



Family Handbook

'A Home Away from Home'

Phone: 0400 722 582, 4922 6816

Website: www.victoryoosh.org.au

Email: oosh@c3victory.org.au

Please keep this book for future reference.
Interpreter upon request.



Victory OOSH Philosophy

Victory OOSH aims to be a 'HOME AWAY FROM HOME' for every child, caring for the whole child physically, mentally and spiritually.

Our desire is to impact the local community through our actions, educators, centres and programs.

Honouring People

We honour and respect all families, their beliefs, culture, and C3 Church Victory's values.

Our Environment

We refer to 'My Time Our Place' framework when implementing and developing our rich play based program, with consultation from children and families.

Meeting Place

Maintaining a caring community across all centres.

Every Child

All children are unique and have the right to have a safe space that is free of judgement.

Welcome to Victory OOSH.

We look forward to getting to know you and your child!

Victory OOSH Charlestown East **0409 952 992**

Charlestown East Primary School Grounds
Corner of James and Bula Street.
Before School Care: 7am – 9am
After School Care: 3pm – 6pm
Vacation Care: 7.30am – 5.30pm

Victory OOSH Dudley **0429 489 737**

Dudley Primary School Grounds
Corner of Ocean and Boundary Streets, Dudley
Before School Care: 7am – 9am
After School Care: 3pm – 6pm

Victory OOSH Kahibah **0447 840 092**

Kahibah Primary School Grounds
Frith St, Kahibah
Before School Care: 7am – 9am
After School Care: 3pm – 6pm

Victory OOSH Charlestown South **0447 840 092**

Charlestown South Primary School Grounds
Patricia Ave, Charlestown
Before School Care: 7am – 9am
After School Care: 3pm – 6pm

Victory OOSH Jesmond
Jesmond Primary School Grounds
Ralph St, Jesmond
Monday to Thursday only
After School Care: 3pm – 6pm

Children that attend our service need to be of school age, have met our inclusion and priority of access policies and have current enrolment forms and immunisation records.

Centre Operations

Educators

As part of providing exemplary care Victory OOSH is committed to employing educators who care about children and create a positive environment in our centres.

Victory OOSH's Director is Naomi Flett. Naomi oversees the educators and management of all Victory OOSH centres.

Each centre has a coordinator responsible for the day-to-day responsibilities of the centre, please go to the website for further information.

Additionally, we have a variety of part time and casual supervisors and educators who work across all services.

Victory OOSH is overseen by a management team. This team consists of:

Rebecca Chapman - OOSH Director
Graeme Clothier - C3 Church Victory
Nathan Welburn - C3 Church Victory
Nicola Paget - Victory OOSH

Office Times

Our office times are typically 9am- 5pm during school terms. However, you can also contact the centres directly during hours of operation (7-9am, 2-6pm).

If you cannot contact us directly please email oosh@c3victory.org.au or you can contact the church offices on 49226800 and they will contact us as soon as possible.

Child and Educators Ratios

During care the educator: child ratio is maintained at 1:15. This can change during vacation care excursions, depending on the transport and supervision requirements. Typically, the ratio is between 1:10-1:8. These are the current standards set for OOSH by National Quality Framework.

Transport

Victory OOSH provides a procedure for dropping off and picking up children which is clear and ensures the safety and wellbeing of all children in our care.

All vehicles used by the centre will comply with the appropriate road and transport regulations, will be mechanically sound, regular maintenance and comprehensive insurance.

Children will be picked up by educator in either a bus or car where bus space is not available. Educators will have the roll, as well as First Aid kits and mobile phones.

If children are collected in a vehicle that is 12 seats or less, the back seats are filled first with the eldest children sitting in the front. If children are under the age of 7 years they will be seated in a booster seat as per the NSW government and MTA child restraint laws.

If your child/ren are not going to be at the centre on a day they are booked in, **you must let the centre know** as soon as possible. It makes for a smooth picking up process and means we can get to all the schools on time.

If we arrive at a school and a child who is booked in is not there, this is the procedure educator will follow:

1. The role for the individual bus journeys will contain the contact numbers of families of the children and the contact details of the individual schools.
2. Educator will ring the contact number on the roll:
 - If the parent/guardian confirms the child should be absent; they will be marked as such.
 - If the parent/guardian informs educator that the child should indeed be there, educator will enquire at the school office or ask a teacher, and ring the OOSH office regarding the child's whereabouts.
 - If the child is still missing without cause or explanation, the police will be notified. Educator will work in conjunction with the school educator if this occurs. Educator will notify the centre immediately.
3. Educator will not leave the school property until the issue is resolved or responsibility has been handed over to the appropriate people.



Family Participation

We recognise that participation of families in issues relating to their children is important. We provide a welcoming and caring environment where every person is esteemed and valued. Open communication is a high priority regarding the relationships between families and educators. Involvement of families is actively pursued in the centre; they are encouraged to contribute to discussions about issues relevant to the running of the centre.

Policies

The Victory OOSH Policy Book can be accessed in hard copy/digitally at all centres as well as on the Victory OOSH website. If you have any particular queries regarding policies please contact the coordinator or director and they can assist you in viewing these and answering any questions. Victory OOSH Policies are reviewed in accordance with the National Standards and NQF. Individual policies are reviewed following incidents to ensure that the policy and procedure is effective, all governing bodies and legislation is looked at when the centre reviews its policies

Sun Protection

At Victory OOSH we aim to take a sensible approach to sun protection in our service that empowers children to take responsibility for their own health and wellbeing.

Children and educators will check the UV rating before going to play outside. Where the UV rating is above 3 sun protection is required, or children should play in the shade. Children need to



have hats and shirts with sleeves during for outdoor play. Broad spectrum, 30SPF+, sunscreen is available but during spring and summer vacation care it is recommended that you apply sunscreen before attending the service. We will encourage children to reapply sunscreen throughout the day. There are lots of fun outdoor games and activities

at OOSH, but if your child does not have the proper protection from the sun, they may miss out.



Meals and Snacks

At Victory OOSH we promote and encourage healthy eating through our menus and cooking experiences during some sessions. Please let educators know of any dietary requirements your child has and we will do our best to accommodate for your child's needs.

We offer breakfast such as toast with spreads as well as cereal. Afternoon tea we offer a range of nutritional snacks, fruit and water is available throughout the afternoon.

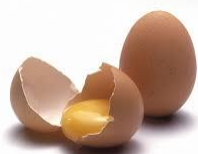
During Vacation care families are to provide their children's food. We ask that families provide a healthy lunch box, while being aware that children attending the service have different allergies.

Victory OOSH is allergy aware at all centres.

Due to the increasing number of children suffering mild, through to serious allergic reactions, which may involve the use of an EpiPen or hospitalisation when in contact with food products, Victory OOSH is an allergy aware centre.

Children attending our services currently have allergies to Nuts, Egg, and seafood. Please be mindful of these allergies when packing food for OOSH

If children have inappropriate food educators will offer to provide the child with alternate food. If other food options are rejected, the parent or guardian will be contacted and asked to bring alternate food to the centre.



We aim to be aware of all children's allergy needs and will continue to work with children and families to make our service as safe and inclusive as possible.



Accident Policy

We ensure the safety and wellbeing of educators, children, parents and visitors at all services and during excursions, through proper care and attention is given in the event of an accident. In the event of an accident the centre commits to ensuring the injury does not worsen. Parents or emergency contacts will be informed immediately where the accident is serious. Where First Aid is applied, Victory OOSH educator fills out an accident/ incident/ hazard form that is kept in the child's record that reports what has occurred. Families are required to sign the report.



Behaviour Management

A flexible and positive approach towards behaviour management is undertaken to cater for the different ages, experiences and personalities of children in our centre. Victory OOSH promotes understanding behaviours and redirecting towards a positive outcome. The Educators develop centre practices and rules with the children. Educator participate in discussions and training around behaviour management.

Child Responsibilities

The Children that attend Victory OOSH have behavioural responsibilities that they need to uphold. This list was developed between educator and children to create a fair and clear outline for the children. This list consists of:

- Treat educator with respect.
- Follow the instructions of educator.
- Treat one another kindly. [Swearing, teasing and bullying are not tolerated]
- Stay within sight of educator at all times.
- Take care of the equipment of the centre.
- Assist in cleaning up activities.
- Stay out of the storage areas.
- To walk inside the centre.

Suspension from Centre

While Victory OOSH aims to manage behaviour positively however at times serious behaviour will result in serious consequences. Educators will maintain open communication with families regarding issues however suspension from the centre will be instigated following violent, dangerous, or aggressive behaviour against educator or other children. The following behaviour will result in a suspension from the centre:

- Running away from the centre.
- Repeatedly disrespecting educator.
- Destructive behaviour.
- Repeated bullying.

Acts of violence against educator or other children will result in suspension from the centre and if deemed necessary expulsion from the centre. If a child receives multiple suspensions the Management Team will decide on the appropriate course of action which is best for the centre and children.

Confidentiality

All matters concerning the centre should be considered confidential and should not be discussed with unauthorised personnel. This includes:

- Information that has to do with any child enrolled at the centre and that child's family.
- Information about any of the educator or management and their families.
- Information on issues relating to the running of the centre.

Victory OOSH has the right to contact past or future centres and agencies to receive or give any additional information they feel that they may require to care for child/ren and or families. This is under the new Children and Young Persons (Care and Protection) Act 1998 No 157. That states the 'exchange of information between government agencies and non-government organisations involved in the safety, welfare or wellbeing of children and young people' is allowed. Further information can be found on the Keep Them Safe website.

Grievance Procedure for Families, Community & Children

Families

Informal Complaints/ Grievances

1. The Coordinator or Director will deal with all complaints/concerns in a confidential manner unless otherwise stipulated.
2. Verbal complaints relating to families or educator or aspects of the running of the centre may be made to the Director or members of the Management team and will be dealt with informally.
3. This will be recorded and placed the grievance file.
4. If the complainant is not satisfied with the outcome, a formal complaint may be lodged in writing.

Formal Complaints/ Grievances

1. All formal complaints must be lodged in writing, signed and directed to the Director or Management Team c/o C3Victory.
2. Complaints will be treated as confidential.
3. Educators have the right to seek assistance from a support person when making or responding to a complaint.
4. All educator related complaints will be handled by two authorised personnel (centre managers) and a record of all proceedings will be made. If requested by either party an independent person may be used to act as a mediator.
5. All parties must sign the interview transcript and outcomes. All parties will be informed of the outcome in writing.
6. Every 6 months complaints are analysed to identify trends and determine actions to be taken.

Children

Complaints/ Grievances

1. The educator member, and coordinator if necessary, will deal with all complaints/concerns in a confidential manner unless otherwise stipulated.
2. Verbal complaints relating to parents or educator or aspects of the running of the centre may be made to the Director or members of the Management teams and will be dealt with informally.
3. This will be recorded in the Family file.
4. If the child is not satisfied with the outcome, the coordinator will work with the child and the family to come to an amicable solution.

Community

Informal Complaints

1. The Director will deal with all complaints/concerns in a confidential manner unless otherwise stipulated.
2. Verbal complaints relating to families or educator or aspects of the running of the centre may be made to the Director or members of the Management team and will be dealt with informally.
3. If the complainant is not satisfied with the outcome, a formal complaint may be lodged in writing.

Formal Complaints

1. All formal complaints must be lodged in writing, signed and directed to the Director or Management Team c/o C3 Victory.
2. Complaints will be treated as confidential.

3. Educator and have the right to seek assistance from a support person when making or responding to a complaint.
4. All educator related complaints will be handled by two authorised personnel (centre managers) and a record of all proceedings will be made. If requested by either party an independent person may be used to act as a mediator.
5. All parties must sign the interview transcript and outcomes. All parties will be informed of the outcome in writing.

Every 6 months complaints are analysed to identify trends and determine actions to be taken.

Priority of Access

We understand that getting your child into quality child care is an important priority. When there is a waiting list for child care services, to ensure the system is fair, the Australian Government has 'Priority of Access Guidelines'.

The guidelines apply to all approved child care services. They are used to assign child care positions when there is a waiting list for a child care service or when a number of parents are applying for a limited number of vacant places. Every approved child care service has to abide by the guidelines.

What are the Priorities?

1. A child at risk of serious abuse or neglect.
2. A child of a parent (or both parents if you have a partner) who satisfies the Government's work, training, study test.
3. Any other child.

We may require a Priority 3 or priority 2 child to vacate a place to make room for a child with a higher priority. If this occurs, you will be given at least 14 days' notice to find other arrangements.

How can I get more information?

Please, talk to an educator, we can answer most of your questions and find out any other information you require.

Child Protection

'A shared response to child wellbeing'

- We are committed to the wellbeing of all the children in our centre and defend a child's right to care and protection.
- Educator and management have a responsibility to act to protect children if they suspect abuse or neglect.
- Our centre will carry out the responsibilities of the mandatory reporter as indicated under legislation. This responsibility involves following procedures as outlined by Community Services and the Commission for Children and Young People.

The Children and Young Persons (Care and Protection) Act 1998 No 157 is the act that all children's services need to follow.

To see more information regarding our policies and procedures for children protection, please ask a supervisor.

Fees



During the enrolment process parents should follow the link below on How to Claim Child Care Subsidy.

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-claim>

Parents should check invoices to ensure subsidies are being paid by Centrelink and follow up if there is a discrepancy in their account.

Victory OOSH accepts online payments (bank accounts or PayPal), cash, cheques and credit cards. Centre session costs are provided upon request.

To pay online

Account name: C3 Church Victory Inc. OOSH

BSB: 082 514

Account Number: 546 845 064

Please include your child's name & Centre in the description field.

During Before and After School Care, fees for a permanent booking are due weekly or fortnightly as per your arrangements.

During Vacation Care, fees must be paid **before** the first day of care.

We require a **\$100** enrolment payment at the start of the child/rens first day of care. This will be added to fees as a credit.

Please NOTE: If you use Vacation Care as well as one of the other Victory Services you will receive TWO separate invoices. One for your Before and After School Care sessions and one for Vacation Care. If you have credit at one service and would like to move it to your other service please request this via email.

If your child is absent from OOSH we require that you contact us **before 3pm**. A non-notification fee of \$15 may apply for child absences where notice is not given.

Normal rates will also be charged to your account; unless you have gone over the 42 allowable absences. At which point your child care benefit will cease for all absent days.

Victory OOSH does not charge on public holidays.

Late fees apply if you pick up your child after the centres closing times. This fee is \$20 per 15 minutes for each child.

Cancellations

For Before and After School Care cancellations, of permanent bookings, families **must give 2 weeks written notice** for a complete cancellation. Cancellations for Vacation Care must be given with **5 full working days** written notice or you will be charged for these sessions.

Continuing lack of fee paying will result in your child/ren position being **cancelled**.

If you are having difficulties paying your fees, please talk to the office so a fee payment plan can be developed 0400 722 582 or oosh@c3victory.org.au.

Please inform the office within 14 days if there are any changes to family details, child needs or family circumstances.

Drop Off and Collection of Children

Before School Care

Children are not to be left at the centre at any time prior to the opening hours of the centre.

On arriving at the centre the parent/guardian is to sign the child in using Electronic Sign In on the iPad.

Children are to place their bags in the designated bag area.



After School Care

The parent/guardian collecting child/ren must sign the child out using Electronic Sign Out on the iPad. Educators monitor the children and check they are going home with an authorised adult. If an educator member is unsure, they will ask the adult to wait, and confirm that the child is going home with the right person by asking the supervisor on duty.

Vacation Care

Children are not to be left at the centre at any time prior to the opening hours of the centre.

On arriving at the centre the parent/guardian is to sign the child in using Electronic Sign in on the iPad. Children are to place their bags in the designated bag area.

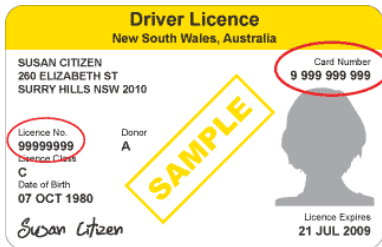
Families who have requirements of their child for the day, or changes to whom will be collecting the child are to inform the supervisor on shift.

Medication

When a child requires medication of any kind, parents must complete and sign the medication form and hand in medication to the supervisor. Medication must be in original packaging.

Who can pick up my child?

- If your child is to be collected by anyone different from the authorised persons stated on the enrolment form, you must personally inform the Centre directly.
- The person collecting the child will be asked to show identification.
- The names and contact numbers of all people authorised to collect children must be on the enrolment form. Any changes to these must be given to the Director.
- The authorised person is required to give proof of identification to educator if they have not previously been to the centre before.
- The centre will not release the child to anyone who is not authorised without prior consent and in line with centre policy.
- If there is an emergency and the parent/ guardian or another authorized person cannot collect the child, the parent/ guardian must personally ring the centre and let the Director know. The parent/ guardian will be asked who will collect the child and educator will check their ID upon arrival at the centre.
- If the centre has not been notified and someone other than the parent or an authorised person arrives to collect the child, the Director (or in their absence the Assistant) will ring the parent/ guardian to get their authorisation. The child will not be released from the centre until proper authorisation has been received.



- If a parent, guardian or authorised person, as on the enrolment form cannot be contacted, either to pick up a child or give permission for the child to get picked up by another person, the child will go into the care of community services and the police will be notified. This will occur after a parent/ guardian or authorised person has been given adequate time to pick the child up i.e. it is after centre hours.