

## **Outside School Hours Care Service Family Information Booklet – February 2019**

Centre Provider Number 555011394B  
361 Sandy Bay Road, SANDY BAY 7005  
Phone: 6216 7920 (Centre) or 6216 7900 (Office/Bookings)  
Fax: 6216 7999

### **Centre Philosophy:**

Mount Carmel College, founded in 1942 by the Sisters of Charity, is a Kindergarten to Year 10 school in the Catholic tradition. In a vibrant educational community, individuals are encouraged to develop their potential, live their faith, acquire a love of learning and contribute to society with confidence and integrity.

We provide care in an environment that is a home away from home.

In knowing that children learn most effectively through play in a safe and nurturing environment, we will provide a secure and stimulating environment where children's individual needs are recognised and supported and their health, well-being and safety are paramount.

Our program works to provide positive relationships between children, carers and our families. The program for school aged children recognises the importance of the middle years of childhood by providing supported experiences with the wider community, a variety of opportunities for children to succeed and by encouraging positive attitudes to learning.

All children and their families will be treated with equity regardless of ethnicity, gender, religion or culture. Our aim is to provide an inclusive program where children from diverse backgrounds and with differing abilities feel accepted and valued.

Family involvement in the centre is welcomed with parents and family members offered a variety of opportunities to participate. We believe that care should be given in partnership with families and we encourage regular communication between parents and Centre staff.

We will maintain and improve our physical environments to meet the needs of our developing program. Our aim is to introduce and promote environmentally aware practices which make use of recycled products and resources where practicable. We will develop

our buildings and infrastructure to include environmentally sustainable systems. Our program will provide opportunities for children to be aware of and adopt efficient use of energy and resources.

We acknowledge that the skills, knowledge and commitment of our staff are the Centre's most valuable resources. As such we undertake to support and facilitate the ongoing professional learning of all staff members. Training opportunities will be offered regularly and staff members are encouraged and supported to seek formal qualifications.

### **We Nurture    We Challenge    We Care**

#### **Location:**

Mount Carmel College is located on picturesque grounds in Sandy Bay just 10 minutes from Hobart.

#### **Facilities:**

The Outside School Hours Care Centre is located in the Kindergarten building. The Kindergarten is separate from the main College property and has spacious open areas, quiet rooms, excellent educational and play resources and a playground designed to meet the needs of the younger age group. The children also have regular access to the College's specialist facilities including the O'Brien Resource Centre, Cahill Centre, Music, Dance Studio and Physical Education equipment.

#### **Services Provided:**

Before School Care	7.30am – 8.30am	
After School Care	Kinder students:	2.45pm – 6.00pm
	All other students:	3.00pm - 6.00pm
Long Day Care	7.30am – 6.00pm	
Vacation Care	8.30am - 6.00pm	
Student Free Days	8.30am - 6.00pm	

Full-day Vacation Care is offered from late January to the beginning of the school year and during the April, July and October school holiday periods.

Long Day Care is offered on a Monday and Tuesday for children from 3 years of age. Kindergarten aged children are welcome to join us for the sessions.



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### **Enrolment:**

The Mount Carmel College Outside School Hours Care Centre provides care for children aged 4 to 13.

Priority of access is given to:

- Parents who require child care due to work, study or are seeking employment.
- Parents of a child who has a special need.
- Parents who require respite due to a child who may otherwise be at risk of abuse or neglect.
- Parent(s) at home with children below school age.

Enrolment information including medical details is sought at the beginning of each school year. Updated family and health information together with parent authorities is sought prior to each vacation care period.

### **Bookings:**

All child care bookings **must** be made through the College office. No bookings are to be made at the Child Care Centre.

The College office must be contacted before 10.00am with any additions or cancellations in child care places.

To avoid distress and to ensure that licensing guidelines are adhered to, it is essential that the office is informed of any change in your child care bookings.

### **Management:**

The Director of the Mount Carmel College Outside School Hours Care Centre is Mrs Anne Haward. The Centre is managed by a committee comprising the Principal, staff and parent representatives. The Committee oversees the Centre's operation on behalf of the Mount Carmel College Board.

**Staffing:**

At Mount Carmel College, staff have been carefully chosen for their high level of experience, knowledge and skills. Staff have current First Aid qualifications and Safety Screening clearance from the Department of Education.

**Anne Haward** is the Director of Childcare. She is our Kindergarten Teacher and has worked at the College since 1999. Anne has a Bachelor of Arts, a Diploma of Education and many years of experience in early childhood. Anne also runs the Before School Care program on Tuesday, Wednesday and Thursday mornings.

**Sophia Tucker** has a Bachelor of Education degree (Early Childhood). She has had extensive experience in childcare centres and is a Certified Supervisor.

**Helen Crawford** has a Diploma of Mothercraft and Infant Welfare along with wide-ranging experience in Family Day Care, pre-kinder and After-School Care.

Additional carers, with appropriate qualifications are utilised when necessary.

**Groups and Staff Ratios:**

The minimum carer to child ratio is 1:10 (for children aged 4-13 yrs)

**Number of staff on the Premises:**

When there are more than 10 children (aged 4-13 yrs) on the premises, there must be at least two carers on duty, one of whom must be qualified.

Where there is one staff member only, the following ratios apply:

1:10 where children are all aged 4-13 years.

For Long Daycare sessions, the ratio is 1:10 where children are aged 3 years.



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**Goals/Aims:**

- To provide quality care for children through a Catholic faith centred environment, respecting and encouraging the individual child with a positive and encouraging approach to care;
- To provide a safe, stable, supportive, challenging and happy environment for the child;
- To develop the child, taking account of individual needs and well-being;
- To enhance each child's school experience;
- To provide a supportive environment for children to work on school activities and homework;
- To provide communication with parents/carers;
- To ensure that care is provided in accordance with all statutory child care, health and safety requirements.

**Program Planning:**

Our programming provides activities and experiences that help children learn about themselves and their relationships with others. We want children to develop a strong sense of well-being emotionally, socially and physically, so they can be confident as they interact in, and explore their world.

**After School Care Routine:**

- 2.45pm Greeting and attendance taken of Kindergarten students. Children engage in self-directed play prior to the arrival of the Primary After School Care students.
- 3.05pm Collection of After School Care children.
- 3.15pm Bags, hats and blazers placed in lockers, attendance taken, then play time until afternoon tea.
- 3:30pm Wash hands in readiness for afternoon tea, group news.
- 4:00pm Inside/Outside play (free play and planned experiences). On some afternoons we have Active After School Care providers taking the children through their paces with, hockey, dancing, cheerleading, cricket and other multi-skill activities.
- 5:00pm Pack away outside. Homework complete. Art area cleaned up.
- 6.00pm Close of program

*Please note program activity times are flexible and subject to change.*

**Parent Information:**

A copy of the College newsletter, *The View*, Bulletin is available on the College website and emailed every second Thursday. Program notices, information requests and consent forms are emailed to parents/carers each Thursday at 1.00pm. An array of information is held at the Centre and made available to parents on request.



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### **Meals:**

The Centre provides a well-balanced afternoon-tea in accordance with our Nutrition policy. We encourage children to eat a variety of healthy foods. We display our afternoon tea menu in the Centre and feedback and ideas are always welcome. Children are encouraged to bring a healthy lunch (**NO NUTS OR NUT PRODUCTS PLEASE**). Food can be placed in the fridge if necessary. During Vacation Care, morning and afternoon tea is provided. If your child has ANY food or drink allergies, please inform staff and ensure that it is noted on the enrolment/health form.

Meal times are seen as a social occasion. Children are never forced to eat and are encouraged to try a variety of foods. As some children have quite serious allergies to nuts, **the Centre requests that peanut butter, Nutella and any other nut products are not used.**

We cook multicultural foods to provide the children with different taste experiences.

All food is handled according to council regulations and safe food handling practises are abided by at all times. Staff have been directed in safe food handling practises.

### **Clothing and Sunscreen:**

Hats must be worn during Terms One and Four. If children come to Care without a hat they will be asked to stay under the shaded areas. Children may leave a spare hat at the Centre with it clearly named. Children are required to bring their own sunscreen and apply.

We recommend that children wear their blue school apron to After School Care. **Please clearly name all your child's belongings.**

### **Toys from home:**

We do not encourage children to bring toys from home, as they may be lost, broken or considered inappropriate in group settings.



### **Orientation Process:**

A visit to the Centre with your child prior to care commencing is encouraged. Every step is taken by the Child Care Staff to ensure that your child feels welcome, is familiar with what is available at the Centre and is known by the other children. It is important to talk to staff and share information regarding your child. Child care is a *partnership* between the Centre and the family. Families are encouraged to participate in all facets of the program and are always welcome in the Centre.

### **Fees & Child Care Subsidy:**

1. Child Care Subsidy (CCS) is available to all Parents/Carers who meet the eligibility requirements. All information and applications are available through the Department of Human Services (DHS).
2. *Absences:* Under the Child Care Management System (CCMS) CCS is strictly monitored. A child is allowed to have 42 absences in a financial year for any reason, but a fee must be charged to gain CCS. Once 42 absences have been reached, documented proof is required for any additional absences for continued CCS entitlement as assessed by DHS. A fee is still required to be charged to claim CCS.
3. It is vital that as a service provider, the Centre can predict an income to ensure the Centre's ongoing viability. All permanent bookings will be charged, regardless of whether the child is absent, or a booking is cancelled, except during Vacation Care and Public Holidays. Bookings may be adjusted during the year, and must be made through the College office. Casual bookings are available, however, a place is not guaranteed if our numbers exceed our licensed places. All casual bookings must also be made through the College office.
4. On request, Parents/Carers will be given a print-out of all absence days used at the end of each month, and/or they can view their statements on-line at [www.humanservices.gov.au/childcaresubsidy](http://www.humanservices.gov.au/childcaresubsidy).
5. Positions will not be held open for individual children unless they are used and paid for consistently.



6. Fees are payable by Parents/Carers as agreed on the enrolment forms. All accounts must be paid at least fortnightly by cash, cheque, EFTPOS, BPAY, BPoint (via the College website) or Direct Debit, and a nil balance achieved. Overdue accounts may attract interest and an overdue account fee of \$10 per month. Child Care Subsidy may be claimed for Before School Care, After Kinder Care, After School Care, Long Day Care and Vacation Care. This amount, as approved by the DHS, is deducted before invoices are issued. Application for CCS must be made to [www.humanservices.gov.au/childcaresubsidy](http://www.humanservices.gov.au/childcaresubsidy).
7. Children may be excluded from the Centre if fees are not forthcoming.
8. Parents/Carers are requested to give at least two weeks' notice of permanent cancellation of their child from the Centre, otherwise fees may be charged.
9. Fees may be changed at any time at the discretion of the Management Committee. Parents/Carers will be given at least one month's notice of fee increases.
10. Enquiries re fee structure should be directed to the Finance Officer.
11. Statements are produced fortnightly in arrears and are sent via email, unless otherwise notified. Please advise any changes to your email address.
12. The Director has the discretionary authority regarding changes to regular booked sessions of care as requested by Parents/Carers, provided the changes to the booked sessions do not decrease the expected income to the Centre.

**Charges:**

Before School Care	\$12.00
After School Care	\$30.00
Early Bird Pick Up	\$24.00 (pick up before 4pm)
Vacation Care & Student Free Day	\$56.00 full day session
Long Day Care	\$56.00 full day session
Late Cancellation Fee	\$22.00
Late Pick Up Fee	\$22.00 for every 5 minutes after 6pm
Absence Sessions	100% of session fee

Families who anticipate, or are experiencing difficulty in paying Child Care fees should contact the Director, Principal or Business Manager.

### **Signing In/Out:**

Parents are responsible, each day, for signing their child in AND out of the Outside School Hours Care Centre via the electronic Attendance Sheets. This is a government requirement. On arrival please check with staff to ensure that any relevant information about your child is shared.

Please note if you are unable to collect your child personally from the Centre, a collection form must be filled in authorising nominated persons over the age of 18 to collect your child. Children will only be released to parents or nominated persons.

All children should be collected from the Centre **prior** to 6pm. If you are unavoidably delayed, a telephone call is appreciated – 6216 7920 (direct to the Centre). Charges of \$22 per child, for every 5 minutes after 6pm apply.

### **Behaviour:**

Children respond very well to constant rules and guidelines. Children are encouraged to solve conflicts and to be responsible for their behaviour. Our aim is to develop the whole person – spiritually, physically, emotionally, socially and intellectually. We believe that discipline plays an important role in shaping the life of each person.

### **Family Involvement:**

Families are always welcome and are encouraged to participate in the program where possible. The Centre displays program information, daily timetables and goals for you to look at and comment on. Feedback is always appreciated so we can provide the highest possible care for your child. We offer parents and carers the opportunity to provide feedback annually via Survey Monkey surveys.

If families have any special skills, talents, interests, unusual objects or have contacts who can tap into any of these areas, please mention this to staff. Children enjoy exposure to different people and things.

Donations of art/craft material (e.g. material off-cuts, cardboard/printer off-cuts, computer paper etc) are most welcome and useful in the Centre.

### **Complaints Procedures:**

If issues arise the following courses of action are available:

1. Child carers are contacted in the first instance and an appropriate time is found to discuss the parents concern.
2. If it is not appropriate to discuss the matter with the Child Carer, parents have access to the Director/Principal to raise any issue of importance to them.
3. Should parents have a serious grievance with a Child Carer which requires some sort of conferencing, then the Director/Principal will act as mediator to provide opportunity for resolution.
4. Parents who are unable ultimately to achieve a satisfactory outcome then have access to the Outside School Hours Committee, the Board, the Governing Council or the Director of Catholic Education.

### **Family/Staff Liaison:**

Staff are always willing to explain or talk with families regarding the program or an individual child's progress. An appointment can also be sought with the Director who is more than happy to discuss any issues that may arise.

### **Health:**

It is the responsibility of the family to provide details of the child's health and immunisation program. These records must be updated accordingly. Appropriate forms are included in your child's enrolment package.

In the interests of other children and staff, children who are unwell cannot attend the Centre. This assists in preventing the spread of infection. Likewise children of parents who have chosen not to have their children immunised will be excluded from the Centre for their own protection in the event of an outbreak of infectious disease.

### **Medication:**

All medication is to be given to a staff member, clearly labelled and a completed medication form filled in and signed. Please do not leave medication in your child's bag, as other children may be at risk.

**Protective Care and Safety:**

The Mount Carmel College Outside School Hours Care Service has effective policies and procedures on protective care and safety.

Evacuation plans are displayed in the Centre and procedures detailed in the Centre policies.

The Service promotes and models a safe environment for the children and staff. Mount Carmel College's Workplace Health and Safety commitment is based on the conviction that the well-being of its staff, students, outside workers and visitors is of major importance in its day-to-day operations. The College is committed to the concept of Duty of Care in relation to issues of health and safety.

**Excursions:**

Excursions are a valuable part of the child care program. The development of the whole child is enhanced through participation in experiences which encourage physical, intellectual, social/emotional and language growth.

Routine excursions form part of the Mount Carmel College Outside School Hours Care Service and include such things as trips to Marievilla Esplanade and across to the Casino grounds to feed the ducks. Each year parents will be given written information detailing the local area and locations of the outings, a list of the outings and the steps that will be taken by the Child Carers to manage any potential hazards (e.g. crossing the road) and to ensure that the safety of the children is maintained at all times.

Non-routine excursions include scheduled trips to destinations of interest – museums, exhibitions, events and performances, concerts etc. For this type of pre-planned excursion parents will receive notification of the date of the excursion, the proposed destination, the method of transport, times for departure and return to the service, cost and the number of staff that will be accompanying the children. Signed consent forms and up to date health information specific to the occasion will be sought. Excursions are scheduled in all of the vacation programs.

The minimum carer: child ratio for excursions is 1:10.

**Transportation of Children:**

The safety and well-being of children is a primary concern during excursions and vehicular travel.

Parents will be required to give written consent if a child is to be transported from one place to another. Full details of the method of transportation will be provided. Site-specific procedures have been developed for use of the school bus. All vehicles used to transport children shall comply with the appropriate transport regulations.

**Changed Family Circumstances:**

We recognise that family circumstances change. To assist us to best care for your child it would be appreciated if you would alert us to a change in the family situation (e.g. moving house, a new baby, separation, illness, death in the family, etc).

Any changes to details on the family information form must be given to the College office. Access or custody details must be documented and provided to the Director/Principal.

Details of persons who are permitted to collect children from the Centre should be kept up to date. A form is available for this purpose.

### **Policies and Procedures:**

The following policies are available to all staff and families at either the Centre or the College office:

- General College Policy – TCEO Anti-Discrimination, Harassment & Bullying Policy
- General College Policy – Mount Carmel College Occupational Health & Safety Policy
- General College Policy – Mount Carmel College Occupational Rehabilitation Policy
- General College Policy – Mount Carmel College Plants & Vegetation Policy & Procedures
- General College Policy – Mount Carmel College Inclusion Policy
- Policy Statement on Access to the Service
- Policy Statement on Behaviour Management
- Policy Statement on Behaviour Support
- Policy Statement on Confidentiality
- Policy Statement on Critical Incident
- Policy Statement on Equal Opportunity
- Policy Statement on Equipment
- Policy Statement on Excursions
- Policy Statement on Fees
- Policy Statement on Financial Management
- Policy Statement on First Aid
- Policy Statement on Grievance Procedures
- Policy Statement on Health and Safety
- Policy Statement on Inclusion
- Policy Statement on Interactions with Children
- Policy Statement on Lost Child
- Policy Statement on Management Committee
- Policy Statement on Mandatory Reporting
- Policy Statement on Medical Conditions
- Policy Statement on Nutrition
- Policy Statement on Orientation (Information Booklet)
- Policy Statement on Children's Programming
- Policy Statement on Records
- Policy Statement on Referrals from Other Agencies
- Policy Statement on Responsible Person
- Policy Statement on Safety



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- Policy Statement on Staff Appraisal
- Policy Statement on Staff Discipline
- Policy Statement on Equal Opportunity Employment
- Policy Statement on Staff Grievances
- Policy Statement on Staff Leave
- Statement on Staffing Policy Objectives
- Policy Statement on Staff Participation
- Policy Statement on Staff Professionalism (Code of Conduct)
- Policy Statement on Staff Recruitment
- Policy Statement on Staff Rehabilitation
- Policy Statement on Staff Training & Development
- Policy Statement on Sun Protection
- Policy Statement on Supervision of Children
- Procedures for Cleaning Toys in Childcare.