



Family Information Booklet

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Springwood Neighbourhood
Centre Co-operative Ltd

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INTRODUCTION

Tanderra Out Of School Hours Care is a community-based service which offers **Before School Care, After School Care** and **Vacation Care**. We provide quality care for primary school-aged children whose parents have work or study commitments, are seeking work or for other reasons wish their children to be cared for in the hours outside of school.

SERVICE PHILOSOPHY

Tanderra OOSH is a place for children to play, explore, learn and socialize in a safe, caring, fun environment.

At Tanderra, we offer children opportunities to be creative, to relax and have fun with friends, to extend and explore interests and to make decisions about how they wish to spend their time.

We treasure the uniqueness of all children and seek to foster self-esteem and confidence by treating each child with kindness, dignity and respect, listening to them and encouraging self-expression and independence.

We value healthy lifestyle, community involvement and inclusiveness, respecting all cultures, family backgrounds, abilities, needs and beliefs.

We believe that by promoting our core values of care, respect and understanding for all people and for the environment, we help to encourage these values in children.

AIMS

- ◆ To provide high quality care for children in a friendly, caring and safe environment that will foster each child's growth and development, self-esteem and encourage independence and self-help skills.
- ◆ To assist in the safe transportation of children to and from school.
- ◆ To provide a balanced programme, based on children's needs and interests, that is interesting, relaxing and enjoyable and which will allow for opportunities for children to explore and develop new skills with opportunities for free and self-directed play.
- ◆ To cater to the individual needs and differences of the children as far as possible.
- ◆ To foster in children appreciation and care for each other and their surroundings.

HOURS OF OPERATION

Before School Care	6.30am to 9.00am
After School Care	2.30pm to 6.30pm
Vacation Care	7.00am to 6.30pm
School Development Day	6.30am to 6.30pm

SCHOOLS

For **Before and After School Care**, Tanderra services the following schools:

- Springwood Public School
- Ellison Public School
- St Thomas Aquinas Primary School

Tanderra may also be able to cater for children attending other schools if suitable transportation can be arranged (for example: Blue Mountains Steiner School, Korowal and Wycliffe Christian School).

Please see staff for more details.

In **Vacation Care**, children attending any primary school in any area can attend the service.

TRANSPORT

Tanderra staff/educators accompany children safely to and from the bus stops each day for before and after school care and see them onto and off the school buses. When on the bus, the children are in the care of Blue Mountains Transit and are not the responsibility of Tanderra OOSH. In order to take and collect children to and from the buses, parents/guardians are required to sign a Regular Outing Authorisation Form (RAO). This forms part of the orientation and re-orientation process. The ROA may also provide authorisation for children to be taken out of the Centre on other regular outings, such as emergency drills and others outings as specified in the Authorisation.

In the rare event of a child missing the bus, it is the decision and responsibility of parents/guardians to arrange for the child to be brought to the Centre by a family member, friend, authorised nominee or be conveyed to the Centre by taxi. If no other means of transporting the child safely to the Centre can be found, parents/guardians may provide authorisation in writing for an educator to transport the child in their own vehicle. In such a case, the staff member's vehicle must be suitably insured and fitted with a booster seat if required and all authorisations and risk assessment requirements must be completed as per Regulation 102B, 102C and 102D.

Children need an Opal Card when travelling between Tanderra and school. Some children may be eligible for subsidised travel based on the distance between school and home. Children who are in kindergarten, year 1 or year 2 are eligible for subsidised travel regardless of the distance between school and home. The local bus company, Blue Mountains Transit, allows children to use their subsidised travel passes when traveling to and from the Centre. Applications for Opal Cards can be made online at opal.com.au.

RESPONSIBILITY FOR CHILDREN

Tanderra's responsibility for children begins at the first point of contact with staff and ends at the last point of contact. Legal responsibility commences and ends with the signing in/out process also. Tanderra is not responsible for children when they are travelling on the school bus or in any other way travelling to or from the Centre when not in the care of service staff.

ORIENTATION FOR NEW CHILDREN

We recommend that children visit the Centre prior to their first day of attendance if possible. This gives children an opportunity to meet staff, familiarise themselves with the environment and possibly meet with other children who they may know or who may be of assistance to them for their first bus journey(s). This is especially helpful for younger children. Staff can explain the procedure to and from the bus stops, show children the hi-vis vests worn by staff when transiting to and from the bus stops and be able to recognize the child when they arrive from the bus for the first time in after school care.

For your child's first bus journey, you may like to:

- Accompany your child for the first journey if possible (especially good for younger children) or watch your child get on and off the bus from a short distance.
- Provide a note to your child's teacher requesting their support in seeing him/her safely on and/or off the bus for the first few occasions.
- Ask your child's teacher to buddy him/her up with another child for their first few journeys to the centre in the afternoon.
- Show your child the bus stop and landmarks of the journey.
- Bring your child to meet staff beforehand and see if another child at the Centre may be able to accompany him/her for the first journey.

Please ask for our assistance if needed. Staff are happy to help.

For children about to start in kindergarten, we recommend booking your child in for some days in vacation care prior to the start of the school year. This supports children to become familiar with the school aged environment and the Centre prior to starting school.

STUDENT FREE DAYS

Tanderra provides all day care on most student free days for state schools. Staff do not attend the bus stops to take or collect children when schools are not open for students. Families will be notified of student free days as they approach and will have an opportunity to make a booking for their child if required.

Tanderra will provide before and after school care for children whose school is operating a normal school day while other state schools are student free. Teacher strike days can usually be catered for in a similar way to student free days provided that a sufficient number of children require care.

ACCESS AND EQUITY

At Tanderra we are committed to providing quality care to all families without regard as to race, religion, beliefs, background, lifestyle or any other consideration. Families who require extra support due to language, literacy, disability or any other factor are invited to request such assistance as may be provided. Please see the Nominated Supervisor for further details.

STAFF RATIOS

The service is staffed with suitably qualified and/or experienced staff at a ratio of 1:15 maximum at all times except when on excursions when the ratio is usually increased to 1:8.

ENROLMENT

Who can Enrol

Tanderra OOSH is a service for children enrolled in primary school. In before and after school care we cater to children attending Ellison PS, Springwood PS and St Thomas Aquinas PS. It may be possible for children from other schools to attend depending on transport arrangements etc. Please contact the Nominated Supervisor for further information.

In vacation care, children attending any primary school can be enrolled. Children who are enrolled to start kindergarten may attend vacation care in the school holiday period prior from January onwards. The decision to accept a child in vacation care who has not yet commenced their first day of school will be subject to the Nominated Supervisor being satisfied that the child will be able to cope with the environment.

Allocating Places

Where the demand for places exceeds the number of places available, enrolments will be allocated with consideration for individual circumstances, giving higher priority to children who are at risk of serious abuse or neglect and also for children of a sole parent who satisfies, or both parents who satisfy the activity test through paid employment or study.

Tanderra is a service for children who are attending or enrolled to attend primary school.

Enrolling Process

Families wishing to enrol their children in the service on a permanent or casual basis for before and after school care, or for vacation care, must firstly complete the online Enrolment Form via the Kidsoft iParent Portal. Links to this can be found on our website. Enrolments cannot be accepted until all mandatory information has been completed on the iEnrolment form and all required documents and authorisations have been completed and provided to the service. These may include: direct debit details, health records (immunisation), medical records and any medical management plans, authorisations for medication, medical risk minimisation plans and a regular transport authorisation.

Enrolments for the following year for new children can be made from the start of term 4.

Permanent Bookings

Permanent bookings are when a set day or days are reserved each week for before and/or after school care for a child. On initial enrolment, any permanent days of care selected will be saved into the portal. After this, any changes, cancellations or additions to **permanent** days of care can only be made by contacting the service.

Casual Enrolments

Casual enrolments must be booked prior to each attendance and are allocated if vacancies permit. Casual bookings can be made via the parent portal or by contacting the Centre. If you need to make a booking for the following day or same day of care, please contact the Centre during opening hours as the portal closes for the next day's bookings at the close of business the day prior.

Vacation Care Bookings

Bookings for vacation care can be made via the parent portal up to 4 weeks prior to the start of each holiday period. The programme will be advertised on our website at least 2 weeks prior. All days are payable once booked. If you need to make a booking for the following day or same day of care, please contact the Centre during opening hours as the portal closes for the next day's bookings at the close of business the day prior.

Re-enrolment

During the 4th school term, families with children currently enrolled are invited to re-enrol for the following year if they require a place. Children currently enrolled will have priority of place over new children, provided parents make their re-enrolment submission by the date specified. The next priority will be siblings of children currently enrolled.

Waiting List

A waiting list is maintained if there are children not able to secure a place immediately. Parents/guardians are contacted when a place becomes available.

Changes to Information on Enrolment Information

Please inform the Nominated Supervisor immediately of any changes to information recorded on the enrolment record eg. addresses, phone numbers, authorized collectors, dietary requirements. You can also make some changes to enrolment information via the Kidsoft parent portal. These will be notified to service staff via the software.

Changes to Days of Attendance

If you wish to change or add to the permanent days of attendance, please apply in writing or via email to the Nominated Supervisor. Changes can apply from the start of the week following notification. Permanent bookings cannot be made or changed via the parent portal.

Cancelling bookings

To cancel any bookings, please contact the Centre as cancellations cannot be made via the portal. Please note that permanent bookings are payable regardless of absence and that casual bookings are payable unless cancelled prior to the day of care.

Ceasing care

Please inform us in writing 2 weeks in advance of your intention to withdraw your child from the service. Fees will be payable up until that time. If you paid a holding deposit, we will organize for that to be used towards any final fees owing or will reimburse any monies owed to you.

Absences

Absences are payable for permanent bookings in before and after school care including for when incurred due to a pupil free day, teacher strike day or a public holiday which falls within the school term. All bookings once made for a vacation care period are payable regardless of later notification that a child will not attend. Casual bookings in before and after school care which are cancelled by the previous day's close of business are not payable. Absences can be notified to the Centre by phone, email or via the parent portal.

Families receiving CCS are subject to the Child Care Subsidy System (CCSS) guidelines governing absences.

FEES

The fee schedule is reviewed periodically in the light of changes to the service's running costs. As a community-based service, Tanderra does not seek to make a profit but fees are set to cover the running costs only. A flat fee applies per child, per day or session and fees are payable for all the days and sessions that children are enrolled or booked in for. This includes student free days, teacher strike days, public holidays that fall within the school term and absences for any reason.

Holding Deposit

A holding deposit is due on enrolment when seeking a place for before and after school care. This is used towards payment of fees upon cessation of care or is reimbursed to the family provided the minimum notice period of 2 weeks is provided.

Paying Fees

Fees are charged on a weekly or fortnightly basis and payments for all costs incurred including fees, holding deposits, any fines or excursion costs are paid via iDebitPro, a direct debit system. Families are required to complete a Direct Debit Form at the time of enrolment which can be completed online via the iParent Portal. Payments may not be paid by any other method except on request for special circumstances which will be considered by the Nominated Supervisor on application.

Late Fine

A late fine of \$20 per child per half hour or part thereof applies when children are collected after closing time.

Debt Recovery

Should a direct debit payment fail, the iDebitPro system will charge a dishonor fee to the family. A service representative will notify the family of the failed debit and request that the situation be resolved by the following weekly or fortnightly direct debit date. If the next attempt also fails and the family has not contacted the service to discuss the matter, the child's place at the service may be forfeited. Families experiencing difficulties meeting fee obligations should contact the Nominated Supervisor to discuss alternative payment schedules and/or options for support that may be available.

SUBSIDIES

Child Care Subsidy (CCS) is the main way the Government assists families with their childcare fees and is based on an income assessment. Families need to apply via their online MyGov account and if eligible, fees are reduced accordingly. Families are then obliged to pay only the gap fee that accrues once the reduction has been applied via the CCS accounting system.

Other Subsidies

Additional Child Care Subsidy is a top up payment in addition to Child Care Subsidy that provides targeted assistance to families facing barriers in accessing affordable childcare. Additional Child Care Subsidy has 4 elements: **Child Wellbeing, Grandparents, Temporary Financial Hardship** and **Transition to Work**. For more information about any of these subsidies, please contact Centrelink on 136 150 or humanservices.gov.au.

CHILDREN WITH DISABILITIES

Tanderra caters for children with disabilities and additional needs and is committed to social equity and supporting the integration of all children enrolled. The Nominated Supervisor firstly needs to assess that a child's needs can be properly met within the resources of the service. The service may be able to apply for extra financial assistance in order to cater for children with extra support needs. Please see the Nominated Supervisor for details.

FOOD

Before School Care: Breakfast is provided until 8.00am at no extra charge and children are offered a changing menu packed with delicious and nutritious foods. Each day, children can also choose to eat toast, cereal etc and a fruit bowl is always available.

After School Care: Afternoon tea is provided each afternoon and children enjoy a variety of nutritious, healthy snacks.

Vacation Care: Parents must provide their children with all meals: morning tea, lunch and afternoon tea. Please provide your child with nutritious food and plenty to drink.

We welcome and incorporate children and family input into the menu. We follow the current Australian Dietary Guidelines and our menu is always on display on the front noticeboard and on our website. Please ensure that the service is aware of any food allergies or dietary restrictions your child may have. Fresh drinking water is available at all times.

CONFIDENTIALITY

Tanderra is committed to maintaining confidentiality regarding records and all other information pertaining to the children and families using the service. Records are kept in a secure place and may be accessed only by relevant staff members, authorised government agents and company associates such as financial auditor.

SOCIAL MEDIA

Our Facebook page is used to showcase the activities, events and enjoyable experiences the children have at the Centre. Facebook is also used to advertise the programme, issue reminders, inform families of events and general incidents and communicate with families during a crisis such as a bushfire. We strongly recommend families consider following our Facebook page as previous bushfire episodes in the region showed the reliability of social media at such times. Names and details about individual children are never included on our Facebook page or on our website except if a family has expressly requested this for a particular purpose such as a fundraising event the child is undertaking.

PERSONAL POSSESSIONS

Please do not allow children to bring lollies, chewing gum or aggressive toys such as guns or swords. The service takes no responsibility for damage or loss of children's clothing, toys or other personal possessions.

LOST PROPERTY

The service has a lost property box which we recommend you check regularly. Please label all belongings. All unclaimed lost property is disposed of at the end of each term.

CLOTHING

Please ensure that your child is suitably dressed for all weather conditions. Parents may wish to provide their children with thongs or sandals to wear whilst at the Centre during the summer months as bare feet can be hazardous. In wet weather, push button and broken umbrellas are not permitted for safety reasons. We recommend the use of raincoats instead.

CHILD RELEASE

Children must not leave the Centre except accompanied by a parent/guardian or authorised nominee as indicated on the enrolment record or by service staff as authorised by the Regular Outing Authorisation Form or an Excursion Authorisation Form. If your older child will be arriving or leaving the Centre alone for a particular reason and will not be signed in or out by an authorised adult, please see the Nominated Supervisor to complete the appropriate form.

SIGNING IN AND OUT

All children must be signed in and out by a parent/guardian named on the enrolment record, by the Nominated Supervisor or an educator or by an authorised nominee who has been authorised to collect the child via the enrolment record. Parents/guardians and authorised nominees must use their own unique PIN, as designated by the icheck-in system. This is a legal requirement for child protection and security purposes. If a new person will be picking up your child at any time who is not authorised on the enrolment record, please inform the service in writing or via email. Staff will not permit children to leave the service in the care of anyone who has not been authorised to collect the child or whose identity cannot be verified via appropriate photo identification. When last minute arrangements for a new collector are necessary, such as in an emergency situation, please contact us by phone or email with details of the person who will be collecting your child, including full name, address and mobile phone number. In usual circumstances, children may not be collected by people under the age of 18 unless that person is a sibling and is an authorised nominee stated on the enrolment record.

ACCIDENT INSURANCE

Tanderra has a personal accident insurance policy for the benefit of families. This may assist families in claiming out-of-pocket expenses up to a certain amount in the event of an accident or injury sustained by their child while at the service.

ABSENT CHILDREN

Please notify the service as soon as practicable if your child will not be attending the service when expected. If the office is unattended, please leave a message on the answering machine or send an email. Absences can also be notified via the parent portal. If children are not collected from buses when expected, staff will contact families as soon as possible to ascertain the child's whereabouts. If unable to contact parents, staff may contact the school, bus company, emergency contacts and if necessary, the police.

LATE COLLECTION OF CHILDREN

If you will be unavoidably detained, please contact us as soon as possible and if necessary, organize for an authorised nominee to collect your child. If a child has not been collected by closing time and the parent/guardian has not contacted the service, staff will attempt to telephone firstly to parents/guardian and then to an authorised nominee as indicated in the enrolment record. If no parent/guardian or authorised nominee can be contacted and approximately 1 hour or more has passed without contact from the parents, NSW Department of Communities and Justice may be contacted.

CHILD PROTECTION

Educators and management have a responsibility to take action to protect children they suspect may be abused or neglected. This responsibility includes notification to the Child Protection Helpline where there is a reasonable suspicion that significant abuse or neglect has occurred. Reports are treated with strict confidentiality. Educators undergo training to assist them to carry out their responsibilities in relation to child protection.

To report suspected child abuse or neglect, call the Child Protection Helpline on 132 111 (open 24 hours/7 days).

SUN SAFETY

Tanderra is a member of the Cancer Council's SunSmart Programme and follows the recommended guidelines to support children to be sun safe. All children must have a sun safe hat in their bag each day to wear when they are playing outdoors and walking to and from school/excursions. The Centre has SPF30+ sunscreen available for children to use and educators will ensure that children wear sunscreen when the UV index is 3 or above unless notified otherwise by parents/guardians. Families may also wish to provide their child with sunscreen from home if preferred. Children without hats will be asked to play in the shade or indoors when the UV index is 3 or above and consideration is given within the programme to limiting sun exposure during these times. Children's clothing must provide suitable coverage and singlet style tops are not recommended for outdoor play.

STAFF TRAINING, QUALIFICATIONS & BACKGROUND CHECKS

All staff members over 18 (including volunteers) undertaking child-related work or work which includes the handling of confidential data at Tanderra require a Working With Children Check. As employees of Springwood Neighbourhood Centre Co-operative Ltd, all staff also undertake a criminal background check.

While tertiary qualifications are not mandatory in OSHC in NSW, SNCC Board of directors ensures that the Nominated Supervisor and key educators have relevant industry qualifications.

At all times when children are in attendance at any place where children are being cared for, there is always at least 1 educator who holds a current approved first aid qualification, approved anaphylaxis management training and approved emergency asthma management training. Educators also undertake a variety of other training courses to support their knowledge and skills when working with children.

MANAGEMENT OF MEDICAL CONDITIONS

When a child has a medical condition which requires ongoing care or management such as asthma, diabetes, anaphylaxis, the family will be provided with a copy of our Medical Administration and Medical Conditions Management Policy on enrolment. A Medical Management Plan prepared by a doctor or Medical Practitioner that is less than 12 months old must be provided to the service at the time of enrolment. A medical risk minimization plan and communication plan must be developed by the Nominated Supervisor in consultation with the child's family prior to commencement. If medication needs to be administered while the child is at Tanderra, all necessary medication and authorisations, including authorisations for children to self-medicate, must be completed and provided to the service.

BEHAVIOUR MANAGEMENT

For the benefit of all the children and the effective operation of the service, a certain level of behaviour is expected from each child. We believe in building a child's self-esteem and encouraging children to take responsibility for their actions in a supportive, constructive way.

General Behaviour Guidance

At Tanderra, we guide children's behaviour in positive ways. These include working to establish positive relationships with children as a foundation for building positive self-esteem, giving explanations, giving encouragement and helping children to understand the consequences and impact of their behaviour. Educators apply correctional steps to assist children where necessary which can include redirection to another area or activity or asking a child to take time out from an activity to reflect and think. Educators will seek input where necessary and may also seek the support of other professionals. At Tanderra children are never physically mishandled or humiliated as a form of discipline.

Persistent Inappropriate Behaviour

If a child continually behaves in a manner that endangers other children or affects the wellbeing of themselves and/or others, every attempt will be made to meet the child's needs and support them to behave more appropriately. The parents/guardians of the child will be informed and encouraged to participate in supporting the child to improve their behaviour which may include working with educators to create behaviour plans or strategies. If this step has been followed and the situation still has not improved sufficiently, the child may be suspended from the service for a period. Consistently inappropriate behaviour may result in exclusion from the service.

If a child behaves in a way which is extremely disruptive and/or dangerous, the service reserves the right to enforce an immediate suspension or exclusion from the service without there having been a period of negotiation or warning. In such a situation, the Nominated Supervisor will work with the family and child to establish guidelines and strategies to support the child once the exclusion period is over.

Children's Conflicts

It is natural for children to experience conflict and differences of opinion from time to time. We believe that children benefit from having the opportunity to work through any differences they may have with one another, with adult guidance. This can assist children to learn to negotiate, compromise, consider the feelings and opinions of others and advocate for their needs and opinions. For this reason, we usually do not encourage or enforce that children be separated from one another when there has been conflict.

Please note that children's conflicts, as noted above, do not include bullying behaviour. Bullying is dealt with as an inappropriate behaviour and decisive action is taken by staff, including intervention to protect other children.

Dealing with other children

In the best interests of all children at Tanderra, parents/guardians must not deal directly with other children when difficulties arise. Instead please see an educator or the Nominated Supervisor if you have any concerns about your child in relation to any other child or children.

THE PROGRAMME

Educators at the service implement a recreationally-based programme that follows the framework for school age care in Australia, My Time, Our Place. Educators work with children to plan, implement and evaluate the programme to ensure that activities appeal to the range of ages and interests of the children and are suitably challenging and stimulating. All activities on offer are made available to all children at the service and children will not be prohibited from participating by staff for any reason other than individual health and safety requirements. Parents concerned about messy activities may wish to provide children with clothing to change into on arrival at the Centre. The programme is always on display in the centre and input from children and families is welcomed.

Homework

If children need to do homework, educators can provide them with a place in which to do this. The decision to undertake homework at Tanderra is a family responsibility and will not be enforced by staff. Educators are not usually able to assist children with their homework due to the overall supervision requirements of the service.

Older children sometimes benefit from access to the nearby Springwood Library. Families may provide permission for a year 5 or 6 child to attend the library, walking to and from without adult supervision. If interested, please see staff for the required form.

TV and Technology

Television programmes, dvds, shows and video games which the children may access at the Centre will be restricted to G or PG-ratings and will be assessed by educators for suitability.

The children may have access to a number of technology devices such as PlayStation, computers and tablets, for the purposes of entertainment and research. These are used in accordance with our TV and Technology policy (copies available on request) and have appropriate protection installed.

Children's own technology devices such as game consoles, ipads, tablets and mobile phones may be brought at the discretion of families. They must be used during designated TV and Technology times only and in open view of service staff. If children bring their own devices, parents must ensure that children are aware of any games installed which may be rated above PG which may not be played at the Centre. Children may not access the internet or phone services via personal devices while at the service for reasons of safety and security.

Excursions & Incursions

In Vacation Care, excursions and incursions are generally planned for each week, the details of which are published on the Vacation Care Programme which includes details of the activities, the venue, times, method of transportation and any additional costs. A risk assessment is available at the Centre on the day for families to view and an Excursion Authorisation Form must be completed for all children who will be attending. All children booked in on excursion days are required to go on the excursion as generally no staff or children remain at the Centre.

MANAGEMENT AND GOVERNANCE

Tanderra is a community-based organisation which aims to be responsive to the needs of families, children and other community members.

Licensing/Accreditation

Tanderra comes under the governance of the National Education and Care Services Regulation. There are minimum requirements relating to the operation of education and care services which are organised around seven quality areas. Services are regularly assessed to ensure that quality care is being provided. A copy of the National Regulations can be accessed from our website or parents/guardians can request to see a copy at the Centre.

The National Regulations require approved services to have a Quality Improvement Plan (QIP) which helps services to document their strengths and identify areas for improvement.

Parents/carers are welcome to request to see the service QIP should they wish to do so and may also view the Education and Care Services National Law. The Service's current rating attained as part of the Assessment and Rating process is on display on the front noticeboard.

The Management Structure

Tanderra comes under the umbrella of the Springwood Neighbourhood Centre Co-operative Ltd whose Board of Directors has the main responsibility for the management of the service. The Board seeks and welcomes feedback from parents and users of the service in order to incorporate their views into management decisions. Families are consulted about major aspects of the service which affect them and feedback is sought via surveys and questionnaires. Day-to-day responsibility for the service is delegated to the Nominated Supervisor with whom families are encouraged to present their views and feedback and any concerns.

Parent Involvement

Families are invited to contribute as much as possible to help make the Centre a safe, bright and efficient place for the children and are welcome to participate in the service. Please see the Nominated Supervisor for more information about ways in which you can contribute, including any knowledge or skills that may benefit the programme.

Communication

Newsletters and messages via email and the parent portal as well as the front noticeboard are the main means of communicating with families. Please check these regularly. The service has a Facebook Page which is regularly updated with news, reminders and details about the programme and activities being enjoyed by the children. Families are encouraged to like us on Facebook and follow posts. In an emergency such as a bushfire threat, Facebook and text messaging may be the best means of communicating and transmitting messages to families. Families needing to contact the service can do so in person, by phone or via email.

Complaints and Suggestions

Should you have any complaints about the service, programmes or administration of the service, please see the Nominated Supervisor. If you have taken this step and are dissatisfied with the outcome, please refer your complaint to the Executive Officer of the Springwood Neighbourhood Centre Co-operative Ltd on 4751 3033. Likewise, if you have any suggestions to make which may assist us with the running of the service, please let us know. Your feedback, as families of the children we care for, is valuable and will assist us in the evaluation and improvement of our service. Please be aware that the primary responsibility of the staff is for the safety and wellbeing of the children. For this reason staff may not always be able to talk for lengthy periods of time or be able to leave their area of supervision to attend to administrative or other queries and may need to discuss more involved matters at a mutually convenient time.

FURTHER INFORMATION

More about our policies, documents and useful links are available on our website at tanderra.org.au including:

- Family Information Booklet
- The Education Care and Care Services National Regulations
- The Education and Care Services National Law
- “My Time, Our Place”, the Framework for School Age Care in Australia
- Dealing with Medical Conditions & Medical Administration Policy

Copies of policies and procedures covering every aspect of the service are available on request.

HEALTH & SAFETY

Medication

Please note that the following conditions apply when medication is required to be administered while a child is at the service:

- Parents/guardians must complete the required authorisation forms for the administration of the medication.
- Prescribed as well as over-the-counter medications must be handed to staff for safe storage away from children and must not be kept in the child's bag (except asthma puffers and epi-pens which may be kept in a child's bag)
- Prescribed medications must have the child's name on the pharmaceutical label and must be in the original bottle/dispenser and within the use-by date.
- Over the counter medications must be in the original bottle and within the use-by date.
- No child may self-administer any medication without adult supervision unless written authorisation to do so is stated on a medical management plan.
- Any child who self-medicates must inform staff as soon as possible after the event so that details may be recorded and the child's well-being monitored.
- Children requiring medication for ongoing medical conditions must have their medication with them on each occasion they attend the service.

Please let staff know if the medication requires refrigeration or other storage requirements necessary to ensure viability.

It is also recommended that consideration be given, in consultation with the child's doctor or medical practitioner, for children with ongoing medical conditions to learn to self-medicate, to learn to recognize the signs and symptoms of their condition how to manage it.

Where medication provided by a family is kept on the premises, families must ensure that it is kept up-to-date.

Ongoing Medical Conditions

Parents/guardians of children with ongoing medical conditions such as asthma, anaphylaxis, diabetes etc. must provide a medical management plan prepared by a doctor or medical practitioner. This plan must be updated every 12 months or sooner if required according to a child's changing needs. Parents/guardians must complete a medical risk minimisation plan and communication plan with the Nominated Supervisor which must be updated every 12 months minimum.

Informing the Service of your Child's Needs

Please remember to keep the service fully informed of matters relating to your child's well-being including dietary, allergies, medical information, contact details and anything else relevant to his/her care. Staff rely on the information provided by you to care for your child.

Immunisation

Children attending Tanderra are not required to be immunised, however parents/guardians must provide a copy of one or more of the following documents on enrolment to verify immunisation status:

- an [AIR Immunisation History Statement](#) which shows that the child is up to date with their scheduled vaccinations or
- an [AIR Immunisation History Form](#) on which the immunisation provider has certified that the child is on a recognised catch-up schedule (temporary for 6 months only) or
- an [AIR Immunisation Medical Exemption Form](#) which has been certified by a GP.

No other form of documentation is acceptable (i.e. the Interim Vaccination Objection Form or Blue Book).

Families must keep the service informed of any changes to their child's immunisation status.

Evacuation and Lockdown Drills

Evacuation and Lockdown Drills take place at least every 3 months and the children and staff practice for situations where evacuation of the premises or lockdown might be required. All adults and children present at the time the evacuation or lockdown drill are requested to participate. Please do not take children home whilst the practice is in progress. The evacuation point normally used is the back fence at the rear of the property. In the case of a real emergency, the children would be taken to the Springwood Hub, Macquarie Road or another place deemed to be safe. The lockdown area is in the TV room. There are plans and procedures displayed in every room in a prominent place.

Accidents

1. On enrolment an agreement has been obtained in writing allowing staff to seek medical attention if required and for a child to be transported in an ambulance.
2. When a child becomes ill or is injured in circumstances which call for medical attention, all reasonable steps will be taken without delay, to secure that medical attention and to notify parents/guardians or authorized nominees if parents can't be contacted.
3. Details of all incidents of illness, accident or injury to a child are recorded. Parents/guardians will be informed of injuries or ailments requiring even minor treatment on arrival, via email or immediately by phone for more serious situations. Any head injury, even if apparently minor, will be reported to parents/guardians as soon as possible after its occurrence.
4. The Centre has a First Aid Kit which is properly maintained at all times and educators take mobile first aid kits which include asthma medication, when walking to and from bus stops with children and when going on excursions.
5. A staff member will accompany any child requiring medical or hospital treatment unless the child's parent, guardian or an authorised nominee is able to be present.
6. Serious incidents are reported to the Regulatory Authority with 24 hours.

Sick Children at the Service

The service shall ensure that all appropriate measures are taken to minimise the risk of the spread of infection. These measures include:

- i. Refusing admission to any child or person suffering from an infectious disease, illness or condition which might prejudice the health of other children or staff members.
- ii. Displaying in a prominent place at the Centre, the list of infectious diseases, illnesses and conditions and the appropriate exclusion periods as set out by the Department of Health.
- iii. Isolating any child or person who appears to be suffering from an infectious disease, illness or condition and having them collected from the service as soon as possible.
- iv. Seeking professional health advice from the NSW Department of Health for any infectious disease persistently occurring in two or more children sharing the same premises.
- v. Notifying the NSW Department of Health of any single incidence of a vaccine-preventable disease occurring in a child who has been in recent attendance at the service.
- vi. Ensuring the development of good personal hygiene practices in both staff and children.

Please notify the service immediately if your child has contracted an infectious disease. We will advise all parents of any reported cases of infectious diseases via the noticeboard and all such notifications will be treated in a confidential manner.

For more detailed information on recognizing the signs and symptoms of infectious diseases, how to stop their spread and exclusion periods from schools and childcare centres, please see the Communicable Diseases Factsheet by Department of Health link on our website.

REMEMBER:

Please inform the Nominated Supervisor if:

- Your child will be absent from the service
- Custody/access arrangements have changed
- Enrolment details have changed e.g. address, phone number
- Your child's health needs have changed
- You need to change or cancel your booking
- You are having difficulty paying your fees
- Your child has new dietary requirements
- You wish to provide feedback or make a complaint
- Your child is having trouble at the service
- Someone not authorised via the enrolment record will be picking up your child

USEFUL LINKS:

Tanderra OOSH	tanderra@sccc.org.au tanderra.org.au 02 4751 5215 Facebook.com/Tanderra OOSH
Springwood Neighbourhood Centre	sccc.org.au 02 4751 3033
Centrelink (Services Australia)	136 150 my.gov.au
Childcare Access Hotline (Dep Education and Training)	mycommunitydirectory.com.au 1800 670 305
Translating and Interpreting Service (TIS)	tisnational.gov.au 131 450
Immunisation Information AIR Enquiries Line	my.gov.au 1800 653 809
Child Protection Helpline (reporting a child at risk)	132 111
Child Care Finder	childcarefinder.gov.au
ACECQA (Australian Children's Education and Care Quality Authority)	acecqa.gov.au 1300 422 327
Regulatory Authority (Early Childhood Education and Care Directorate, NSW Dep of Education)	1800 619 113 education.nsw.gov.au