



**Mount  
Carmel  
College**

Courage.  
Compassion.  
Justice.

## **Outside School Hours Care Service 2021 Family Information Booklet**



Centre Provider Number 555011394B

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



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## Centre Philosophy

With Christ as our guiding light and in the charism of the Sisters of Charity, we educate each person to exceed their expectations, to nourish faith and contribute to shaping a just society.

We aspire to develop courageous learners who act with justice and embody a strong sense of inclusiveness and compassion.

Mount Carmel College, founded in 1942 by the Sisters of Charity, is a Kindergarten to Year 10 school in the Catholic tradition.

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. We aim to provide connections with the wider community to support our educational programs. Our programming seeks to reflect the interests of our children to engage their learning experiences.

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



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learning of all staff members. Training opportunities will be offered regularly and staff members are encouraged and supported to seek formal qualifications.

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#### **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 – Kindergarten Students	2.45pm – 6.00pm
After School Care – All Other Students	3.05pm – 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.

#### **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 College 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 the College Principal, Mrs Fiona Nolan M.Ed, Grad Dip Teach, B. Admin

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.

- **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 ratio of 1:10 where children are all aged 4-13 yrs applies
- For Long Day Care sessions, the ratio is 1:10 where children are aged 3 years.

### 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 wellbeing.
- 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 Primary Aged students.
- 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.



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- 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*, 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.

### 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 or 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 online at [www.humanservices.gov.au/childcaresubsidy](http://www.humanservices.gov.au/childcaresubsidy)





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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	\$32.00
Early Bird Pick Up	\$26.00 (pick up before 4pm)
Vacation Care & Student Free Day	\$60.00 full day session
Long Day Care	\$60.00 full day session
Late Cancellation Fee	\$24.00
Late Pick Up Fee	\$26.00 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 of the Centre or the 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 Program. 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 \$26.00 per child, for every 5 minutes after 6pm apply.

## Late Collection of Children

- If there are children still present at the Centre upon closing, it is best practice to ensure a minimum of two Educators remain until all children are collected.
- If parents/carers know that they are going to be late, they should make arrangements for someone else to collect their child(ren). Parents/carers must also notify the Centre of these changes.
- If parent/carers have not arrived by 6:00pm, the Centre will attempt to contact them via phone. If parents/authorised persons are unable to be contacted the Educator in charge will call the alternative contacts, as listed on the enrolment form, to organise collection of the child(ren).
- If by 6:00pm neither the parent or any of the authorised nominees are available or contactable, the Centre may need to contact the police and other relevant authorities as listed below. In addition, either the Principal, Deputy Principal or Business Manager will also be contacted.
  - Child Protection Agencies and Regulatory Authority
  - Child Care Hotline    132 111
  - Tasmanian Police    131 444 or 000 if in an emergency
  - Department of Education and Care
- If the child is taken to an alternative safe location, for example a Police Station, a sign will be displayed at the Centre notifying parents/carers of the child's whereabouts.



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- Where families are continually late to collect children, a *Late Collection of Children Letter* will be presented to parents/carers.

## 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.

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.

## Grievance (Complaints) Procedure

Feedback from families, educators, staff and the wider community is fundamental in creating an evolving Childcare Service working toward the highest standard of care and education.

In the event that feedback includes divergent views which result in complaints, the Business Manager or Nominated Supervisor will ensure the grievance is managed conscientiously and confidentially with the following courses of action 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 or Business Manager to raise any issue of importance to them. The issue will be discussed within 24 hours of receiving the verbal or written complaint.

3. Should parents have a serious grievance with a Child Carer which requires some sort of conferencing, then the Director/Principal or Business Manager 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.

Information about our Grievance Policy is accessible to all families, visitors and volunteers at either the Centre or the College Office.

### **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 Marieville 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 Inclusion Policy

#### Child Care Centre Policies – Quality Area 1

- Additional Needs Policy
- Celebration Policy
- Educational Program Policy
- Multicultural Policy

#### Child Care Centre Policies – Quality Area 2

- Acceptance and Refusal of Authorisation
- Administration of First Aid Policy & Procedure
- Adventurous Play Policy
- Aggressive Parent Policy
- Anaphylaxis Management Policy

- Arrival and Departure Policy
- Asthma Management Policy
- Child Collection Policy & Procedure
- Child Protection Policy
- Child Safe Environment Policy & Procedure
- Children's Belongings Policy
- Clothing Policy
- Delivery & Collection of Children Policy & Procedure
- Dental Health Policy
- Diabetes Management Policy
- Epilepsy Management Policy
- Equipment Toys Cleaning Procedure
- Equipment
- Excursion Policy & Procedure
- Hand Washing Policy
- Head Lice Policy
- Immunisation Policy
- Incident, Injury, Trauma and Illness Policy & Procedure
- Infectious Diseases Policy & Procedure
- Nutrition Policy & Procedure
- Physical Environment Policy
- Safe Storage of Hazardous Materials Policy
- Safe Transportation Policy
- Safety Policy & Procedure
- Sick Children Policy
- Sleep and Rest Policy & Procedure
- Sun Protection Policy & Procedure
- Supervision Policy & Procedure
- Toileting Policy & Procedure
- Unexpected Death of a Child at the Service Policy
- Unexpected Death of a Staff member at the Service Policy
- Water Safety Policy & Procedure
- Workplace Health and Safety Policy & Procedure



Child Care Centre Policies – Quality Area 3

- Environmentally Responsible Policy

Child Care Centre Policies – Quality Area 4

- Animal and Pet Policy
- Bullying Discrimination and Harassment Policy
- Code of Conduct – Staff Professionalism
- Responsible Person
- Staff Appraisal
- Staff Grievance
- Staffing Arrangements Policy
- TCEO Code of Conduct

Child Care Centre Policies – Quality Area 5

- Anti-Bias and Inclusion Policy
- Behaviour Guidance – Bullying Policy
- Behaviour Support Policy & Procedure
- Gender Equity Policy
- Interactions with Children Policy & Procedures
- Respect for Children Policy

Child Care Centre Policies – Quality Area 6

- Complaints Grievance Policy & Procedure
- Enrolment and Access to Service
- Family Communication Policy
- Non-English Speaking Background Policy
- Open Door Policy

Child Care Centre Policies – Quality Area 7

- Complaint Register
- Complaints and Grievance Policy OSHC
- Complaints Grievance Form
- Complaints Grievance Procedure
- Fees Policy & Procedure
- Financial Management Policy & Procedure
- Governance & Management Policy & Procedure
- Professional Development Policy
- Record Keeping and Retention Policy
- Relief Staff Policy
- Social Media Policy and Procedure
- Staff Training Development
- Volunteers and Students on Practicum Placement Policy
- Withdrawal of a Child Policy
- Writing Reviewing and Maintaining Policies