



Information for Parents for Swansea Out of School Hours Care (SWOOSH)

Managed by Swansea Community Cottage Inc.

Location:

At the Channel in the grounds of Swansea Primary, Channel & Rawson St, Swansea

Phone: (02) 4971 0022

(Leave a message on the answering machine after hours or between 9:30am-2:30pm)

Hours of Operation:

Monday to Friday during school terms except for Public Holidays

Before School	7am-9:30am (children from 7am til school)
After School	2:30pm – 6pm (children from 3pm onwards)

Our service provides care for school age children between the ages of 4½ (enrolled in school) to 12year olds (inclusive until they turn 13). Children can start at the centre immediately upon enrolment.

Priority is given to parents working or studying although all school age children are welcome to attend. All children can come and enjoy the many activities organised by staff.

Please let us know if your child has special or additional needs so we can cater for extra support when needed.

Staff:

We abide by the National Regulations and have an enforceable ratio requirement of a minimum 1 staff: up to 15 children.

Our daily operation consists of 1-3 staff in the morning and 2-4 afternoon staff depending on the number of children enrolled and schools to attend.

IT IS ESSENTIAL TO KEEP OOSH UP TO DATE WITH CANCELLATIONS AND LAST MINUTE BOOKING NEEDS AS SOON AS YOU BECOME AWARE OF THEM.

Additional bookings can alter our ratios and will mean organising additional staff at the last minute. Without your support it can prove difficult to ensure quality care.

The Nominated Supervisor for the Swansea OOSH is Narelle Harvey.

The Centre is staffed by qualified child care workers as well as staff who are studying to become qualified and /or have relevant extensive experience in the field.

All staff are registered with the relevant authorities and also undergo a Working With Childrens check. Volunteers and bus drivers also have the relevant Working With the Childrens checks undertaken.

Centre Philosophy:

Swansea Out of School Hours Care provides a friendly and caring environment that will enhance children's learning and development.

Children and families will be treated with respect and as equal and valued individuals. We aim to provide a quality affordable which addresses the current need for our clientele.

"My Time, Our Place" is the framework SWOOSH incorporates into their operating practices.

Centre Aims & Outcomes:

- To help children to appreciate respect and care for each other and their surroundings
- To provide an interesting and varied program.
- To provide a safe and caring supportive environment for all children to develop, play and create

Our core outcomes for our children are:

1. Children to have a strong sense of identity
2. Children are connected with and contribute to the world
3. Children have a strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators.

Enrolments:

An enrolment form must be completed before using the service for the first time and at the beginning of each year to make sure information is updated. It will be parents responsibility to also notify centre of any changes to enrolment during the year.eg; medical, custodial, emergency contacts etc.

Emergency Bookings:

Emergency bookings can be phoned/text messaged to the answering machine before 2pm on the day required. Please also notify your school so they are aware of the change.

Fees and Payments:

Types of fees: ***Permanent or Casual rate***

Bookings are at a flat rate of Permanent or Casual however every family may be eligible for a Centrelink percentage this will help reduce fees to a more affordable rate.

Full fees with no rebate are as follows (subject to change):

Before School Care	\$19.50 permanent / \$20.50 casual (per child per session)
After School Care	\$22.50 permanent / \$23.50 casual (per child per session)

If you receive 85% full rebate the approximate cost is (subject to change):

Before School Care	\$3.60 permanent / \$3.80 casual (per child per session)
After School Care	\$4.20 permanent / \$4.40 casual (per child per session)

Please log in to your MyGov account and register for the Child Care Subsidy to obtain your hours and percentage.

Every family must be registered for childcare with FAO/Centrelink before attending.

Our centre provider numbers are:

Before School- **555 014 666H**

After School - **555 014 667B**

The new child care subsidy scheme calculates your eligible hours and rebates as follows:

Hours of activity (per fortnight)	Maximum number of hours of subsidy (per fortnight) per child
For families earning up to \$66,958 Less than 8 hours (work, study, volunteer)	24 hours
For families earning up to \$351,248	
8-16 hours	36 hours
More than 16 up to 48 hours	72 hours
More than 48 hours	100 hours

Fees are set by the management committee as at 1 July of each year.

First fortnight fees are required in advance at the beginning of each term.

Bus donation \$1 (per child per pickup/dropoff)

Breakfast \$1

Annual Enrolment \$10 per family per year (included on your first invoice)

Late pick up fee \$1 per min after 6pm

Paying Fees:

Permanent bookings are asked to pay the first fortnights fees in advance at the beginning of each term

A weekly invoice statement is emailed to your nominated account or placed in account box situated on front desk as you enter the centre, if requested. Parents are required to pay the amount due which will be payable either by cash, cheque or internet direct deposit before the next invoice statement.

A permanent booking is charged at a slightly cheaper rate and guarantees a place at the Centre, however should there be an absence the fee is still invoiced (unless a medical certificate is provided).

A casual booking is charged at a slightly higher rate however should sufficient notice be provided (as per Service policy) you will not be charged for a non-attendance.

Internet banking and payment of your account is also available. You can direct debit into the following account:

BSB: 650 000
Account Number: 944478407
Account Name: Swansea Community Cottage Inc
Reference: FULL NAME and SWOOSH

OOSH Codes

CBO Caves Beach OOSH
CBV Caves Beach Vacation Care

SWO Swansea OOSH
SWV Swansea Vacation Care

Please note your deposit does not immediately get reconciled with your account and needs to clear our bank account before being entered into our CCS booking system.

Receipts:

A hand written receipt will be issued on payment of fees if paid at the Centre. Please ensure that you fill out the payment sheet and sign it with a staff member countersigning. NB. If there is no evidence of payment we are unable to credit any money to your account. The amount paid will appear on your next invoice.

Cancellations:

If you have a permanent booking, fees will be charged even if absent (unless a medical certificate is presented). Please note we still need to be advised so we do not go looking for children that are not in attendance.

Afternoon bookings need to cancel before 9am on the day of attendance and morning bookings must phone by 5pm the previous day. If you do not cancel by the required time you will be charged accordingly.

Drop off and collection of children:

No children are to be left at the centre outside operating hours. It is the parents or guardians legal responsibility to sign children in/out of centre daily. All children **MUST BE** signed in (for mornings) and out (for afternoons) each day by the parent or guardian with the time noted in the attendance book.

A daily attendance log is situated on the desk at front of centre. The Nominated Supervisor or staff member in charge must be notified if the child is to be picked up by someone other than the parent/guardian/authorised persons as per the enrolment form. The person will be required to provide proof of identification and this will be copied for our official records. Any persons collecting a child must be an adult and over the age of 18.

It is expected that parents phone the centre when child is booked in for afternoon session and will not be attending this will mean staff do not have to leave other children to look for your child.

If you have not collected your child/ children from the centre by a reasonable hour and emergency contact numbers have been exhausted then the Department of Family & Community Services – Child Protection Services will be called or child/ children taken to the nearest Police Station.

If you would like your child to attend the centre and it is a late afternoon booking please phone both centre and school by 2:00pm. A message will be given to your child's teacher. We cannot phone the school to say child will be attending the centre.

Late pick up fee of \$1 per min will apply after 6pm. Please ensure you phone the centre if you are going to be delayed as some children become distressed. It is comforting if we can offer the child an explanation.

Expectations of Families:

Please be aware of all procedures outlined in this information pack. Any concerns please see the Nominated Supervisor.

Please keep us up to date with any changes to your child's enrolment/routine. A parent communication book is located on front sign in desk if staff is busy please feel free to write in this if not of a confidential nature.

Parent Participation:

All parents are welcome in the centre and staff will be happy to explain any activities and answer any questions you may have, however you must be aware of staff's requirement to supervise the children, please feel free to make an appointment time suitable to both if you wish to exchange information about your child.

Swansea Community Cottage (and therefore our OOSH & Vacation Care Centres) is operated by a Management Committee. If you would like to volunteer on our Committee please mention this to our Nominated Supervisor or call the Cottage on 49711229 and ask for speak to the Manager. The Committee meets bimonthly for a couple of hours and welcomes parent expertise and involvement.

Complaints Procedure:

Please approach Nominated Supervisor with any complaints. All communication will be kept confidential. If you are not happy with the way complaints are handled please contact liaison person at Swansea Community Cottage either in writing or verbally. If this is still not satisfactory The Management Committee can be contacted by writing to P.O. Box 203 Swansea 2281.

Children's Behaviour:

Any teasing, bullying, racial comments, stealing or physical actions that affect another person will not be tolerated. There are centre rules displayed which children are expected to follow. Parents /Guardians are responsible for the cost of any deliberate damage to property.

If a child's behaviour becomes unacceptable and the following steps have been followed –

- Normal **talking** with on a one to one basis by staff member.
- **Redirection** of activities or **Time Out** if appropriate.
- Co-ordinator advised and parents advised of behaviour.

If unacceptable behaviour continues, Parents/Guardians will be asked to make alternative child care arrangements.

Health Issues:

Parents are asked not to bring sick children to the centre. If your child feels unwell at the centre Parents will be contacted to take the child home. An incident, injury, trauma and illness form will be completed should your child fall ill whilst at the centre.

Please notify centre if your child has an infectious condition. This information is required as part of our regulations. Children are not to attend the centre until the infection has cleared, and a Doctors certificate stating your child is well enough to return to the centre, this is recommended by the Department of Health.

Please advise the centre of any allergies your child may have this being food, animals, plants etc. A medical management plan is required from the parent of the child and prepared by the medical practitioner that cares for your child. This is to be submitted to the staff explaining the effects of the medical condition, allergy, or other so staff can assist both yourself and your child.

Immunisation:

A copy of their current immunisation status must also be provided (print out of Immunisation Status Register) in order to enrol.

You can obtain this by calling the ACIRA on 1800 653 809

Medicare online services at www.medicareaustralia.gov.au/online

By requesting a statement by emailing acir@medicareaustralia.gov.au

By visiting the local Department of Human Services Service Centre, Medicare Office or Centrelink Office.

Otherwise exemption according to current legislation will need to be provided and signed by the appropriate medical authorities. Please note from 1 January 2018, children who are unvaccinated due to their parent's conscientious objection can no longer be enrolled in child care.

For further information visit

https://www.health.nsw.gov.au/immunisation/Pages/childcare_ga.aspx or call your local Public Health Unit on **1300 066 055**.

Medication:

Staff must be informed and a Medication form filled out if it is necessary for a child to use medication whilst at the Centre.

Medication must be given to the Nominated Supervisor for safe-keeping. No medication is to be kept in the child's bag (this is to protect children attending the Centre). Medication must have the name of child, dose, times and doctor name clearly marked on the container.

The Medication record must have the following information recorded:

- child's name and date of birth
- name of medication, last administered, when to be administered, dosage to be administered and method and to be signed by a parent or guardian.

The first aider or nominated supervisor who administers the medication must also complete and sign the medication record.

Asthmatic puffers/inhalers must have the child's name clearly marked. An asthma spacer must be provided if required by the child.

If a child has been diagnosed asthmatic or anaphylactic a plan must be completed by their treating doctor and lodged with our Centre. These will need to be on display to ensure easy access and reference to their individual plan in the case of an emergency.

If the child has a long term medical condition then a medical management plan must be completed by the child's medical practitioner and parent and lodged with the Nominated Supervisor as part of our Risk Minimisation Plan.

Accidents:

The Centre will have a staff member with a current First Aid Certificate in attendance at all times. This person assesses the situation/accident and if minor, treat the injury, if in doubt calls the doctor/ambulance.

Parents will be notified as soon as possible if their child is involved in an accident that requires medical attention, so the child can be collected from the Centre or doctor. In the case of a serious accident, the child will be taken by ambulance to hospital and parents notified as soon as possible or the emergency contact number. The expense of the ambulance and medical attention will be the parents' responsibility.

An incident, injury, trauma and illness record will be completed by the relevant staff member. If necessary and the incident is deemed serious, a SI01 form (Notification of serious incident form) will be completed and lodged with the regulatory authority via the NQA IT System.

Emergency Evacuation Procedure:

In case of emergency at centre, parents will be contacted and children evacuated to one of these assembly areas –

- * at the Swansea Public School office gates (Rawson Street) or
- * the far side of the public telephone booth (on Belmont Street).

Personal Belongings:

Please do not allow your child to bring their own toys, games to centre. Staff cannot assume responsibility for any items. Children are encouraged to take personal responsibility for their own belongings. Any lost property will be displayed in lost property area. Please ensure all items of clothing are clearly marked with child's name to save confusion.

Hot Days:

We provide sunscreen. The UV Index will be checked and activities planned accordingly. Should the UV Index be extreme (11+) indoor activities will only be allowed.

In summer especially, please ensure your child always has their hat and extra clothing plus an old towel as our main activity on very hot days is water play. Please let us know if your child has grommets or any type of ear complaint which will stop them from getting wet.

Toilet Accidents:

If your child experiences an accident we take every measure to make your child feel as comfortable as possible. Hygiene procedures will be followed. If your child is uncomfortable with staff helping them please be aware we may have to phone you or alternatively your child will be redirected to an activity away from other children for hygiene purposes until your arrival at the centre.

We can provide clean underwear. Soiled clothing will be placed in a plastic bag and given to parent when leaving the centre.

If you think your child may have an accident of this nature please supply extra clothing in your child's bag or leave at the centre.

First day:

We understand your child may be a little nervous and will try to make this transition as easy as possible. New children will have a tour of the centre as there are some out of bounds areas and centre rules to be explained. If you would like to visit the centre before your child attends please feel welcome as this can ease nerves on the first day.

Breakfast:

Please let us know if your child has not had breakfast when you arrive at the centre as we can provide toast, fruit and drink for \$1. Or provide your own – if bringing cereal please provide your child with some milk or you will be charged \$1. Breakfast is available up until 8.00am of a morning.

Afternoon Tea:

A healthy snack is always provided. This will also include fruit and or vegetables and water, along with another item (such as noodles, toasted sandwich, tuna bake, spaghetti Bolognese, chicken drumsticks, bruschetta, potato bake).

If your child has a food allergy or intolerance it is essential that you let us know through the provision of a medical management plan so staff can be advised and aware of your child's individual needs.

You may need to pack extra appropriate nut free snacks if child feels hungry after afternoon tea.

Centre Program:

A weekly program is displayed at the front of the centre. We program for all age groups, growth and development. A book is situated on front desk where you can write any ideas your child might like to try out as we value all parent / child input. We can program these ideas during the following weeks, where suitable.

Types of activities we offer at the centre are. painting, sewing, gardening, recycling construction, calligraphy, arts and crafts, soccer, footy, cheerleading, sand and water play, drawing, colouring in, beading.....and lots more.

The day's activities and interaction between children and staff is documented on an ipad by staff and are known as "reflections". This is required as part of our external assessment process and allows for an efficient, quality record of the program along with photos and video interaction, if required, to support the written report.

Transportation of children:**Pelican, Marks Point and Blacksmiths:**

Children are transported to and from by mini bus at a donation of \$1 per child per session.

- Please sign a permission note for child/children to travel on bus.
- 8:40 am children are delivered to school and walked safely into the school yard. Kindergartens are taken to their classrooms for the first term. Children for Pelican, Marks Point & Blacksmiths are then transported.
- SWANSEA: 3pm children meet staff member near the pepper tree beside the office where they have their names marked off the attendance roll and walked back to the Centre.
- MARKS POINT, PELICAN AND BLACKSMITHS have school designated pick up areas from where children are walked safely to the bus and driven back to the Centre.

- **Rainy Days** Kindergarten children are collected from their class rooms. Other children are asked to assemble under the Cola. Please provide a raincoat or umbrella.

Policies and Procedures:

All our policies and procedures are kept at the centre, and are reviewed annually along with when there are significant changes to the centre, staff or legislation. Families can access these at any time when requested. If you would like a hard copy please mention this to the Nominated Supervisor and it will be arranged.

It is expected that parents especially read the following policies:

- *Illness and Infectious diseases.
- *Allergies.
- *Immunisation.
- *Administration of Medication.
- *Behaviour.

Vacation Care:

Swansea Community Cottage also operates Vacation Care every school holidays and scheduled Pupil Free Days at Swansea Community Cottage (Swansea Centre) and at Caves Beach OOSH Centre in the Swansea High School from 7.00am til 5.30pm.

Programs are sent through the school before each holiday and they are hung outside the Cottage on the fence, along with being loaded to the website www.swanseacommunitycottage.com.au and promoted on facebook. Any changes on the day due to adverse conditions are also advised on our facebook page "Swansea Community Cottage"

Please ensure that you have added the Vacation Care service to the Family Assistance Office on 135160 before you enrol your children.

The children are taken by bus on excursion nearly every day to places such as Movies, Ten Pin Bowling, Swimming, Carnivals, Animal Farms, Circus, Horseriding, Laser Tag, Live Theatre etc. The cost can be as little as \$9.20 per day up to \$47.50 full fee with no rebate.

Please note once children are enrolled to attend Kindergarten the following year they can attend the January school holiday period of Vacation Care. This is often a wonderful experience that allows the children to get used to a routine prior to starting school and make new friends, therefore easing the transition and nerves of starting school.

Swansea Community Cottage:

Swansea Community Cottage is your Neighbourhood Centre which provides many services:

Information and Referral, Counselling and Advice, Food, Opal Card & Chemist Vouchers, Emergency Relief, Supported Playgroups, TAFE Outreach, Advocacy, Justice of the Peace, Self Help Groups, Parenting Programs, Activity Groups – Craft, Art, Crochet and Women's AA & Mixed AA Groups and Community Events.



In addition, we also operate the new community initiative ARTea's Gallery & Garden including a community garden, art gallery, workshop spaces, art & craft classes, café and giftshop. Volunteers are most welcome in any of the areas, along with work for the dole and centrelink commitments. For further information follow ARTea's Gallery & Garden on facebook or Instagram or visit at 28 Josephson Street, Swansea. Currently open Thursday through to Sundays from 10am to 2pm. Sellers and artists are encouraged to apply via email at arteasgalleryandgarden@gmail.com

Swansea Community Cottage is an Incorporated body which is managed by a Community Management Committee responsible to the funding bodies. Anyone is welcome to join the Committee and Volunteers are always welcome.

Swansea OOSH services Swansea Public School, Pelican Public School, Marks Point Public School and Blacksmiths Public School.

Swansea Community Cottage Inc

P.O. Box 203

228-234 Pacific Highway

Swansea 2281

Ph/Fax 49711229

www.swanseacommunitycottage.com.au

Main Office (Cottage) Phone: 49711229 (9am til 5pm Monday to Friday)

SWOOSH Phone: 49710022 (Please note the phone is not attended between 9.30am and 2.30pm however an answering service is attached for messages)