



**Berkeley Vale
Neighbourhood Centre Inc.
Tuggerah Out of School Hours Care**

**FAMILY
INFORMATION
BOOKLET**



Office Location:
PO Box 5145
Chittaway Bay 2261
Bateau Bay Neighbourhood
Centre
1-3 Cynthia street Bateau Bay
Phone (02) 43889611
Email tooshc@bvnc.org.au
Web <http://bvnc.org.au>

Tuggerah Out of
School Hours Care
PO Box 5145
Chittaway Bay 2261
Tuggerah Public School
1 Pacific Highway
Tuggerah
Phone (02) 43530862
Mobile 0410438858
Email tooshc@bvnc.org.au

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FROM OUR FAMILY TO YOURS
WELCOME

The Out of School Hours Care (OOSHC) service offers centre based care for children aged 5 – 12 years for before and after school during the term, (all day during school holidays). Its purpose is to create a safe and caring environment where children can freely choose amongst the program of activities.

We would like to welcome you to our service by providing this information booklet for your reference. You will find important phone numbers and important policies, and much more.

If there is still anything you are unsure of after reading through our booklet, then just let us know. We as a service regard highly the valuable input our parents make and please remember that it is our role to provide the type of care that best suits the needs of our families in our community that utilise our service.

As a parent you can play an important role in ensuring that the Centre provides the quality of care you require for your family. Parents can become involved by donating items, communicating with staff, spending time at the Centre, joining the management committee and making suggestions for programs and/or activities.

Out of School Care Venue and Contact Details

The Tuggerah Out of School Hours Care service will be provided at:

**Tuggerah Public School
The Heritage Building
1 Pacific Highway
Tuggerah 2259**

The telephone number for the Tuggerah Out Of School Care Hours Care service is
43530862 or 0410438858

The administration for this service will be provided at:

**Bateau Bay Neighbourhood Centre
1-3 Cynthia street
Bateau Bay**

The telephone number for the administration of this service:
43889611

Centre Coordinator: Rachel Holton
Educational Leader: Beckie Schofield

Our Philosophy

Tuggerah OOSH philosophy

Our Vision: Provide a safe space, and empower our community to thrive.

Our mission:

To provide an inclusive and quality service to our community

Recognize the individual

Listen to people and allow them time to open up

Recognize that families need time to open up

Give skills for independence

Empowerment

Our Values:

Respect

Trust

Community focused

Inclusion

Confidentiality

Philosophy

Educators, along with the board of governance of Tuggerah out Of School Hours Care believe that middle childhood is an important time for the development of physical, emotional and cognitive skills as well as the development of personality and interpersonal relationships.

Our educators and Board of governance believe that children both need and deserve a safe, clean, healthy, happy and stimulating environment in which to grow and to thrive.

As educators, we believe that all children deserve respect and nurturing within an inclusive environment. Educators provide an environment and program that challenged them through creativity, self-choice and learning through play.

Families and educators share a common goal, to Provide a nurturing environment for children to grow, develop and thrive. We advocate open communication with families as we believe that working together is vital for this to take place.

We believe that all children in our care should be encouraged to appreciate and care for each other and develop responsibility for themselves, each other and their belongings. The children will be provided with opportunities to extend on their abilities and encouraged to develop independence, self-direction and self-discipline through positive and meaningful interactions.

Our goals are to encourage children to:

Have a strong sense of identity

TOOSHC aims to teach children to demonstrate a capacity of self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when faced with challenges.

Be connected with and contribute to the world

TOOSHC aims to teach children to demonstrate awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen and to respect diverse cultures.

Have a strong sense of wellbeing

TOOSHC aims to teach children to show self-regulation and manage emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.

Be confident and involved learners

TOOSHC aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas and theories, collaborate with children and model reasoning, predicting and reflecting process and language.

Be effective communicators

TOOSHC aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modelling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

NEW NATIONAL QUALITY FRAMEWORK

From January 1, 2012 the National Quality Framework will set a new National Quality Standard creating greater consistency for care services across Australia.

National Quality Standard

The National Quality Standard sets a new national benchmark for the quality of education and care services. The National Quality Standard is divided into seven Quality Areas:

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. Leadership and service management.

The National Quality Standard aims to promote:

- the safety, health and wellbeing of children
- a focus on achieving outcomes for children through high-quality educational programs
- families' understanding of what distinguishes a quality service.

Berkeley Vale Neighbourhood Centre Inc Management Committee and staff are currently meeting the National Quality Standard, with some exceeding themes as of May 2019.

For more information about the National Quality Framework go to www.acecqa.gov.au or talk with the staff at either Tuggerah Out of School Hours Care.

Service Management Structure

Tuggerah Out of School Hours Care are operating under the auspice of Berkeley Vale Neighbourhood Centre Inc.

Berkeley Vale Neighbourhood Centre Inc (BVNC Inc) is a community based organisation that has been in operation since 1989. It is managed by a Board made up of local residents and workers who are interested in their community.

BVNC Inc receives funding for Berkeley Vale Neighbourhood Centre from the NSW Dept of Family &Community Services/Community Builders to operate 2 Neighbourhood Centres and the Vacation Care component of Tuggerah Out of School Hours Care from the NSW Dept of Education &Training.

Members of the board are duly elected at the Annual General Meeting in September each year.

The committee holds a minimum of 1 place for a parent from the Out of School Hours services.

The BVNC Inc is the legal entity and responsible for the overall management of all services under its auspice.

Day to day management is the responsibility of the Service Manager who in turn oversees other employees of the Association.

The service manager for TOOSHC is Gillian Holton.

Hours of Operation

Tuggerah Before School Care:

Monday to Friday 6.30am to 8.45am (during school term)

Tuggerah After School Care:

Monday to Friday 2.30pm to 6pm (during school term)

Tuggerah Vacation Care:

Monday to Friday 6.30am to 6pm (during school holidays & some pupil free days)

We are closed all Public Holidays. On Teacher Strike Days we are open only for the normal Before and After School Care times unless otherwise informed prior to the day.

The Coordinator is available to contact during operational hours or between the hours of 9am to 3pm on Fridays and Tuesdays on 0410438858. For emergency contact or extra bookings she can be contacted on 0410438858 or 43530862. All these numbers have an answering machine attached if staff cannot answer the phone. Please note that staff will respond as soon as possible, however this may not be immediately due to safety and supervision reasons.



STAFFING / STAFF RATIOS

This centre operates with appropriate staff to child ratios of 1:15. Experienced and/or qualified supervisors and assistants are employed to provide quality care for your children. During Vacation Care when the children go out on an excursion the ratio is 1:8. Where water may be involved the ratio changes to 1:5. Staff are committed to programming and implementing a variety of activities that facilitate fun, excitement and discovery within a safe and caring environment. This service complies with the Working with Children Check as required by the Commission for Children and Young People.

Fee Schedules

DAILY FEES

Service	Permanent	Casual	
Before School Care	\$18.00	\$19.50	(2.5 hr session)
After School Care	\$22.00	\$23.50	(3 hr session)
Vacation Care	(11.5 hr sessions)		
	In Centre	\$52.00 for centre days	
		\$67.00 for excursion days	
		\$62.00 for in centre excursions days	
		(In centre excursion is when an activity is organised outside of the service to come into the service)	

Breakfast Note - Breakfast is supplied until 8am each morning, and due to our Healthy food and nutrition policy we ask that all outside food be consumed before attending due to cases of allergies.

Public Holidays - Tuggerah Out Of School Hours Care reserves the right to charge for public holidays because child care educators, like most employees, are entitled to be paid for public holidays when they would otherwise be at work

Teachers Strike and Pupil free days - TOOSHC will be open on these days, subject to availability of the school. These days will be charged at the Vacation care rate.

Emergency Closure – If it is deemed, at any point necessary to close the service due to an emergency, All families will be notified as soon as possible and the day will be marked as an emergency closure day.

December/January holiday period- It may be necessary due to availability of the school as well as staffing, for TOOSHC to be closed for the two weeks after Christmas. You will be advised of this via the program before the vacation care period commences.

Extra Charges - There is a \$20.00 no notification fee should you fail to inform us that your child/ren will not be attending TOOSHC on a day they are booked in, in accordance with the service procedures. This will go up to \$50.00 if the police need to be contacted.

MOST FEES ARE SUBJECT TO A FEE REDUCTION THROUGH CHILD CARE BENEFITS (CCS).

To have CCS rates applied you must ensure that we have the registered parents birthdate and a Centrelink customer reference number (CRN) and each child's customer reference number.

Full fee will be charged until your enrolment is completed and percentage rates are in place.

If you do not want fee reduction applied at time of use but wish to claim at the end of the financial year we still require you and your child's CRN.

If you do not want to provide this information you will be required to advise us in writing to be kept on your file.

It is your responsibility to ensure that your CCS is being applied correctly. If it is not correct please bring it to the attention of the coordinator as soon as possible.

If your CCS is not correct please ensure that your name, your child's name and both birth dates are correct.

CHILDCARE SUBSIDY

The Family Assistance Office provides Childcare Subsidy (CCS) for all families to help with the cost of Outside School Hours Care including Vacation Care. Assistance cannot be given unless the centre is supplied with your and your child/s CRN and your date of birth. For more information or to register for an online statement please call the Family Assistance Office on **136 150** between 8am to 8pm week days.

How can I get more information?

For further information on your eligibility for CCS, please contact the Australian Government Department of Human services:

- access Online Services at www.humanservices.gov.au/onlineservices
- call 13 61 50 between 8 am and 8 pm (local time) Monday to Friday
- visit a Service Centre (located in Medicare Offices, and Centrelink Service Centres).

HOW AND WHAT YOU HAVE TO PAY

At Tuggerah Before and After School Care you will be issued an invoice that is 1 week in advance. This invoice will be emailed to you each Monday. Alternatively you may log on to your XPLOR account and access your invoice at any time.

Fees are to be kept one week in advance at all times. Normal fees apply to Public Holidays, sick days, family holidays and any other absence. Fees are not charged for days when the Service is closed outside of Public Holidays.

The Service does not exchange days of care and does not arrange make up days. Public holidays are to be paid for if they fall on your usual day of care.

The service is currently using the Integrepay, IPAY debit system. Each family will be asked to enter their debit details on the enrolment form either your credit

card or bank account weekly or fortnightly.

For Integrepay IPAY terms and conditions please log on to your XPLOR account.

or

There is a copy kept at the service at all times

You will receive your invoice of a Monday and you have until the following Wednesday to contact Beckie or Rachel to query your account or to make a change to the amount to be deducted. Fees will be deducted on a Thursday.

At Tuggerah Vacation Care you will be issued an invoice at time of enrolment and full payment must be paid the first Thursday following enrolment. You will be issued a receipt upon payment.

For new families claiming CCS you will be required to pay a \$50.00 deposit at the time of booking whilst we wait for your enrolment to be formalised with CCMS. We will then invoice you upon notification of your % rates.

Please note for all care that fees are payable for all advanced bookings whether the child attends or not.

Refunds

No refunds will be made except in the case where children are sick for three (3) consecutive days or more. In this case a refund will only be given if a medical certificate is produced.

For Vacation Care, parents must give at least Fourteen (14) days written notice of cancellation if they do not wish to use the care or full fees will apply.

Please note that if your child is booked in and does not attend this will be seen as an allowable absence to which you have 42 days per financial year per child across all the out of school hours services they attend.

Vacation Care Transfers

The Service does not exchange days of care and does not arrange make up days.

Not Attending

24 hours' notice is required to cancel casual bookings at Tuggerah Before and After school care otherwise you will be charged for your child's booking.

Permanent families must give two weeks' (at least fourteen (14) days) prior notice in writing to Tuggerah Before and After School Care for any changes to the days of care or cancellation of places if they do not wish to use the care or full fees will apply. This can be done in writing either by text message, written in the communication book or an email to tooshc@bvnc.org.au.

If notification is not received that your child will not be attending After school care your child will be classed as missing and a \$20.00 non-notification fee will be charged to cover the costs of locating your child. If the police need to be notified that your child is missing the non notification fee will be \$50.00, if it is discovered this was due to no notification.

If your child is booked into Vacation Care you must notify the centre **BY 8am** if your child is **NOT** attending. You must give fourteen days written notice to cancel or change your vacation care booking otherwise you will be charged. This is to allow for staffing and booking procedures.

Overdue Fees

Any family whose child/ren attend any of our Out of School Hours Care centres who is one or more weeks late with their fees will receive a friendly fee reminder. Families can make appointments to speak with the Coordinator on 0410438858 Wed to Fri 9am to 4pm regarding payments if there is a need to do so.

If no arrangement is made and fees are constantly in arrears or if your account is more than \$500 in arrears:

A \$10.00 per month account keeping fee will be added for each month or part thereof that your account is overdue

And/or

your child/ren's place may be in jeopardy and in severe cases, the place will be terminated and the accounts sent to EC Credit Control for which extra charges will incur.

For EC credit control terms and conditions please go to the forms page:

www.bvnc.org.au

or

There is a copy kept at the service at all times

Enrolment Information for Tuggerah Before & After School Care

NEW ENROLMENTS

- ✓ An enrolment form is fully completed on XPLOR, including names, ages, dates of birth and CRN's via this link

https://prodadmin.myxplor.com/enrollment_v2/centre/5EK4BH3FVksY1GDa24356jnbCw

- ✓ Ensure that the days/sessions you require are emailed to bookings@bvnc.org.au. As well as the date of commencement.

- ✓ Ensure that your Integrepay debit IPAY form is filled in at the bottom of the enrolment form
- ✓ Remember that your first direct debit payment will be taken on the First Thursday after you enrol at the service and this will include your one weeks in advance.
- ✓ Bring your child along for a short visit one afternoon to meet staff and children, and get to know the centre.
- ✓ A letter or message via DOJO to your child's teacher is also advised.
- ✓ Make sure your enrolment details have gone through and your enrolment has been made formal to enable you to claim CCS

ANNUAL RE-ENROLMENT

To have your child re-enrolled you need to;

- ✓ There is no need to re enrol each year however the following must take Place:
 - ✓ Let staff know of any changes that need to be made to your current enrolment form.
 - ✓ There will be an information update form handed out at the start of each year to record any information that may be different from previous years.
- ✓ Make sure that your first two weeks fees are paid in advance.
- ✓ A family goal sheet will also be handed out at the beginning of each year to
 - ✓ be filled in, in order to work on specific child related goals.
- ✓ Advise staff of your commencement date.
- ✓ Check your details regularly and update any changes. Especially address, phone numbers and emergency contacts.

Throughout the year we understand your days required may change to what we have on file due to family holidays, sickness, change in rosters etc. We have a change of attendance form that parents/carers must now email bookings@bvnc.org.au before changes are applied and billing updated. Please do this as soon as you are aware of changes in your circumstances.

Enrolment Information for Tuggerah Vacation Care

All families must be enrolled with Tuggerah Out Of School Hours Care before they attend. This can be done online at https://prodadmin.myxplor.com/enrollment_v2/centre/5EK4BH3FVvkSY1GDa24356jnbCw

All bookings must be made prior to the commencement of the holidays by emailing the dates required to bookings@bvnc.org.au.

Each vacation care period you will be required to book in advance, the dates that are required.

Please check your information online thoroughly and update enrolment form of any changes. Excursion permission forms will be signed on the day of the excursion.

For new families you will be required to complete a new enrolment form as well as the other forms.

We require you to update your enrolment form with any changes as they take place so that we can ensure you are contactable should you be needed.

Bookings can be made by emailing bookings@bvnc.org.au and the fees are payable **in advance** at this time otherwise your child's position will be cancelled or if full numbers are reached on any given day your booking on those days cancelled.

Fees cannot be refunded unless one week's notice is given prior to the date booked.

Fees must be kept a week in advance over the January holiday period, otherwise your child's position will be cancelled if arrangements have not been made.

Please ensure that you put your program in a safe place and make yourself aware of the information within the program eg what to bring, times to be at the Centre on excursion days etc. **You will not receive a refund if you are late getting your child/ren to the Centre and they miss the bus.**

Sign in / sign out Procedure

We require families to sign their children in and out via electronic sign in. There is an IPAD located on the parents desk at the front of the room. Upon enrolment each family is asked to create a password. That password, along with the mobile phone number used for enrolment is required to set up a pin. Once this pin is created, only the phone number and pin will be required to sign children in and out.

- Children are only released from the Centre to persons nominated on the enrolment form.
- You must notify us when someone different is picking the child/ren up.
- If someone new is picking up children, this person will be asked for photo id to check against the child's file.
- You must notify us of any custody arrangements or court orders that impact on the collection of the children. A copy of any orders/arrangements must be attached to your enrolment form.
- Children can not leave the centre unaccompanied.
- Our responsibility for your child/ren only begins once the child has entered the centre and up until you have collected and signed them out.
- Children must be collected by a responsible authorised adult over the age of 16 years.
- You must have a pin to sign your child in and out, this is a legal requirement and the staff ARE NOT PERMITTED to do this for you
- If someone else is authorised to collect your child, you may authorise them through XPLOR and set them up with their own PIN or else they could use the one already in place.
- If the person collecting does not have a PIN it will be assumed they do not have permission from the guardian to collect the child and permission will be denied. This acts as an extra security feature at the service.

Late Collection

Please note we close at **6.00 pm**. If you are going to arrive at the Centre after your normal pick-up time, please notify the Centre as children can become distressed if parents are late. A late Fee of \$15 for the first 15 minutes and \$15 per 15 minute block thereafter will apply if the children are collected after **6.00 pm**. For example if you pick your child up at 6:10 you will be charged \$15.00 if you pick your child up at 6:20 you will be charged \$30.00.

When a parent is more than 30 minutes late and has not contacted the supervisor, the emergency contacts will be notified, for this reason it is essential that we have up to date contacts. If we cannot contact you or your emergency contacts your children will be taken to the nearest police station.

Missing Children

If your child is booked in to After School Care and does not arrive at the centre from school we will make every effort to locate your child at the school. If unsuccessful, staff will contact parents regarding the child's whereabouts. In the event that parents or other contacts cannot be reached police will be notified. If it is found that we were failed to be notified of a child's absence, there will be a \$20.00 non-notification fee. If the police need to be notified this will increase to \$50.00

If a child leaves the Before, After School or Vacation Care centre without permission every effort will be made by the staff to find the child (without leaving the other children unsupervised) If the child is not found the parents will be notified and asked if they have any ideas on their child's whereabouts. If this does not bring results, police will be notified.

Infection/Sickness/Accidents

We have adopted the NSW Department of Health's guidelines, Staying Healthy in Childcare for infectious diseases. The Educators have the right to refuse attendance of a sick child if it is thought that the other children are at risk of infection.

If your child is sick (during the period of care) they will be asked to lie down quietly. Staff will keep a close watch for rapid rises in temperature and contact parents (or emergency contacts) to come and collect the child. No medication will be administered unless instructed by parents.

If parents or emergency contacts are not able to be contacted and the child's condition worsens your doctor will be contacted. Your child will not be left unattended if sick. If a child requires to be sent home due to illness we ask that the child does not return for at least 24 hours.

If a child is not well please make alternative arrangements for their care.

In the case of an accident, every care will be taken and without delay to ensure the children's safety and well being. Parent/s will be notified as soon as possible if their child is involved in an accident in order for the child to be collected from the Centre. A qualified first aid staff member will attend to the child, and provide appropriate medical attention. In the case of a serious accident the child will be taken by ambulance to the nearest hospital and the parents will be notified as soon as possible so the parent/s can collect the child from the hospital. If we cannot contact the parent/s in either situation we will alert an emergency contact initially and keep trying to contact the parent/s. An accident/Illness/Incident form will be filled out.

Medication

If your child is taking medication the following rules must be observed:-

- ✓ Parents must complete a Medication form.
- ✓ Medication must not be sent with your child. An adult must hand medication to staff.
- ✓ Medication must be in the **original packaging** in which it was dispensed. The child's name and doctors instructions must be clearly shown on the bottle.
- ✓ It is the responsibility of parents to collect medication each afternoon. Medication will not be given to children to take home.
- ✓ Children cannot be given medication that is prescribed to another person.
- ✓ If there is a difference between the instructions on the bottle and the parent's instructions, then the lesser amount will be administered.
- ✓ If your child has a reaction to the medication, staff will seek medical advice and parents will be contacted.
- ✓ Staff will note time and dosage of any medication given on medication form.
- ✓ If medication is given via verbal approval parents must sign a Medication form on arrival.

In The Event of An Emergency

In the event of a flooding, fire, gas leak, bomb threat etc the following procedures will be adhered to:

The staff will co-ordinate the removal of the children into the assembly area and ensure that all children are accounted for. Parents will be contacted as soon as possible to ensure them of their child's safety and collection point.

Food at Out of School Hours Care

Before School Care

"Junk Food" is not allowed to be consumed by the children in the mornings. This includes take away food eg McDonalds and Up & Go's. As some of your children arrive very early, we advise parents to supply an extra piece of fruit for a before school snack. Breakfast will be supplied to children and is only available prior to 8.00am.

After School Care

Afternoon tea is supplied to all the children each afternoon and this consists of all sorts of nutritious goodies. Any child with dietary restrictions or allergies is to complete the "Care Plan for Children with Special Dietary Needs" upon enrolment and when the child's needs change. If parents wish to supply their own afternoon tea please provide only fruit, cheese crackers etc. No chips, bickies etc.

Vacation Care

It is essential that children are supplied with enough food and drinks for morning tea, lunch and afternoon tea. Remember that your child will use a lot more energy running round having fun than when at school. It is **essential** that they be supplied with plenty of food and drinks. We recommend you provide your child with nutritious snacks such as fruit, cheese & crackers, yoghurt rather than chips, lollies, cake etc. Children are required to bring a refillable drink bottle so that it can be topped up with water during the day. We ask that only water be consumed at TOOSHC to keep in lines with current healthy eating and dental guidelines.

WE ARE A NUT SENSITIVE SERVICE PLEASE DO NOT BRING NUTS INTO OUR SERVICE

Attire & Sun Safe

Children are to wear clothes that are sun safe. Parents are to provide their child with sun protection, hat and extra clothing when required. Closed in shoes are to be worn for foot protection. Children are not to wear strappy sandals, thongs, scuffs, CROCS, clogs or footwear with heels. This is for the safety of the child to prevent

accidents while skipping, playing sports and during craft activities that could result in an object falling on their feet.

Hats must be worn outside at all times - **"NO HAT NO SUN PLAY"**. On

excursion days – “**NO HAT NO EXCURSION**”.

The Centre does have sunscreen, but if a child has allergies, please supply their own non-allergenic sunscreen.

Personal Belongings

Children are not to bring their toys, game boys etc. If a child does bring their own possessions Berkeley Vale Neighbourhood Centre Inc or the Centre's staff will NOT accept any responsibility for any damage or loss to those possessions. **Children are not to bring mobile phones to the Centre.** If you need to get in touch with your child please phone the Centre on 43530862 OR 0410438858 and inform the staff that you need to speak with your child.

Excursions

Excursions are organised as part of the Vacation Care weekly programme. The committee reserves the right to cancel any excursion if reasonable attendance is not reached. If a child displays inappropriate behaviour whilst on an excursion, or at the Centre, they will be excluded from excursions in the future.

On excursion days children are required to be at the Centre ½ hour prior to the departure time as shown on the programme. We will **NOT** wait for children who have not arrived at the Centre by the time the bus is due to leave. There will be **NO REFUND** if you are not at the centre by the time the bus is due to depart.

There are no facilities for children to stay behind at the Centre.

Swimming excursions to pools will be organised in warmer months for children. Parents must sign a permission note declaring their child can or cannot swim 25 metres confidently. If a child cannot swim this distance they will be excluded from swimming.

Behaviour

Children attending the Centre are expected to maintain acceptable behaviour standards and abide by the Centre's behaviour guidelines. The staff will in the event of a child not conforming to these standards and rules, advise the parents in the first instances that appropriate disciplinary action may be taken.

Should the problem persist the following procedure will take place:

WARNING 1: The Coordinator will consult with the parent. The child will be assisted to develop written strategies to improve their behaviour.

WARNING 2: The Coordinator will consult with the family and offer strategies to overcome the issues causing concern.

WARNING 3: The family will be expected to seek professional assistance. Professional Support Plan to be in place prior to the child returning to the Service. (The family is responsible for providing this information to the service prior to the child attending the service again). The coordinator will take the matter to the management committee for review.

WARNING 4: The Coordinator will consult with the family to discuss Termination of the child's position and recommend other systems that may meet their need better than the Community OOSH Service.

IMMEDIATE EXCLUSION FOR UNACCEPTABLE BEHAVIOUR:

In the interest of the child and other children at the service, exclusion is sometimes the only step that can be taken. If an incident is deemed "critical" by the Coordinator, instant termination will be considered without the three warnings being given. The Coordinator will refer you to another service.

In the case of physical violence, an immediate 48 hour suspension may be issued in order to keep staff and other children at the service free from harm.

We hope that the parents give us full support in these matters and explain to your children the role of the staff at our Centre, we are responsible for the safety of your children, acceptable behaviour is essential, Our service encourages the reinforcement of all positive behaviour, relevant rewards and encouragement will be given to children who display positive behaviour whilst attending our service.

Rules of Behaviour

1. Children must be courteous to all staff and other children.
2. Children must not use hurtful or offensive language.
3. No physical violence or fighting at any time.
4. No child is to leave the Centre or yard without adult supervision.
5. Children must ask the supervisor if they require the use of any equipment from the storeroom. All children must pack up any equipment they have used and assist in any overall clean ups.
6. The building equipment and furniture must be looked after at all times and children must not climb on any furniture. All damage must be paid for.
7. Indoors are quiet areas. No running or excessive noise indoor unless it is during organised games time. No playing in toilets or hallways.
8. The storerooms are out of bounds at all times.
9. All bags are to be left in the designated area hanging on a hook or placed in a neat line. Please ask a supervisor if you need to go to your bag.

Centre Expectations

- Make sure a staff member knows where you are at all times.
- Show respect by speaking to each other politely.
- Keep our hands and feet to ourselves.
- Show consideration towards the centre and its equipment, as well as other children's belongings.
- Always walk inside.
- If we interfere with other children's games or activities then we may be asked to play somewhere else, do another activity or sit out completely.
- Ball games to be played outside.
No running on the pebble crete

Behaviour Management Used by Our Staff

- Remain calm and choose our words carefully.
 - Take the child aside and discuss with them which rule was broken.
 - Never discipline before a group especially with a serious problem.
 - Wait until the child has calmed down before discussing the problem.
 - Encourage the child to look at alternative ways of behaving or getting their needs met that are acceptable.
 - Emphasise that it is the child's behaviour that we do not like, not the child.
 - Encourage the child to take responsibility for his/her own behaviour.
 - If quiet time is used it should allow withdrawal from the situation, not as punishment (children still need to be where staff can see them)
 - In an aggressive situation, remove the children involved and allow a quiet time to cool down, away from each other and then speak to the individual children about preventative measures.
- Follow the behaviour management plan.

Suggestions, Complaints & Comments

Berkeley Vale Neighbourhood Centre Inc believes all people using the Centre have the right to make suggestions, comment on or provide constructive criticism about all aspects of our services. The Neighbourhood Centre management and staff believe that a well-managed and resourced complaint and comment handling procedure will allow for better service delivery. All suggestions, complaints and comments will be treated confidentially with no discrimination or retribution to anyone concerned. Please send your suggestion, complaint or comment to:

The President
Berkeley Vale Neighbourhood Centre Inc
PO Box 5145
Chittaway Bay. 2261

Or email to manager@bvnc.org.au

Grievance Procedure

Please feel free to discuss with the Coordinator or 2IC or staff any issues you may have regarding your child. Sometimes, discussion can make things seem a whole lot less serious and lead to an eventual resolution.

Please be assured that any discussion will remain confidential.

If you or your child feels that your rights are not being respected, or if you or your child has any other complaint or concerns:

1. Talk to the Centre Coordinator in person or phone on 4388 9611 or 041 043 8858 or 43530862.
2. Talk with the Service Manager on 4388 5801.
3. If you are not satisfied with the outcome or felt your rights were not respected then place your complaint in writing to the President of the Management Committee, mark confidential and forward to:

PO Box 5145
Chittaway Bay 2261

4. If you are not satisfied after using the above steps you can contact the NSW Ombudsman

Phone: 02 9286 1000

Toll free (outside Sydney metro): 1800 451 524

Complaints: [ONLINE COMPLAINT FORM](#) (link on their website)

Web: www.ombo.nsw.gov.au

Email: nswombo@ombo.nsw.gov.au

Fax: 02 9283 2911

Resources

This booklet is only a summary of our Policy and Procedures designed to welcome and give an understanding of our centre's workings. If you are interested in reading or require additional understanding of our Policies and Procedures we have copies available at the service. We will also update our policies regularly and ask for feedback throughout the year.

Please give us comments / ideas to refine and improve our policies and procedures.

In addition we are often asked questions in regards to children. We have compiled a selection of information pamphlets regarding information about services for children please feel free to help yourself. Please do not hesitate to talk to staff if you have any other questions, they have many years of experience between them and are a wealth of knowledge.

Parents Are A Wealth Of Ideas

Many wonderful activities that happen in our services come from ideas and suggestions from families. We love to have your input and participation in our service. Many of you have special skills, ideas and suggestions that we can use with the children. Please don't keep them to yourselves we would love for you to share them with us. If you have anything to share with us please speak to staff.

We hope that you have found the information in this booklet useful and that you and your child/ren enjoys their association with Tuggerah Out of School Hours Care.