

# 2012

## Fair Play Café | OOSH | Parent Handbook



fair play cafe

### **Fair Play Cafe**

3/5-7 Pacific Highway, Gateshead

49 437754

### **Phone Number:**

49 437754

0412 728 915

**ABN: 30 144 820 173**

## PARENT CHECKLIST

### Please ensure that you have done the following before arriving at Fair Play Café

- Ring Centrelink to link your family to the service on **136150**. The service's Customer Reference Number's (CRN) are on the front page of this book. Centre link will provide you with a percentage rate; this will reduce the cost of your care.
- Return enrolment forms **BEFORE** your child/ children's first day of attendance at Fair Play Cafe Before & After School / Vacation Care
- Pay the \$25.00 enrolment fee and ensure weekly payments are made by eftpos, internet, direct deposit into Fair Play Café's bank account, Cheque or Cash. Bank details are on the bottom of invoices. Weekly invoices are due on Fridays. (Late fees occur if overdue).

### Please ensure that you have done the following upon arriving at Fair Play Café

- Sign the roll on Arrival and Departure each day. Let staff know by writing in the parent communication book or verbally if there is any change of information or if someone new is picking your child up (must be in writing and signed if not your child's alternative pick up person. .

## WHAT TO BRING TO OOSH / VACATION CARE

- Drink bottle – Clearly labelled with child's name.
- Hat - No Hat No Play outside (under cover play only).
- Children are required to wear covered in shoes at all times, except when on our play equipment. Socks are to be worn at all times
- A bag with your children's belongings clearly marked with their name
- Any recyclable materials would be greatly appreciated i.e. ice cream /butter containers/paper towel rolls ( no toilet rolls or large boxes please)
- Sensible clothing, no short dresses or skirts.
- Sunscreen for outside play.
- Change of clothes clearly labelled with child's name – for messy play & seasonal weather changes. In a bag clearly labelled with child's name.
- Toys; Although it is great to share toys from home, it may lead to heartbreak. Therefore we ask that they be left at home. This ensures that your child/ren has a happy day without their toy being lost or broken. children are not to have mobile phones or other electronics while at OOSH / Vacation Care if you need to contact your child you may ring the work phone.

## HAPPY SMILING FACES

The staff are pleased to welcome you and your family to Fair Play Cafe before & after School / Vacation Care. If you have any feedback or suggestions they are always welcome, there is a box you can put these in on the office desk that staff check regularly.

## OUR SERVICE POLICY

This service believes and implements the Reggio Emilio Philosophy. This means the children have the right to receive various choices many choices of actives throughout the day. Giving the children time & space to explore & experiment in the environment they play in. Allowing the child to play in this manner helps develop them into a whole child.

### We aim to provide:

#### Working in partnerships with families

- Staff are always friendly & approachable to answer any questions that you may.
- Families are invited to share interesting aspects of their family or working lives, which would enrich the experiences of the children at the service.
- The service is happy to receive any feedback that a family may offer in a positive manner.
- The service meets twice a month to discuss issues. All families of the service are invited to attend.
- Conversations between staff & family members are relaxed, friendly, informal and supportive to the family beliefs.
- The service is always happy to discuss any issue or concern that you may have about your child's progress within the service.

#### Respect for children

- Staff work with children to encourage their individual needs, talents and abilities.
- Staff encourages children to make their own decisions.
- Staff listen & respond to children's ideas and concerns & implement them into the program.
- Staff demonstrate to the children that they value what they say by listening, through conversations, body language and artwork.
- Staff regularly evaluate and refine the strategies that they use to encourage children's input.
- Staff enhance the building of a child's self esteem, confidence and friendships.
- Staff provide an environment that demonstrates / provides information on diversity for children, families and community.
- Staff encourage and support children with additional needs
- Staff encourage children to communicate with each other using appropriate language
- Staff encourage children and demonstrate how to be fair to others

### **Staff interactions & relationships with children**

- Staff respect and model the confidentiality of other staff, children and families
- Staff assist and co operate with each other to achieve goals.
- All staff contribute strengths, interests, skills & ideas
- Staff model, demonstrate and support children in expanding on their communication / non verbal skills with fellow peers.
- Staff recognize children's special interests, needs and abilities and incorporate them into the program
- Staff develop behaviour limits and consequences through consultation with children
- Staff interact with parent / guardian to develop behaviour management plans

### **Programming & Evaluation**

- A philosophy is inclusive of children, families and staff
- The service policies incorporate the philosophy and goals
- Children are encouraged to voice their opinions in decision making process
- Children are allowed an environment that provides a variety of play areas
- Children are encouraged to be leaders, work with others and share their ideas / opinions
- The program is based on children's ideas, suggestions, observations & developmental records
- Staff work on evaluations to program children's strengths and weaknesses

### **Play and Development**

- A variety of resources are available for children to use
- A program is available for children, families and staff to look at
- Children are given the opportunity to be constructive, manipulative and physical
- Children are given opportunities to play inside and outside
- Staff use a variety of language techniques to communicate with children, families and staff
- Opportunities are provided for children to be artistic and creative
- Children are given the opportunity to explore their environment and create their own play ideas

### **Health Nutrition and Well Being**

- Staff attend in service / meetings regarding children's dietary needs
- A menu is available for children, staff and families to read
- Children are included in the discussion regarding hygiene and safe food practices
- Staff model hand washing & drying techniques and encourage children
- Visual displays are available for children, families and staff
- Allergies are listed for staff to know who the child is and what they are allergic to

## Protective Care and Safety

- Signing in and signing out sheets are available for parents / guardians
- Potential hazards are labelled for staff children and families
- Staff model and encourage the implementation of sun protection
- Staff are aware of procedures to undertake in regard to occupation health and safety issues
- The service policy is that no child can be collected from the service other than the nominated parent / guardian. Unless the person collecting the child knows the password , shows their driver's Licence or parent / guardian notifies the service in writing

## GENERAL INFORMATION

### Funding

We are funded by the DEEWR (Department Education, Employment and Workplace Relations) and Centrelink. For Before & After School / Vacation Care. We are licensed to operate at Fair Play Café. We are able to cater for 60 children in before school care and 60 in after school and Vacation care.

### Accreditation

Accreditation is about quality childcare. It is nationwide and all centres' must be accredited for parents to receive CCB (Child Care Benefits) and CCR (Child Care Rebate).

### Service Accepts

Children who are in Kinder (5 years old) to year 6 (12 years old) & the January holidays prior to commencing kinder are accepted at the service.

### Child Protection

Before staff can commence working in the centre, all employees, volunteers and students must undergo a working with children check. It is the services responsibility to make sure that all staff be aware of the indicators of child abuse through in services, pamphlets and discussions at staff meetings

### Parent / Staff Communication

*How families can become involved within the service:*

- Offer new ideas
- Come along on excursions (Volunteers most welcome)
- Read notice boards around centre
- Bring along any recycle materials
- Assist by filling in surveys and putting suggestions in the suggestion box
- Reading newsletters issued by the service once a month and regularly check your parent files for any updated information.

### Daily Program

A daily program will be displayed on menu/activity boards for the children/ parents and staff to see. Please read to see what activities, food and excursions have been planned for each week.

### Staff to child Ratios

During Before & After / Vacation Care while at the centre staff to child ratio is 1 to 15.

Excursions ratio is 1 to 8

Excursions in proximity to water is 1 to 5.

### Waiting List

If the service reaches its licensed number of children in any session, names are placed on a waiting list. When a vacancy becomes available, families on the waiting list will be notified to fill these positions.

### Changing of days

Families requiring changing days of care need to put the changes in writing

### Vacation Care

All days booked for school holiday period will be required to be paid for. Cancellations may be replaced with children on the waiting list. If we are unable to fill the place, you are still required to pay for that day. Bookings are taken two weeks before the holidays begin.

### Arrival & Departure Procedures

Child/ren who have not been signed in by a parent / guardian are **NOT** covered by Public Liability Insurance. **All Parents must sign their children / child in and out of care**

**PLEASE INFORM STAFF IF THERE ARE CHANGES IN YOUR CIRCUMSTANCES TO UPDATE YOUR ENROLMENT FORM.**

## CANCELLATION OF BOOKINGS

### Permanent bookings

All non attendances will be required to be paid for; unless there has been a doctor's certificate provided saying the child will not be able to attend or the notice is greater than 48 hours. These are the only reasons care will not be required to be paid.

**When ceasing care two weeks' notice needs to be in writing and fees paid with letter.**

### Casual bookings

All non attendance will be required to be paid for unless your child is unwell and you have phoned the service 48hrs before the commencement of care.

## CATEGORIES OF CARE

### PERMANENT:

Children who attend 1-5 fixed days a week - Fees are due **MONDAY** afternoon of each week regardless of attendance

### CASUAL:

Children who attend various days, various weeks - Fees are due the same day

### VACATION CARE:

Children booked in from two weeks prior to commencement of school holidays and continue through. Payment for **FULL** vacation care period is due **Monday** of the first week of care

## HOURS OF OPERATION

### BEFORE SCHOOL CARE

7.00am -9.30am

Permanent \$10.00

Casual \$12.00

Breakfast not included

### AFTER SCHOOL CARE

2.00pm to 6.00pm

Permanent \$15.00

Casual \$17.00

Fruit and a light afternoon tea provided, no extra cost

### SPECIAL DIETARY NEEDS

Please inform staff on enrolment if your child/ren has special dietary requirements. The service will ensure that these needs are met.

### VACATION CARE

7.00am to 6.00pm

\$40.00 Morning Tea and Afternoon tea provided

Please include a packed lunch,

Alternatively you can purchase a kids meal from our Café

Excursions are at minimal extra cost (\$5.50)

## ENROLMENT REGISTRATION (YEARLY)

OOSH \$25.00

Vacation \$25.00\*

\*Unless currently enrolled in Fair Play Café OOSH

This fee is due before receiving an enrolment form. The enrolment fee covers insurance and administration costs involved in enrolling your child.

## PAYMENTS & OTHER INFORMATION

All fees are due on each Friday as per your invoice.

### Payment Options:

- Eftpos at the service either savings or cheque or credit
- Bank Deposit
- Internet Banking
- Cash
- Cheque

BSB	Account Number	Account Name
032 505	288 528	FPC Gateshead pty ltd

When depositing money please use your child/ren surname.

### OVERDUE FEES

Parents are encouraged to discuss any difficulties they may have in paying fees with the Coordinator, who will discuss and make suitable arrangements for payment of fees as well as informing them of other avenues for financial support if required. If no previous arrangements have been made regarding overdue fees the centre will...

**AFTER 1 WEEK OVERDUE:** send a reminder note regarding overdue fees with \$50.00 late fee.

**AFTER 2 WEEK OVERDUE:** Personally approach the parent and make an appointment to discuss the problem and identify the possible cancellation of their child's place if no arrangements can be made.

**AFTER 3 WEEK OVERDUE:** If no arrangements have been made to pay the fees or the agreement made has not been kept, the child's place will be cancelled. If the above procedures are not effective, details of unpaid fees should be referred to the committee debt recovery procedures.

### LATE COLLECTION OF YOUR CHILD FEES

Children **MUST** be collected by 6.00pm. A late fee of **\$5.00** for the first **5 minutes** (until 6.05pm) another **\$5.00** for every **minute** after 6.05pm until collected; this charge is not covered by fee relief. This is to cover staff wages. If your child has not been collected from the centre by 6.05pm and there has been no contact from the parent / guardian, the nominated emergency contact will be contacted. If unable to contact an emergency contact by 6.20pm, the Child Emergency Services (DOCS) will be contacted: This is a Duty of Care issue. At this time, the child becomes a child protection/Legal Issue. A parent/guardian will need to phone 132 111 to see what arrangements have been made.

### COLLECTION & DROP OFF OF CHILDREN FROM STAFF

Staff collect children from their designated school in a 12 seater bus equipped with seat belts & a 8 Seater Van both with full comprehensive insurance. Children are covered by the services insurance. Staff carry collection roll, mobile phone & first aid kit. (**permission form is in enrolment booklet**).

### VACATION CARE TRANSPORT

Excursion venues and times will be on the permission note that parents/guardians are required to sign before child can attend excursion. (If not signed child cannot attend). Staff carry first aid kits which contain ice packs, emergency contact lists and mobile phone on excursions.

## SPECIAL NEEDS

Child/ren with Special Needs are most welcome at the service. We adhere to Federal Policy Guidelines in relation to placement of special needs children in our centre. All children who use our service regardless of their special needs will be treated fairly & equally, the staff are trained to include any child into the service.

## SUN PROTECTION

It is a requirement of the service for children to wear hats during outside play. The service policy is **NO HAT PLAY IN THE SHADE**. When staff and children go outside, sunscreen is mandatory and as is a hat, if your child/ren does not have a hat they will miss out on organised games and play in the sun. So to let them participate in all aspects of the fun program please remember to pack a hat.

## MULTICULTURAL POLICY

Our service recognises that Australia is a multicultural society. Our program incorporates the cultural and linguistic backgrounds of families, staff and the community. Children are exposed to all cultures, represented within the service. Staff include individual experiences for children from non English speaking backgrounds. Parents are encouraged to participate in the planning of the service program and to introduce their cultures, food, dress code etc. to the other children enrolled. The service celebrates Australian traditions including birthdays, Easter & Christmas. If your family beliefs are different from the services tradition, please let staff know & we will find an alternative activity for your child to experience, while the service celebrates these traditions.

## POLICIES & PROCEDURES

The policies, procedures & OH&S booklets are kept in the office please feel free to ask if you wish to read through them. A copy of our policies can be obtained by asking the coordinator for them.