



Family Information Booklet

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Springwood Neighbourhood
Centre Co-operative Ltd

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INTRODUCTION

Tanderra Out Of School Hours Care is a community-based service which offers **Before School Care, After School Care** and **Vacation Care**. We provide quality care for primary-aged children whose parents have work or study commitments, are seeking work or for other reasons wish their children to be cared for in the hours outside of school.

SERVICE PHILOSOPHY

Tanderra OOSH is a place for children to play, explore, learn and socialize in a safe, caring, fun environment.

At Tanderra, we offer children opportunities to be creative, to relax and have fun with friends, to extend and explore interests and to make decisions about how they wish to spend their time.

We treasure the uniqueness of all children and seek to foster self-esteem and confidence by treating each child with kindness, dignity and respect, listening to them and encouraging self-expression and independence.

We value healthy lifestyle, community involvement and inclusiveness, respecting all cultures, family backgrounds, abilities, needs and beliefs.

We believe that by promoting our core values of care, respect and understanding for all people and for the environment, we help to encourage these values in children.

AIMS

- ◆ To provide high quality care for children in a friendly, caring and safe environment that will foster each child's growth and development, self-esteem and encourage independence and self-help skills.
- ◆ To assist in the safe transportation of children to and from school.
- ◆ To provide a balanced programme, based on children's needs and interests, that is interesting, relaxing and enjoyable and which will allow for opportunities for children to explore and develop new skills with opportunities for free and self-directed play.
- ◆ To cater to the individual needs and differences of the children as far as possible.
- ◆ To foster in children appreciation and care for each other and their surroundings.

HOURS

Before School Care	6.30am to 9.00am
After School Care	2.30pm to 6.30pm
Vacation Care	7.00am to 6.30pm
Pupil Free	6.30am to 6.30pm

SCHOOLS

For **Before and After School Care**, Tanderra services the following schools: Springwood Public, Ellison Public, St Thomas Aquinas Primary, Faulconbridge Public. Tanderra can also cater for children attending other schools if suitable transportation can be arranged (for example: Blue Mountains Steiner School, Wycliffe Christian School).

In **Vacation Care**, children from any school and any area can attend the service.

TRANSPORT

The children are accompanied to and from the bus stops by Centre staff and seen safely on and off the buses.

In the rare event of a child missing the bus, staff may arrange for the child to be transported by taxi at parents' expense. Sometimes, to best ensure the smooth running of the service, a child may be taken in a staff member's vehicle and conveyed to the Centre or school. In such instances, the vehicle must be registered for work use and all necessary insurance documents be provided.

Children need an Opal Card when travelling between Tanderra and school. Some children may be eligible for subsidized travel between school and home. Children who are in kindergarten, year 1 or year 2 are eligible for subsidized travel regardless of the distance between school and home. The local bus company, Blue Mountains Transit, allows children to use their subsidized travel passes when traveling to and from the Centre. Applications for Opal Cards can be made through the school or directly to the bus company.

RESPONSIBILITY FOR CHILDREN

Tanderra's responsibility for children in after school care begins at the first point of contact with staff and in before school care ends at the last point of contact. Legal responsibility commences and ends with the signing in/out process also.

ORIENTATION FOR NEW CHILDREN

We recommend that children come in to the Centre to meet the staff prior to their first day, if possible.

Here are some suggestions for supporting your child with the first bus journey in the afternoons from the school to the Centre:

- Accompany your child for the first journey if possible (especially good for younger children) or watch your child get on and off the bus.
- Provide a note to your child's teacher requesting their support in seeing him/her safely on the bus for the first few occasions.
- Show your child the bus stop and landmarks of the journey.
- Bring your child to meet staff beforehand and see if another child at the Centre may be able to accompany him/her for the first journey.

Please ask for our assistance if needed. Staff are happy to help.

PUPIL FREE DAYS

Tanderra provides all day care on state school pupil free days except for the 1st day of term 1, which is a staff only day for the service in preparation for the forthcoming year. Staff do not attend the bus stops to take or collect children whose schools are having a pupil free day.

Where non-state schools operate a normal school day on a state school pupil free day, Tanderra will operate before and after school care as usual for those children.

Teacher strike days can usually be catered for in a similar way to pupil free days provided that a sufficient number of children require care.

ENROLMENT

Enrolment Priorities

Enrolments are determined according to the Priority of Access Guidelines set out by the Department of Family & Community Services. **Priority 1:** Children at risk of serious abuse or neglect. **Priority 2:** Children of a single parent who satisfies, or of parents who both satisfy the work/training/study test under section 14 of the Family Assistance Act (the eligible hours for CCB on the child's Income Assessment Notice will tell you this). **Priority 3:** Any other child.

Within these priorities, the following children will be given priority (not in any particular order):

- Children in Aboriginal & Torres Strait Islander families;
- Children in families which include a disabled person;
- Children in families whose CCB percentage is 100%;
- Children in families with a non-English speaking background;
- Children in socially isolated families;
- Children of single parents.

Where the service has no vacant places and is providing care for a child who is 3rd Priority, the service may require that the child leave the service in order to provide a place for a higher priority child. In such a situation, the parent will be given at least 14 days notice of the need to vacate the place.

Where the number of children needing a place exceeds the number of places available, Tandra will further prioritise as follows: **Priority a:** Siblings of children already enrolled. **Priority b:** Any other child.

Enrolment forms must be filled out prior to the child's commencement at the Centre. Enrolment placements are only valid once a holding deposit has been paid to secure the position.

Tandra is essentially a service for children attending primary school. Children who are enrolled to start kindergarten may attend vacation care in the December/January period prior. The decision to enrol children who have not yet commenced their first day of school will be subject to the Co-ordinator being satisfied that the child will be able to cope with the environment. Children attending high school may be able to attend the service if extenuating circumstances apply (must be assessed by the Co-ordinator). If the service has no places vacant and is providing child care for a child in high school, the service may require that child to vacate the place in order to provide for a primary school child. In such a situation, the parent will be given at least 14 days notice of the need to vacate the place.

Enrolment Information

Certain information on the enrolment form is required to be collected by the Government for statistical purposes only. Names and other personal information relating to families are not passed on with such information. This includes details of Aboriginality, disability and family status. For our purposes, a child of Aboriginal or Torres Strait Islander origin is someone who is of Aboriginal or Torres Strait Islander descent, identifies as such and is accepted as such by the community in which they live.

Enrolment Processes and Bookings

1. Enrolment Forms

Parents wishing to enrol their children at the centre on a permanent or casual basis for before and after school care, or for vacation care, must firstly complete an Enrolment Form. All information collected on the form is treated confidentially at all times.

2. Permanent Bookings

Permanent bookings are made when a child requires a set day or days per week for before and/or after school care. The place is reserved for the child each week and is payable as such.

3. Casual Enrolments

Casual enrolments must first be assessed by the Co-ordinator according to need. Parents must book prior to each attendance and places are gained if numbers permit.

4. Re-enrolment

During the 4th school term, parents with children currently enrolled will be invited to re-enrol their children for the following year.

5. Waiting List

A waiting list is maintained if there are children who are not able to secure a place immediately. Parents are contacted when a place becomes available.

6. Changes to Information on Enrolment Forms

Please inform the Co-ordinator immediately of any changes to information recorded on the enrolment forms eg. addresses, phone numbers, authorized collectors, dietary requirements.

7. Changes to Days of Attendance

Parents must apply to the Co-ordinator in writing when seeking to increase or change the permanent days of attendance. Changes can be made from the week following notification.

8. Cancelling your Child's Permanent Place

Please inform us in writing 2 weeks in advance of your intention to withdraw your child from the service. Fees will be payable up until that time.

9. Booking for Vacation Care

Vacation Care booking forms are available 2 weeks before the start of each holiday period. Parents wishing to use vacation care must complete a booking form for each holiday period when care is needed. All days are payable once booked. If a family has an outstanding account, further bookings may be refused until the debt is settled.

10. Absences

Absences are payable for permanent bookings in before and after school care including for when incurred due to a pupil free day, teacher strike day or a public holiday which falls within the school term. All bookings once made for a vacation care period are payable regardless of later notification that a child will not attend. Casual bookings in before and after school care which are cancelled by the previous day's close of business are not payable.

Families receiving CCB and CCR are subject to the DET guidelines governing absences.

FEES

The fee schedule is reviewed periodically in the light of changes to the Centre's running costs. As a community-based service, Tanderra does not seek to make a profit but fees are set to cover the running costs only. A flat fee applies per child, per day or session and fees are payable for all the days and sessions that children are enrolled or booked in for. This includes pupil free days, teacher strike days, public holidays that fall within the school term and absences for any reason.

Holding Deposit

A holding deposit is due on enrolment when seeking a place for before and after school care. This is used towards payment of fees upon cessation of care or is reimbursed to the family.

Paying Fees

Fees are charged on a weekly or fortnightly basis and payments for all costs incurred including fees, holding deposits, any fines or excursion costs are paid via EziDebit, a direct debit system. Families are required to complete a Direct Debit Form at the time of enrolment. Payments may not be paid by any other method except on request for special circumstances which will be considered by the Co-ordinator on application.

Late Fine

A late fine of \$20 per child per half hour or part thereof applies when children are collected after closing time.

Debt Recovery

Should a direct debit payment fail, a dishonor fee will be charged to the family by EziDebit. The Centre will notify the family of the failed debit and request that the situation be resolved by the following weekly direct debit date. If the next attempt also fails and the family has not contacted the Centre to discuss the matter, the child's place at the service may be forfeited. Families experiencing difficulties meeting fee obligations should contact the Co-ordinator to discuss alternative payment schedules and/or options for support that may be available.

SUBSIDIES

Childcare Benefit (CCB) is financial support offered to families by the Commonwealth Government and is based on an income assessment. Families may either opt to pay a reduced fee to the Centre or receive a lump sum payment at the end of the financial year through Centrelink.

Childcare Rebate (CCR) is not income tested and is available to all parents provided they meet the basic eligibility criteria. Parents can be reimbursed 50% of out-of-pocket costs for childcare or can have the CCR paid in advance to the Centre so that only the out-of-pocket costs are payable.

Other Subsidies

Some parents may be able to receive further assistance through the government funded **JET Scheme** (Jobs, Education and Training). This is primarily to support parents aiming to reenter the work force and/or furthering their education. Please speak to the Co-ordinator if you are already registered with JET. **Special Childcare Benefit** can be available for a temporary period for families who may be in crisis eg. serious illness in the family, destruction of the family home by fire, loss of employment etc. **Grandparents Child Care Benefit** may further reduce fees for grandparents with custody or care of their grandchildren.

For more details on subsidies, please contact Centrelink on 136 150 or humanservices.gov.au.

ACCESS AND EQUITY

At Tanderra we are committed to providing quality care to all families without regard as to race, religion, beliefs, background, lifestyle or any other consideration. Families who require extra support due to language, literacy, disability or any other factor are invited to request such assistance as may be provided. Please see the Co-ordinator for further details.

CHILDREN WITH DISABILITIES

Tanderra caters for children with disabilities and is committed to integration. The Co-ordinator firstly needs to assess that a child's needs can be properly met within the resources and constraints of the Centre. The service may apply for extra financial assistance in order to cater for children with extra support needs. Please see the Co-ordinator for details.

STAFF RATIOS

The Centre is staffed with suitably qualified and/or experienced staff at a minimum ratio of 1:15 at all times except when on excursions when the ratio is 1:8.

FOOD

Before School Care: Breakfast is provided until 8.00am and children can choose from such breakfast foods as toast, cereal, yoghurt, fruit toast or muffins.

After School Care: Afternoon tea is provided each afternoon and children enjoy a variety of nutritious, healthy snacks.

Please ensure that the Centre is aware of any food allergies or dietary restrictions your child may have. The menu is always on display for parents and children to read. Fresh drinking water is available at all times.

Vacation Care: Parents must provide their children with all meals:- morning tea, lunch and afternoon tea. Please provide your child with nutritious food and plenty to drink.

CONFIDENTIALITY

Tanderra is committed to maintaining confidentiality regarding records and all other information pertaining to the children and families using the service. Records are kept in a secure place and may be accessed only by staff members, authorised government agents and company associates such as financial auditor.

PERSONAL POSSESSIONS

Please do not allow children to bring lollies, chewing gum or aggressive toys such as guns or swords. The Centre takes no responsibility for damage or loss of children's clothing, toys or other personal possessions.

LOST PROPERTY

The service has a lost property box which we recommend you check regularly. Please label all belongings. All unclaimed lost property is disposed of at the end of terms 2 and 4.

CLOTHING

Please ensure that your child is suitably dressed for all weather conditions. Parents may wish to provide their children with thongs or sandals to wear whilst at the Centre during the summer months as bare feet can be hazardous. Push button and broken umbrellas are not permitted for safety reasons. We recommend the use of raincoats during wet weather.

CHILD RELEASE

Children must not leave the Centre except accompanied by an adult authorised to collect the child on the enrolment form. If your older child will be arriving or leaving the Centre alone for a particular reason and will not be signed in or out by an authorised adult, please see the Co-ordinator to complete the appropriate form.

SIGNING IN AND OUT

All children must be signed in and out by a parent or authorised collector. If a new person will be picking up your child at any time who is not authorised on the enrolment form, please inform the Centre in writing or via email. When last minute arrangements for a new collector are necessary, such as in an emergency situation, please phone the staff with details of the collector. Please advise new collectors that staff will need to view photo identification before releasing your child into their care. In usual circumstances, the Centre does not allow children to be collected by a minor unless that person is a sibling and is authorized as a collector via the enrolment form. Staff will NOT allow a child to be collected by a person who is unknown to the Centre either via the enrolment form or parental notification.

ABSENT CHILDREN

Please notify the Centre before 3.00pm if your child will not be coming to After School Care for that day. If the office is unattended, please leave a message on the answering machine or send an email. If children are not collected from buses when expected, staff will contact families as soon as possible to ascertain the child's whereabouts. If unable to contact parents, staff may contact the school, bus company, authorized collectors and if necessary, the police.

LATE COLLECTION OF CHILDREN

If you will be unavoidably detained, please contact the Centre as soon as possible and if necessary, organize for someone else to collect your child. If a child has not been collected by closing time and parents have not contacted the Centre, staff will attempt to telephone firstly to parents and then to an authorized collector indicated on the enrolment form. If no responsible person can be contacted and approximately 1 hour or more has passed without contact from the parents, Family and Community Services may be contacted.

ACCIDENT INSURANCE

Tanderra has a personal accident insurance policy for the benefit of families. This may assist families in claiming out-of-pocket expenses up to \$2000 in the event of an accident or injury sustained by their child while at the Centre.

CHILD PROTECTION

Staff and management have a responsibility to take action to protect children they suspect may be abused or neglected. This responsibility includes notification to the Child Protection Helpline where there is a reasonable suspicion that significant abuse or neglect has occurred. Reports are treated with strict confidentiality. Staff members undergo training to assist them to carry out their responsibilities in relation to child protection.

SUN SAFETY

All children must have a hat in their bag each day to wear when they are playing outdoors and walking to and from school/excursions etc, preferably a hat which covers face, neck and ears. Sunscreen is also recommended and the Centre has SPF30+ sunscreen available for children to use. Staff will encourage the wearing of hats and sunscreen during before & after school care, but the responsibility to provide these items lies with parents. Children without hats will be asked to play in the shade or indoors when the UV index is 3 or above. During Vacation Care, staff will ensure that children wear sunscreen when the UV index is 3 or above unless notified otherwise by parents. Children's clothing must provide suitable coverage and singlet style tops are not recommended for outdoor play. We encourage you to send children to the Centre already protected against the sun with sunscreen applied prior to leaving home. The Centre will limit the number of outdoor activities during 11am-3pm during daylight saving time and 10am-2pm at other times. Consideration will be given to limiting sun exposure during excursions.

FURTHER INFORMATION

There are more detailed policies and procedures covering every aspect of the service which are available to families on request. Please ask if you would like to view any of the following:

- Tanderra Policies and Procedures Manual (hard copy).
- The Education Care and Care Services National Regulations (electronic).
- The Education and Care Services National Law (electronic).
- "My Time, Our Place", the Framework for School Age Care in Australia (hard copy).

Individual service policies can be provided in hard copy or electronically on request.

Where a child has a medical condition which requires long term care or management such as asthma, diabetes, anaphylaxis, parents will be provided with a copy of our Medical Administration and Medical Conditions Management Policy on enrolment. Please let us know if you require a copy.

BEHAVIOUR MANAGEMENT

For the benefit of all the children and the effective operation of the Centre, a certain level of behaviour is expected from each child. We believe in building a child's self-esteem and encouraging him/her to take responsibility for his/her actions in a supportive, constructive way.

General Behaviour Guidance

At Tanderra, we guide children's behaviour in positive ways. These include working to establish positive relationships with children as a foundation for building positive self-esteem, giving explanations, giving encouragement and helping children to understand the consequences and impact of their behaviour. Staff apply correctional steps to assist children where necessary and this can include redirection to another area or activity or asking a child to take time out from an activity to reflect and think. Staff will seek family support where necessary and may also seek the support of other professionals. At Tanderra children are never physically mishandled or humiliated as a form of discipline.

Persistent Inappropriate Behaviour

If a child continually behaves in a manner that endangers other children or affects the wellbeing of him/herself and/or others, every attempt will be made to meet the child's needs and support them to behave more appropriately. The parents of the child will be informed of the situation and encouraged to participate in helping staff to resolve the situation. If this step has been followed and the situation still has not improved sufficiently, the child may be suspended from the Centre for a period. Consistently inappropriate behaviour may result in exclusion from the service.

Please note that if a child behaves in a way which is extremely disruptive and/or dangerous, the Centre reserves the right to enforce an immediate suspension or exclusion from the service without there having been a period of negotiation or warning. In such a situation, the Co-ordinator will work with the family and child to establish guidelines and strategies to support the child once the exclusion period is over.

Children's Conflicts

It is natural for children to experience conflict and differences of opinion from time to time. We believe that children benefit from having the opportunity to work through any differences they may have with one another, with adult guidance. This can assist children to learn to negotiate, compromise, consider the feelings and opinions of others and advocate for their needs and opinions. For this reason, we usually do not encourage or enforce that children be separated from one another when there has been conflict.

Please note that children's conflicts, as noted above, do not include bullying behaviour. Bullying is dealt with as an inappropriate behaviour and decisive action is taken by staff, including intervention to protect other children.

Dealing with other children

In the best interests of all children at Tanderra, we ask that parents do not deal with any difficulties with children other than your own except through the Co-ordinator or another member of staff. Please see a staff member if you have any concerns about your child in relation to another child or children.

THE PROGRAMME

The programme is made up of activities which appeal to the range of ages and interests of the children. Children are included in the planning and evaluation processes their ideas, feedback and interests form the basis of the programme. All activities on offer are made available to all children at the Centre and children will not be prohibited from participating by staff for any reason other than individual health and safety requirements. Parents concerned about messy activities may wish to provide children with clothing to change into on arrival at the Centre.

Homework

If children need to do homework, staff can provide them with a place in which to do this. The decision to undertake homework at Tanderra is a family responsibility and will not be enforced by staff. Staff are not usually able to assist children with their homework. Older children sometimes benefit from access to the nearby Springwood Library. Families may provide permission for a year 5 or 6 child to attend the library, walking to and from without adult supervision. If interested, please see staff for the required form.

Television and Technology

Television programmes, dvds, shows and video games which the children may access at the Centre will be restricted to G or PG-ratings and will be assessed by staff for suitability.

The children may have access to a number of technology devices such as PlayStation, computers and tablets, for the purposes of entertainment and research. These are used in accordance with our TV and Technology policy (copies available on request) and are monitored by staff and have appropriate protection installed.

Children's own technology devices such as game consoles, ipads, tablets and mobile phones may be brought at the discretion of parents. They must be used during designated TV and Technology times only and in open view of staff. If children bring their own devices, parents are requested to ensure that children are aware of any games installed which may be rated above PG which may not be played at the Centre. Children may not access the internet or phone services via personal devices while at the Centre for reasons of safety and security.

Excursions & Incursions

In Vacation Care, there are a number of excursions and incursions planned for each week, the details of which are published on the Vacation Care Booking Form. The form includes details of the activities, the venue, times, method of transportation and any additional costs. All children booked in on excursion days must attend the excursion as there is not sufficient demand to retain staff at the Centre.

Pupil-free days can include a trip to a local park, bush track or picnic area. Such outings are considered formal excursions and parents are notified ahead of time of the details.

Short outings sometimes occur during before and after school care and can include trips to the local park, shops and to bus stops to collect children from other schools. These outings can occur spontaneously and provision for parental permission is made on the Enrolment Form. The children's time away from the Centre and other particulars are recorded on the sign in/out sheet and all such outings are undertaken in accordance with the National Regulations and Tanderra's policies and procedures. A risk assessment for all outings is available at the Centre for parents to view on request.

MANAGEMENT AND OPERATION

Tanderra is a community-based organisation which aims to be responsive to the needs of parents, children and other community members.

Licensing/Accreditation

Tanderra comes under the governance of the National Education and Care Services Regulation. As such Tanderra is required to implement a program based on “My Time Our Place” which is the framework for school age care. There are minimum requirements relating to the operation of education and care services which are organised around seven quality areas. Services are regularly assessed to ensure that quality care is being provided. A copy of the National Regulations can be accessed from: acecqa.gov.au/national-quality-framework/national-regulations/ or parents can request to see a copy at the Centre. The National Regulations require approved services to have a Quality Improvement Plan (QIP) which helps services to document their strengths and identify areas for improvement. Parents/carers are welcome to request to see the service QIP should they wish to do so and may also view the Education and Care Services National Law.

The Management Structure

Tanderra comes under the umbrella of the Springwood Neighbourhood Centre whose Board of Directors has the main responsibility for the management of the service. The Board seeks and welcomes feedback from parents and users of the service in order to incorporate their views into management decisions. Families are consulted about major aspects of the service which affect them and feedback is regularly sought via surveys and questionnaires. Families are encouraged to present their views and feedback by discussing relevant matters with the Nominated Supervisor/Co-ordinator.

Parent Involvement

Newsletters and messages via email as well as the front noticeboard are the main means of communicating news. Please check these regularly. Parents are invited to contribute as much as possible to help make the Centre a safe, bright and efficient place for the children. Parents are welcome in the Centre at all times and staff are happy to explain aspects of the service and programme. Parents are invited to share any knowledge or skills they may have as part of the programme.

Complaints and Suggestions

Should you have any complaints about the service, programmes or administration of the Centre, please see the Co-ordinator. If you have taken this step and are dissatisfied with the outcome, please refer your complaint to the Executive Officer of the Springwood Neighbourhood Centre Co-op on 4751 3033. Likewise, if you have any suggestions to make which may assist us with the running of the service, please let us know. Your feedback, as parents of the children we care for, is valuable and will assist us in the evaluation and improvement of our service. Please be aware that the primary responsibility of the staff is for the safety and well being of the children. For this reason staff may not always be able to talk for lengthy periods of time or be able to leave their area of supervision to attend to administrative or other queries and may need to take issues up at a mutually convenient time.

HEALTH & SAFETY

Medication

If your child has any form of medication which needs to be taken whilst at the Centre, please see a staff member who will ask you to complete the required form authorizing the administration of medication. Prescribed medications which have a name other than that of the child on the label will not be administered by the staff. Medications must be in the original bottle, within the use-by date and appropriately labelled. No child may self-administer any medication without adult supervision unless written authorization to do so has been provided by the parent or person responsible for the child. Children self-medicating must inform staff after the event as soon as possible so that details can be recorded and the child's well-being monitored. Children with asthma must have a puffer and spacer in their bag at all times or handed in to staff. It is recommended that children learn to self-medicate and manage their asthma, keeping their medication with them, as this is safest practice. Where medication provided by a family is kept on the premises, parents must ensure that it is kept up-to-date.

Serious Medical Conditions

Parents of children with serious medical conditions such as asthma, anaphylaxis, diabetes etc. must provide a medical management plan or risk minimization plan prepared by a doctor or medical practitioner. This plan must be updated as required according to a child's changing needs.

Immunisation

It is not a requirement of the Centre that children attending Tanderra be immunized, however, parents using Tanderra must keep the service informed of their child's immunisation status.

The Centre reserves the right to exclude children not immunised against a vaccine preventable disease during an outbreak of that disease at the Centre (on advice from the Department of Health). In such a situation, full fees are still payable during the time of exclusion.

Informing the Centre of your Child's Needs

Please remember to keep the Centre fully informed of matters relating to your child's well-being including dietary, allergies, medical information, contact details and anything else relevant to his/her care. Staff rely on the information provided by you to care for your child.

Evacuation and Lockdown Drills

Evacuation and/or Lockdown Drills take place at least every 3 months and the children and staff practice for situations where evacuation of the premises might be required or lockdown to a safe area in case of a possible danger. Parents present at the time of hearing the alarm are requested to participate and not to take children home whilst the practice is in progress. The evacuation point normally used is the back fence at the rear of the property. In the case of a real emergency, the children would be taken to the Springwood Neighbourhood Centre, Macquarie Road or another place deemed to be safe. The lockdown area is in the TV room. There are plans and procedures displayed in every room in a prominent place.

Accidents

1. On enrolment an agreement has been obtained in writing allowing staff to seek medical attention if required.
2. The Centre will have at least one person with a current First Aid Certificate (including Anaphylaxis and Asthma management) on duty at all times while the children are in attendance. This person will assess any accident/situation and treat injuries or seek medical assistance if necessary.
3. When a child becomes ill or is injured in circumstances which call for medical attention, all reasonable steps will be taken without delay, to secure that medical attention and to notify the person responsible for the child.
4. Details of all incidents of illness, accident or injury to a child are recorded. Parents will be informed of significant injuries or ailments either in person or by phone for more serious situations or via an accident/injury slip when more minor, which is placed on the front noticeboard in a pocket system near to the sign out desk.
5. The Centre has a First Aid Kit which is properly maintained at all times.
6. A staff member will accompany any child requiring medical or hospital treatment unless the child's parent or guardian is able to be with him/her.
7. When outside the Centre with children on excursions or walking to and from bus stops, staff carry a first aid kit which includes asthma medication at all times.

Sick Children at the Centre

The Centre shall ensure that all appropriate measures are taken to minimise the risk of the spread of infection within the Centre. These measures include:

- i. Refusing admission to any child or person suffering from an infectious disease, illness or condition which might prejudice the health of other children or staff members.
- ii. Displaying in a prominent place at the Centre, the list of infectious diseases, illnesses and conditions and the appropriate exclusion periods as set out by the Department of Health.
- iii. Isolating any child or person who appears to be suffering from an infectious disease, illness or condition and removing them from the Centre as soon as possible.
- iv. Seeking professional health advice from the NSW Department of Health for any infectious disease persistently occurring in two or more children sharing the same premises.
- v. Notifying the NSW Department of Health of any single incidence of a vaccine-preventable disease occurring in a child who has been in recent attendance at the Centre.
- vi. Ensuring the development of good personal hygiene practices in both staff and children.

Please notify the Centre immediately if your child has contracted an infectious disease. We will advise all parents of any reported cases of infectious diseases via the noticeboard and all such notifications will be treated in a confidential manner.

Below is a summary of the illnesses/diseases and the period of exclusion recommended for your child, as stated by the Health Department.

DISEASE/ILLNESS	PERIOD OF EXCLUSION RECOMMENDED
Impetigo	No exclusion if sores are covered. If sores are unable to be covered, exclude until healed.
Head Lice	No exclusions needed. Use an appropriate treatment and treat all children living in the same home.
Ringworm	Keep child at home until appropriate treatment has begun.
Scabies	Keep child at home until appropriate treatment has begun.
Conjunctivitis	Keep child at home until discharge from eyes has stopped. See your family doctor.
Chicken Pox	Keep at home for at least five days after the first spots appear or when blisters have all crusted.
Diphtheria	Isolate immediately. Doctor's clearance is necessary before returning to Centre. Nose swabs are required once antibiotics are finished. One after 24 hours, one after 48 hrs.
Glandular Fever	It is not necessary to keep your child at home unless he/she is too unwell.
Infectious Hepatitis A	Until child has recovered (usually 7 days from first signs of jaundice).
Hepatitis B	It is not necessary to keep your child at home but some children are too sick to attend school and centres.
Measles	At least 4 days after the appearance of rash.
Mumps	Until child has fully recovered. For 9 days after the appearance of the swelling.
Rubella (German Measles)	Until fully recovered or for at least 4 days after the rash appears.
Whooping Cough	Child should be kept at home for 14 days from the start of illness or until 5 days from the start of a 14 day course of antibiotics has been completed.
Vomiting	Until all symptoms have cleared and normal diet has resumed.
Diarrhoea	Until all symptoms have cleared and normal diet has resumed.
HIV (Human Immunodeficiency Virus)	It is not necessary to keep your child at home (unless he/she has a secondary infectious disease such as TB).
Influenza	Child should be kept at home for 5 days after the appearance of the first symptoms.
Meningitis	Child should be seen by a doctor IMMEDIATELY.
TB (Tuberculosis)	Child should be seen by a doctor.

REMEMBER:

Please inform the Co-ordinator if:

- Someone not indicated on the enrolment form will be picking up your child
- Your child will be absent from the Centre
- Custody/access arrangements have changed
- Enrolment details have changed e.g. address, phone number
- Your child's health needs have changed
- You need to change or cancel your booking
- You are having difficulty paying your fees
- Your child has new dietary requirements
- You wish to provide feedback or make a complaint
- Your child is having trouble at the Centre

USEFUL CONTACT DETAILS:

Tanderra OOSH	Ph (02) 4751 5215 tanderra@sncc.org.au sncc.org.au Facebook.com/Tanderra OOSH
Springwood Neighbourhood Centre	Ph (02) 4751 3033
Human Services (Centrelink)	136 150 humanservices.gov.au or centrelink.gov.au
Childcare Access Hotline	1800 670 305 deewr.gov.au/earlychildhood
FAO Multilingual Telephone Service	131 202
Immunisation Register Immunisation Information	1800 653 809 immunise.health.gov.au
Community Services Helpline (for families wishing to report child abuse or needing help with other child and family related enquiries)	132 111
Mychild Website	mychild.gov.au
ACECQA (Australian Children's Education and Care Quality Authority)	1300 422 327 acecqa.gov.au
Regulatory Authority (NSW Early Childhood Education and Care Directorate, Dep of Education and Communities)	1800 619 113 (toll free) dec.nsw.gov.au/ecec eceed@det.nsw.edu.au