



Outside School Hours Family Handbook 2018



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BEFORE AND AFTER SCHOOL AND VACATION CARE FAMILY HANDBOOK 2017

Welcome to the Dubbo Neighbourhood Centre’s After School and Vacation Care Services, care is offered to students Pre-Kindy to Year 6. All Infants and Primary schools in Dubbo are able to attend. Children are provided with a range of enjoyable activities to choose from in a fun and friendly environment.

Before School Care

Before School Care gives your child a great start to the day with a planned activity based program preparing them for the day ahead. Parents can take comfort knowing their child will be provided with a healthy breakfast and enjoy a safe, fun and stimulating environment.

Before School Care 6.00am-8:30am Monday to Friday during the school term, includes DNC transport to School.

After School Care

After School Care gives peace of mind for parents who are unable to pick their children up from school. Our professional educators will provide extensive programs of creative and recreational experiences with the additional benefit of homework help. Children will also be provided with a nutritious afternoon snack to tie them over to dinner time.

After School Care 2.30pm-6.00pm Monday to Friday during the school term.

Vacation Care/ Holiday Club

Our Vacation Care Program offers a wide variety of exciting and educational activities to keep the children entertained. Our Qualified Educators provide structured programs that take into account the skills, interest and needs of the children and offer a variety of arts, crafts, cooking, indoor and outdoor play as well as many special excursions outside of the centre.

Vacation Care is a supervised childcare program which runs from 7.30am-6.00pm Monday to Friday during the school holidays.

The After School Care Centres are situated:

Central Before & After School & Vacation Care – Dubbo Neighbourhood Centre Building, 80 Gipps Street, Dubbo

St Laurence’s After School Care – St Laurence Primary School, Fitzroy Street, South Dubbo

West After School & Vacation Care – West Dubbo Primary School, East Street, West Dubbo

North After School & Vacation Care – North Dubbo Primary School, Fitzroy Street, North Dubbo

South After School & Vacation Care – South Dubbo Primary School, Fitzroy Street, South Dubbo

East After School & Vacation Care – Buninyong Primary School, Myall Street, East Dubbo

Macquarie Anglican Grammar School Before School After School and Vacation Care – Currawong Road, Dubbo

The Vacation Care Centres are situated at the Dubbo Neighbourhood Centre Building and the other centre is rotated between the schools.

Before and After School Care Fees

There is a charge for each child attending the program, and the facility can be used on a permanent or casual basis. Current rates are shown in the table below:

Effective from 17.12.2015

	Pick up by 6.00pm	Late pick up fee
Permanent	\$19.00 per child/per day	\$30 per 15 minutes (minimum charge of \$15)
Casual	\$21.00 per child/per day	\$30 per 15 minutes (minimum charge of \$15)
Pre Kinder	\$23.00 per child/per day	\$30 per 15 minutes (minimum charge of \$15)

Vacation Care Fees

Vacation Care	\$50 per child/per day	\$30 per 15 minutes (minimum charge of \$15)
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A **resource levy of \$10 per child** is charged at the beginning of each school term for children attending After School Care.

Dubbo Neighbourhood Centre is an approved Out of School Hours Care Centre. Childcare rebate is available through the Families Assistance Office (Centrelink) for those families that meet the criteria. To claim the rebate the children must be linked to the service they are attending.

QikPay

DNC prefer all parents sign up and pay through Qikpay Direct Debit method. Parents will receive forms to complete with vacation care enrolment forms.

Childcare fees are too paid in a timely fashion. Failure to do so may result in our service being denied to you and any fees owing to Dubbo Neighbourhood Centre Inc. recovered by a debt collector.

We acknowledge that with longer working days, meeting work and family commitments can be quite a challenge for working parents in Dubbo. We aim to supply quality, affordable after school care so that children attending our program can relax and enjoy their time with us, and parents can have peace of mind knowing that their children are well cared for.



Enrolment

What is My Family Lounge?

My Family Lounge is a 3rd party software for parents to enable them to manage their bookings and contact details. Parent are able to submit their enrolment form online, update their contact details and make booking changes.

Who can access My Family Lounge?

Each account is registered with a password so only the people you give the password to will be able to access your My Family Lounge.

How does My Family Lounge parent portal benefit me as a parent?

You will have access to complete an online enrolment form for your child you can then make booking changes, add casual days, enrol for vacation care. My Family Lounge is also available as an App once you have registered your My Family Lounge account. The App can be downloaded for free and can be used anytime, anywhere with instant confirmation for bookings.

Do I need a My Family Lounge for each child?

No once you have registered you can add all your children that attend a School Plus to the one account. Children can be added to the account at any time.

Where do I find the My Family Lounge?

The My Family Lounge App can be downloaded for free for Android and iPhone devices.

What is the difference between the My Family Lounge Website and the My Family Lounge App?

DNC use My Family Lounge for all our bookings and enrolments because it is easy and convenient for our parents. There is also the convenience of the My Family Lounge App.

The enrolment process at first might feel lengthy but all questions asked are in accordance with our regulatory requirements and also assist our staff in supporting your child appropriately. The Enrolment Form can be saved at any time if you need to come back to it by clicking Save. You will then not need to fill out paperwork each term.

If you are already an existing family your email address has been automatically registered for My Family Lounge, we will just need you to complete the registration. Once you have registered you will be able to use My Family Lounge on either the Web or App.

(Enter the email address that you use for your DNC statements then click on Forgotten Password for a new password to be generated for you)

If you need assistance at any time, please feel free to contact the OOSH office during business hours 02 6882 2100.

Download the My Family Lounge App for free for bookings changes on the go.

What you will require to complete your enrolment

1. CRN for both yourself and your child
2. Details of emergency contacts
3. Contact details for your doctor
4. A copy of your Medical Action Plan if your child has Anaphylaxis, Asthma, allergies or diagnosed medical condition or disability.
5. Immunisation records for your child
6. The number and expiry date of your Medicare & Health Care Card if applicable.
7. Bank account or credit card details for your Direct Debit
8. A certified copy of any plan/order in place under the Family Law Legislation (if applicable.)



Log onto our website www.dnc.org.au

Click **My Family Lounge** here to register a My Family Lounge account.

- Enter your details and your child's details
- Complete an Enrolment form for each child
- Upload your child's immunisation records and a signed Ezi Debit form
- Enrolment forms will need to be signed and scanned to the service.

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Once your enrolment has been processed you will receive a confirmation email and a copy of our DNC Parent Handbook. You will be able to book permanent or casual booking once your enrolment has been confirmed.

Download the My Family Lounge App for free for bookings changes on the go.



A tutorial for the My Family Lounge App is available please feel free to contact your service or the DNC Office for more information.

Immunisation Records can be printed from the below Medicare website.

Centrelink advise to be eligible for Child Care Benefit, you need to:

- use approved or registered child care
- be responsible for paying the child care fees for your child
- ensure your child is immunised, on an immunisation catch up schedule, or is exempt from the immunisation requirements, and
- meet the residence requirements

Our Philosophy

The Dubbo Neighbourhood Centre Outside School Hours Care Services (OSHC) aim:

- To provide a positive environment for a safe and enjoyable OSHC program that caters for a diversity of cultures, ages and interests, with a semi-structured range of child-focused activities.
- To respect and encourage the involvement of all children, parents/carers, staff and educators to assist in the continual improvement of the services we provide.

We believe:

- Every child matters and has the right to feel safe.
- All children are encouraged to have a voice to enhance a sense of belonging for the children to learn through play.
- Children are valued as an important part of our community.
- In providing the opportunity for children to explore their interests, their environment and their community.
- In providing a child focused flexible program of activities that encourages children to use their imagination in play & activities.
- In raising children's awareness of their wider community.

As Educators we:

- Have a responsibility to provide a safe and fun environment and to be a positive role model.
- To support and encourage every child's wellbeing and social development
- Understand families mainly only see a 'snapshot' of their child's day, therefore as educators we have a responsibility to provide families with feedback of their child's experiences.
- Aim to provide an environment that allows every child the opportunity to play & learn at their own pace.
- Engage in continuous professional learning that contributes to the ongoing development of children during middle childhood.
- Nurture and build relationships to optimise the experiences for all.

At Dubbo Neighbourhood Centre Outside School Hours Care Services we strive to provide a caring, inclusive happy environment which supports all families.

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Our Goals

- To promote the social, emotional, creative and physical development of primary school age children through a stimulating program that offers children a diverse range of experiences through structured and unstructured activities and play opportunities.
- To provide a service that enables parents/guardians to pursue work, study, training or other activities with confidence about the wellbeing of their child/children.
- To ensure the safety of the children, their carers and staff whilst attending our Centres
- To provide adequate and appropriate space for active and quiet indoor and outdoor recreation.
- To provide a positive environment for a safe and enjoyable program that caters for a diversity of cultures, ages and interest, with a semi-structured range of child focused activities.

To achieve these aims parents need to understand, and support existing policies and procedures, and to be involved in the development of new policies and procedures. There is a copy of the Dubbo Neighbourhood Centre Inc. Policy and Procedures Manual available in the Outside of School Hours Centres at all times, available for parents to read.

Policies

Enrolment

All children must be enrolled with the Dubbo Neighbourhood Centre Inc. before they can attend. All information in the enrolment form must be provided before enrolment is complete. Parents must inform the supervisor of any changes to their enrolment information.

Confidentiality

All information on the enrolment form will be kept confidential and will be used solely for the purposes of maintaining effective contact with children's parents/carers, and managing emergencies or illness safely. No information will be shared with any third party except with the owner's permission or as required by legislation. It is the responsibility of parents/carers to ensure this information is confirmed each term, and to inform the After School Care supervisor of any change in contact or other details.

School Development Days

Dubbo Neighbourhood Centre Inc offers care on majority of School Development Days between the hours of 7.30am and 6pm if the minimum number of required enrolments is received.

Fees

The current fee structure is attached, and is reviewed annually. Currently the methods of payment are by QIK Pay, Direct Deposit or Eftpos, cheque and cash payments can be made at the Dubbo Neighbourhood Centre office. All fees are non-refundable. Any debt collection costs incurred recovering overdue fees are the responsibility of the parent/caregiver concerned.

Child Care Benefit/ Rebate

Parents are able to apply for the Child Care Benefit (CCB) or Child Care Rebate (CCR) through the Family Assistance Office (Centrelink). Families are responsible for notifying Centrelink of any changes in their circumstances.

Program content

The supervisor & educators in consultation with the children will plan a safe, child-focused, varied and stimulating program that meets the developmental needs of the attending children. Our daily programs content will allow for choice, and will be on display at the Centre. We encourage child and family input into program ideas.

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Bookings and attendance

All children attending Before School and or After School and Vacation Care must be booked in at least 24 hours in advance. In unforeseen circumstances bookings may be made up to 1 hour before due to arrive. Parents may make bookings by recording regular days on the enrolment form, or by advising the Supervisor either in person, email or by phone before the planned attendance.

This fee will be refunded when a family ceases to use the service. A **resource levy of \$10 per child** is charged at the beginning of each school term for children attending.

Parents must enter the time their child/children are collected and sign their child/children out on the Attendance Roll before leaving the premises. Staff will only release children to a person who is identified as an authorised person on the enrolment form.

Priority of enrolment is in accordance with the Australian Government *Priority of Access Guidelines*.

Cancellations

All absences and cancellations are to be paid in full.

Supervision

Children will be supervised at all times by adult educators. The ratios used are:

1 educator to every 15 children whilst at the centre

1 educator to every 8 children whilst on excursions

1 educator to every 5 children whilst attending the swimming pool.

Our staff ratios are based on the recommendations of the Child Care Act 2002, Child Care Regulations 2003 and National Standards.

Behaviour

Dubbo Neighbourhood Centre Inc. aims to provide an environment that is safe, secure and enjoyable for all children participating. Misbehaviour will be dealt with according to the Behaviour Management Policy. Permanent expulsion from attendance may be observed if severe misbehaviour occurs regularly or if a child's misbehaviour has created an untenable situation for others attending the program.

Meals and Snacks

Children are offered Breakfast and or afternoon tea whilst at our Before School and or After School Care, which will follow nutritional and food safety guidelines. Occasionally educators may give children treats as part of an activity. Parents are required to fully brief staff on any food allergies or nutritional requirements their children have. During Vacation Care, it is the responsibility of the caregiver to provide a nutritional morning tea, lunch and afternoon tea unless specified in the program.

Health and Safety

It is important that all educators and children work and play in a safe manner. All hazards, accidents or incidents are dealt with according to the WH&S policies and procedures. No one is to work or play in a manner that may cause harm to themselves or someone else. Dubbo Neighbourhood Centre Inc. operates sun safe and smoke free. An educator with a current first aid certificate and approved qualifications in the management of Asthma and Anaphylaxis is on duty at all times.

Clothing and Footwear

It is required that children wear suitable clothing and footwear for the organised activities. Enclosed footwear is to be worn in accordance with the sun-safe policy. Sleeveless clothes are not permitted. Children are to wear a hat for all outdoor play.

Emergencies

Educators are trained in dealing with emergencies such as fire, intruders and other hazards. Drills are conducted once each term. At least one educator on duty will have a current First Aid certificate.

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Illness and medication

Children that are not well should stay at home, especially if their illness is of an infectious nature. If a child becomes ill while in our care, the Supervisor will inform the parents so they can be collected immediately. The Supervisor will attempt to keep the child comfortable in the meantime. Medicine will not be administered unless a parent completes a Medical Consent Form.

Child Protection

Dubbo Neighbourhood Centre Inc. is committed to the care and protection of children. This commitment means that at all times the safety of the child or young person will be given primary consideration.

At no time will any child be subject to harm (whether physical, emotional or sexual), ill-treatment, abuse, neglect or deprivation. Educators prevent, recognise and respond to potential or actual child abuse according to the Child Protection Policy.

Custody

Supervisors will need to be made aware of any custody arrangements, changes in custody arrangements or problems associated with custody. Any information given will be treated as confidential.

Complaints

The Dubbo Neighbourhood Centre Management Committee take any complaints seriously. The complaints procedure is outlined in the Policies and Procedures Manual, and parents are encouraged to bring complaints to the attention of the supervisor.

Transport

The families arrange with the local bus company to have the children transported to the Centre from their School if transport is required. The educators at the Centre meet the children at the Bus Stop and walk them into the Centre. Central After School Care centre will have a DNC owned bus collect the children from School and transport to our centre. Any transport required between centres should a centre require to be transported to another centre for any reason will be via our DNC owned bus.

By signing below, you agree for your child to attend Before School, After School and Vacation Care and be transported to and from school. Transport to School from Before School Care as well as to other DNC afterschool and vacation care centres. Risk assessments are readily available upon request.

Sun Protection and Education

Dubbo Neighbourhood Centre Inc. aims to ensure that all children attending our Centres will be protected from harmful rays of the sun. All educators are to model appropriate sun protection behaviour and enforce the sun protection policy. Children and staff will wear hats and sun safe clothing for all outdoor experiences year round. Parents are requested to provide a hat.

Food and Nutrition

We aim to encourage the consumption of nutritious and varied food of good quality in the Centre. Children will be encouraged to develop good eating habits through good examples and education. Parents will be encouraged to share family and multicultural values and ideas to enrich the variety and enjoyment of food by the children. High standards of hygiene will be maintained throughout any food preparation. Educators will ensure that rubber gloves are worn during food preparation, that food has been stored properly and purchased from reputable outlets and that all food-handling utensils are clean and sterile.

Procedures

- Any food provided by the Centre will be prepared in a hygienic manner

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- Where children are involved in food preparation, this should always be supervised and hygienic conditions maintained
- Food requiring refrigeration will be stored in the refrigerator
- Children should be seated while eating or drinking
- Eating and snack times are seen as a social event where children and educators can relax, talk about their day and experience a variety of foods. Educators will demonstrate good healthy and hygienic eating habits while with the children
- The menu will be on display for families and children
- Education of healthy eating habits will be developed through ongoing example, specific activities, notices, posters and information sheets to parents
- The denial of food will never be used as a punishment
- Children's cooking activities will be encouraged to develop life skills. At all times safe and hygienic practices will be followed
- Staff will ensure that drinking water will be provided and available to the children at all times.
- Staff will teach children about nutrition through planned and unplanned experiences with opportunities for discussion about taste, texture, colour, cultural origin and preparing foods that encourage healthy food choices.
- Food brought into the Centre from an outside source to be shared amongst the children will need to be accompanied by a list of ingredients (eg Birthday cake – home made or store bought)
- All food and drink provided by families should be prepared taking into consideration the National Dietary Guidelines for Children and Adolescents in Australia. Foods that are not recommended to be brought into the Centre generally fall into 3 categories:
 - Foods high in fat that contain few other nutrients
 - Foods high in sugar or those likely to cause tooth decay
 - Foods high in salt
- Over a full day of care two (2) snacks and one meal should be provided. All food and drinks transported to the centre should be kept within safe temperatures (less than 5 degrees Celsius)

Fee payment

QikPay

DNC prefer all parents sign up and pay through Qikpay Direct Debit method. Parents will receive forms to complete with vacation care enrolment forms.

Direct Deposit

Account Name: Dubbo Neighbourhood Centre Inc

Account No: 28002117

BSB: 062 534

Please leave surname and Name of centre as reference. Eg: Smith Central ASC

Cash, Cheque or Eftpos payments can be made at the Dubbo Neighbourhood Centre office between the hours of 9am- 5pm.

All fees are non-refundable.

After School Care fees are due to be paid within 14 days of invoice date; invoices will be sent out weekly. If invoices are not paid within 14 days a letter will be sent to parents advising them that non-payment of fees will result in their child/children being excluded from OOSH services.

Alternative arrangements for payment of outstanding debt are to be documented and are to include payment of current debt (where the child continues to attend) and an acceptable reduction of the old debt.

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If the debt is still outstanding after 21 days the parent/carer is to be contacted and advised that the child/children are excluded from OOSH services until the full debt is recovered
Any debt collection costs incurred recovering overdue fees are the responsibility of the parent/carer concerned.

Location fee

If you fail to notify the service that your child will be absent and phone calls need to be made to locate them, a \$30.00 charge will be added to your account. Notification is accepted in person, via phone call, email or text message.

Late collection fees

Parents or carers who collect their children after 6pm will incur a late fee of \$15 per 15 minutes (minimum of \$15).

Parents and carers should advise the Centre of any late arrival to collect children.

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

DNC Before and After School and Vacation Care Centres

OOSH oosh@dnc.org.au 6882 2100 0427 223 218	Nominated Supervisor Angela McNee angelam@dnc.org.au 6882 2100	MAGS After School Care Macquarie Anglican Grammar School Currawong Road, Dubbo 0490 550 512
Central After School Care Dubbo Neighbourhood Centre Kennedy Street, Dubbo Mobile: 0407 936 891	North After School Care North Dubbo Primary School Hall Fitzroy Street, Dubbo Mobile: 0448 304 227	East After School Care Buninyong Public School Myall Street, Dubbo Mobile: 0448 298 938
St Laurence's After School Care St Laurence's Primary School Hall Fitzroy Street, Dubbo Mobile: 0409 818 341	South After School Care South Dubbo Primary School Hall Fitzroy Street, Dubbo Mobile: 0448 303 364	West After School Care West Dubbo Primary School Hall East Street, Dubbo Mobile: 0409 608 737
Central Before School Care Dubbo Neighbourhood Centre Kennedy Street, Dubbo Mobile: 0429 595 509		

Your feedback on our Policies is always welcome. If you have any comments regarding the policies listed in this handbook or you would like to read any policies from our Policy & Procedure manual located at each Centre, please feel free to contact any of the staff on the above numbers or send your comments to: Dubbo Neighbourhood Centre, 1/80 Gipps Street Dubbo 2830.