair Trading* 13 32 20  
*Department of Industrial Relations* 13 16 28  
*Domestic Violence Service* 1800 656 463  
*FACSLA* 1300 653 227  
*Family Court of Australia* 02 9217 7111  
*Family Assistance Office (FAO)* 136150  
*FAO Information service* 1800 050 021  
*Immunisation/Infectious Diseases* 02 31 9000  
*KU Inclusion Support Agency* 4340 5300  
*LHMU* 02 8204 7204  
*Lifeline* 131114  
*Multilingual Telephone Enquires* 131202  
*NSW Cancer Council;* 13 11 20  
*Poisons Information Centre* 131126  
*ACEQUA* 1300422327  
*Department Education and Communities* 1800619113