



Logo Designed by Amelia, aged 9

Amelia's definition of what OOSH represents:

Sun = happiness
House = Welcoming

People = friendship
Smiles = Happiness

Flowers = hard work goes into it

Thornleigh West OOSH

FAMILY INFORMATION BOOKLET

2021



On the grounds of Thornleigh West Public School
Giblett Avenue, Thornleigh NSW 2120

Phone: (02) 9980 7150

Email: ooshdirect@twoosh.com.au

Website: www.twoosh.com.au

ABN: 15 315 187 891

ABOUT US

TWOOSH is not for profit 200 place centre managed by a Volunteer OOSH parent committee on the grounds of Thornleigh West Public School. On a day to day basis, the centre is managed by the Director (Nominated Supervisor) and when the Director is absent the centre is under the supervision of an Authorised Supervisor (Responsible Person). We offer accredited:

- Before and After School Care during School Terms to TWPS children
- Pupil Free Day Care on Staff development days for TWPS children and children in the wider community
- Vacation Care for TWPS children and children in the wider community
- Care for school aged children from Kindergarten to Year 6 in a safe and caring environment conveniently based within the school grounds.

Philosophy

Thornleigh West OOSH (TWOOSH) provides childcare services to meet the needs of school-age children and their families at both Thornleigh West Public School and the wider community, regardless of individual circumstances. TWOOSH offers children a comfortable, safe, stimulating, fun, home-like environment where they will always feel welcomed, included, motivated, inspired, excited and happy. Our free-play framework encourages ongoing input from children into our weekday program, with a range of choices, experiences, and activities for them to choose from. Equally, children have significant input into our school holiday programs. Our educators (together with parents, the school, and the wider community) support our children to become confident and responsible, and capable of making positive choices about their futures. We aim to build a supportive and trusting relationship with our local community to ensure we are a dependable service. We respect and embrace the diversity of all our families and ensure all families feel welcomed and valued within our service. Our vacation care program is open to all families in the local community and allows children to engage in experiences they otherwise may not be able to. Our philosophy encompasses the following key elements:



- We focus on providing a safe, happy, inclusive, caring, fun and creative environment for all children.
- We encourage respect, honest, tolerance, kindness, equality, and appreciation of others.
- We value diversity, and we encourage acceptance, tolerance, understanding and respect from and for all children.
- We believe that all children have individual talents, personalities, interests, needs and abilities that must be nurtured and allowed to flourish.
- We promote life-long learning by ensuring that children are actively involved in their learning through play, interactions, exploration, and experience.
- We incorporate the *My Time, Our Place* Learning Framework to extend and enrich the wellbeing and development of school age children in a range of play and leisure activities, including 'risky play' opportunities to challenge and stimulate their young minds and bodies.
- We believe that play is not a luxury, but it is a necessity.
- We create an environment that promotes autonomy and independence, so children can become confident, knowledgeable, and involved individuals.
- We encourage children to engage with the natural environment to stimulate brain development and encourage environmental responsibility.

The centre is governed by the National Quality Framework which includes:

A **National Legislative Framework:** The Education and Care Services National Law and National Regulations

A **National Quality Standard (NQS)** consisting of seven Quality Areas:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Governance and leadership

A National Quality Rating and Assessment:

Process through which services are assessed against the National Quality Standard by Regulatory Authorities and provided with a rating from one of the five levels. We were assessed in 2017 as 'exceeding'.

A Regulatory Authority, NSW- Department of Education and Communities:

DEC have primary responsibility for the approval, monitoring and quality assessment of services in their jurisdiction in accordance with the National Legislative Framework and in relation to the NQS.

A national body – Australian Children's Education & Care Quality Authority (ACECQA):

ACECQA oversees the system and guide its implementation in a nationally consistent way.

An approved learning framework: My Time, Our Place (MTOP):

Our program is based on the MTOP, and considers the developmental needs, interests, and experiences of each individual child.

OOSH FEES

Current Session Times and Costs *effective January 2020*

Before School Care	7.00am to 8.30am	\$15.50 per session (permanent booking) \$17.50 per session (casual booking)
After School Care	3.00pm to 6.15pm	\$25.50 per session (permanent booking) \$27.50 per session (casual booking)
Pupil free days	7.10am to 6.15pm	\$60 to \$88 per day (in centre, incursions, excursions)
Vacation Care	7.10am to 6.15pm	\$60 to \$88 per day (in centre, incursions, excursions)

Other fees

Search Fee for non-notification **\$5 per occasion**

It is very important that the Centre is notified by phone, or email by 3pm if your child is going to be absent. If the Centre is not notified that a child is not attending, we need to find where the child is which takes time and attention away from the other children at the centre.

Late Collection fee **\$14 for every 10 minutes or part thereof.**

This fee is charged in addition to the daily fees when a child is collected after 6.15pm, and is based on the OOSH clock, and is based on the OOSH clock. This is to cover the cost of Educators staying with your child. Educators are employed until 6.15 pm only. If parents are late, staff will phone the emergency contacts listed on the enrolment form. If no contact has been made from either a parent or an emergency contact listed, and the child is not collected by 7pm then the Nominated supervisor and Committee Convenor (approved provider) will be contacted, and further action will be taken (this may include contacting the Police). Please phone the Centre if you think you may be late collecting your child.

Payment of Fees

Fees for all bookings are paid weekly or fortnightly in arrears by direct debit (bank account or credit card) using Ezy Debit. Fees will be charged for each session of care as they occur. It is a requirement that fees are to be paid for all days the child is booked into the centre, including when a child is absent due to illness, or on holidays. Vacation care fees are paid in full in advance upon booking your child into the Vacation care program each holidays. Information on how to do this is found on the Vacation care forms which are released 4 weeks before each School Holiday period.

Child Care Subsidy (CCS)

To receive this subsidy families must apply via Centrelink/MyGov. All families will need to complete an assessment to be able to access this rebate. The rebate is based on family's activity hours (work, study, volunteering), and income. Once assessed and approved by the government, your CRN's will link to our service. The CCS is a single, means-tested subsidy, and once assessed and approved, will be paid directly to service providers to be passed on to families as a reduction in fees. Families can get an estimate of what they may be entitled to by entering their details into the 'Payment and service finder'. Please provide your CRN's to OOSH so we can claim these rebates for you. You will need to log in to 'My Gov' to confirm that your child is attending our service to ensure your rebates feed through to us.

ENROLMENT

How to Enrol

It is essential that an enrolment form is completed before a child participates in the program. This form is available online at www.twoosh.com.au, in the forms section of our web page. Once submitted these are sent electronically to us to start to process. We suggest that families contact us after submitting these forms to discuss your needs further and ensure we have received all the necessary forms. Enrolment forms are required to be updated annually as well as when any changes in the family's circumstances occur.

Shared custody: For families who have children in shared care arrangements, both custodial parents will need to complete an enrolment form and set up separate accounts if both parents intend of making bookings while the children are in their care

Court Orders: if a non-custodial parent is to be prevented from collecting a child, a court order will need to be sighted by the Director and copy kept on file along with a photo of that person.

Re-enrolling for the next year: All children with existing bookings who wish to re-enrol for the following year will retain priority for previously booked days as long as a completed re-enrolment form is received by the due date set by the Director (this will enable staff to determine available places for the following year's kindergarten enrolments). Unless renewed in this manner, all bookings will cease at the end of the calendar year. Once all forms have been returned, each family will be issued with an offer for the New Year. If any cancellations are made during or after this process in the current year, places will be cancelled for the following year if we have a waiting list for those days. Example: if you have been confirmed 5 afternoons for 2022 but cancel your bookings for the remainder of Term 4 in 2021, you could potentially be losing your places for the new year.

Government cessation of care (absences on first or last day/s of care):

Due to government guidelines, families will not receive CCS for the days the child was expected, and full session fees will be payable when:

- a child is booked in to start at TWOOSH on a particular date and does not start on that day due to sickness or other reasons for absence (or consecutive days)
- notice has been given for end of enrolment at TWOOSH, and the child does not attend on their last or consecutive last days

Priority of Access

The federal government has approved our service to provide up to 195 places for children. Our responsibility is to ensure that places are offered using best practice. As vacancies arise in our service, we consider prioritising children as follows:

Priority 1: A child at risk of serious abuse or neglect

Priority 2: A child of a sole parent who satisfies the activity test through paid employment

Priority 3: Dual parents who both satisfy, the activity test through paid employment.

Priority 4: Any other child.

This reflects the Australian Government's intention to help families who are most in need and support the safety and wellbeing of children at risk.

Changes to permanent bookings

To change any days or sessions of care, families will need to log on to the XPLOR APP to request the change. All responses will be made via the APP. For any more complex requests, please email us.

Bookings

Permanent bookings require a parent to pay the booked days of care regardless of whether the child attends or not, attending the same day each week on an ongoing basis. See below for cancellation procedures

Casual bookings can be made as needed, provided we have capacity. It is essential that you contact the centre by email, and we will reply as soon as practicable. Cancellation periods apply, please see below.

Pupil Free days & Vacation Care bookings are taken up to 4 weeks prior. Bookings are made online, and payment made at the time of booking to secure spots. Changes or cancellations cannot be made, we are unable to offer refunds. Please refer to Vacation Care forms for more detailed information

Cancellation of Bookings – Casual & Permanent

Families wishing to cancel their child's place at the service are required to provide two (2) weeks written notice to the Director. This is required to allow us to make places available for other children and adjust staffing requirements. The same notification period applies once any family books their children in for casual days. When a family provides written notice to cancel a child completely from the service, if the child does not attend in those weeks the family will be liable for paying full fees as CCS cannot be applied for these absences.

Absences from OOSH

Parents are requested to notify the Centre as soon as possible if a child is not attending on a booked day for any reason. The school does not let us know of child absences. If your child is not attending in the afternoon, please call the centre by 2.50pm or mark them absent via the XPLORE APP, this avoids staff looking for your child unnecessarily. A search fee of \$5 is charged every time we need to search for your child due to non-notification.

In line with the fees policy, fees are payable for family holidays, overnight school excursions, Teacher strike days, Public holidays, and sick days if those days fall on a day that a child is booked into the service. Families are allowed up to 42 CCS paid absences a year without requiring a medical certificate, after this doctor certificates can be used to allow CCS payment on these absences.

The First Day

The first day for any child can be a nervous and anxious time. It is critically important that you have completed an enrolment form and communicated to the Director which day you would like to start. It is also suggested that you arrange a time for your child to visit the service prior to their first day.

We will ensure your child has arrived at the program and introduce them into the program. Your child will be monitored to ensure they are comfortable, participating and having fun. On your arrival it is vital that you sign your child in or out from the program on the roll located on the parent information desk at the front door.



Food at OOSH – What we provide



A weekly rotating menu is displayed. We provide:

Breakfast 7.10 – 8.10am

Late Snack at 5.30pm

Afternoon tea at 3pm

Water always available

Fruit Platter 4.30pm

Our Breakfast menu consists of cereals, toast, oats, and fruit, yoghurt, and pancakes on occasion. Our afternoon tea menu consists of fruit and vegetables, cheese, dips, deli meats, breads, wraps, savoury crackers, cooked pasta and rice dishes, multicultural cooked foods, and other special treats such as sushi or pies

and sausage rolls. On occasion when cooking is done as an activity, cooked food may be served at late snack time at 5.30pm for children who are remaining after this time. If your child is extra hungry, please send along some extra food in their bag for them. We also cater for children who have special dietary needs, so please advise us if your child has any specific requirements so we can ensure there are other foods available for them.

What to bring each day

- a wide brimmed hat
- sun safe clothing
- Water bottle
- closed shoes

Water will always be available for the children to fill up bottles.

During Pupil Free & Vacation Care Days, specific items may be required on certain days, please refer to Vacation Care program and enrolment forms.

OOSH PROGRAM

Types of Activities

The program is flexible, allowing for children's specific needs, interests, and spontaneity. As educators we seek to facilitate children's learning through recreational & social play, provide a wide range of resources and activities for the children to choose from. A range of activities such as craft, cooking, sport, construction and imaginative toys and play, electronic equipment, music, dance, games, and dress-ups are available for the children to be involved in. Educators are spread out across all used areas of OOSH to supervise all activities.



Extra-Curricular Activities

The centre works in conjunction with children, families, and community organisations to enable children at OOSH to attend extracurricular activities in the school grounds and on Oakleigh Oval. If your child is required to attend extra activities during OOSH time, please complete a permission note available from OOSH. Staff will remind, encourage, and escort children to these activities however, the centre will not be responsible for your child during your child's absence from the centre.

Excursions

For all excursions out of TWOOSH and the school grounds, a permission note is to be completed by a parent. Parents will be notified in advance about the destination, cost and transport involved. Educator/child ratios will increase while on any excursion and will be judged based on the risk assessment results of each excursion.



Routines

BEFORE SCHOOL CARE ROUTINE

7.00 am	Service Opens	Inside quiet activities available for children. We are very mindful that different children have different needs in the morning, some jumping out of bed raring to go and others still not quite awake when school starts. We encourage children to choose their own activities and pace.
7.10am – 8.10am	Breakfast Available	Children are able to have breakfast as they arrive to OOSH, and we encourage them to select and prepare their own choices of food. OOSH encourages healthy eating.
7.10am – 8.20am	Quiet Activities	Activities that are on offer all the time include craft, construction play, board games, dress ups, kitchen corner, barbies, and dolls house, and reading. On occasions we offer TV, Wii, and computers, children are given 10-minute time slots each. Mornings are also a great time to finish off any homework as they tend to be a little less busy than in the afternoons.
8am <i>(earlier in Summer)</i>	Outdoor Play	Children may either continue inside activities or, weather permitting and contingent upon the interest of children, join in outside play on the basketball court e.g. hockey, cricket, basketball, tennis, etc.
8.20 am	Pack-up time	All children are encouraged to assist with leaving the room clean and tidy, ready for the children in the afternoon
8.30 am	Group Meeting	Children meet together as a group, check the UV rating for the day, and discuss planned topics, interests, etc until the school bell rings
8.30am – 8.40am	Roll Call	Children are marked off the roll and walk out to the playground where school supervision has commenced before morning classes
8.40am – 9am	Extended Stay	Kindergarten children, other new children and any specific children staff feel would benefit from staying at the centre for a little longer may leave the centre closer to 9am. Until kindergarten children are ready to walk to the playground with the other children, they will be walked to the kindergarten area by OOSH educators



AFTER SCHOOL CARE ROUTINE

3.00pm	Service Opens	Children hang their bags up, wash hands, and head to allocated year groups. When the UV rating is 3 or higher after 3pm, sunscreen is given.
3.00pm – 3.30pm	Roll call and afternoon tea	Children meet Educators at roll call group to be have their name marked off and be signed in. Children help themselves to water and afternoon tea prepared by the Educators. A menu is available in the main entrance area and changes each term. Missing children are followed up vigorously by calling parents. Please remember that the school does not as a matter of course let us know if children are away, so a phone call to us by 3pm is necessary. There is a search fee of \$5 per instance if OOSH is not notified.
3.00pm – 6.00pm	Extra Activities	If requested children may attend other activities in the school grounds or on Oakleigh Oval throughout the afternoon. Children will be reminded by staff.
3.30pm – 3.45pm	OOSH Outdoor play	Weather permitting, children and Educators stay outside to get out some of the day's energy with some physical activities and fresh air before the indoor activities commence. Some OOSH children like sitting on the veranda to complete homework at this time before programmed activities start.
3.45pm – 5.00pm	Free choice activities Split programs commence	A range of activities are organised and set up throughout the inside and outside environments surrounding OOSH. We recognise that children have been in a structured environment for six hours at school and that they need to unwind and relax, however if you feel the need for your child to start their homework at OOSH, please encourage your child to take their homework books inside and work on this in a quiet area. Children are required to pack up what they are playing with before leaving with their parents. As activities finish children are encouraged to pack up equipment and clean up any mess they have made.
	Indoor Play	Inside activities include craft, homework, book corner, dramatic play corner, construction corner, board games, laptops, and cooking a couple times a week.
	Outdoor Play	Children can engage in outdoor play on the oval, basketball court, sandpit, veranda, and on occasions the adventure playground. A range of sporting, creative, construction and imaginative play equipment is available and set up for the children. Staff also arrange organised games and sporting activities.

4.30pm	Fruit Time & Roll call	At this time, children will be selected to help serve fruit to their peers. This is usually served in the garden area and all children are reminded to go and eat some fruit. Children meet in roll call groups to ensure all children who have not been signed out of the centre by this time are accounted for. Fruit time is held in junior and senior spaces
5.00pm	Pack-up time	All areas inside and out are packed up and all equipment returned to appropriate storage place. This is the responsibility of the children and the staff will help direct them appropriately during this time.
5.15pm	Late Games	Children have a choice to participate in group games or read a book and draw quietly inside the main OOSH room.
5.30 pm	Late Snack	Late snack is served to children who are remaining at OOSH after this time only.
5.30 pm – 6.15 pm	Quiet Activities and Home Time	Quiet activities such as board games, staff led group games, reading, or DVD's will be the options at this time. Parents are required to sign their children out and let a staff member know when they are taking their child. Please ring and advise staff if you suspect that you may be late picking up your child, this helps us know what's happening and prevents your child from worrying that you have forgotten
6.15 pm	Centre closes	There is a late fee if you are late picking up your child so it may be advisable for you to organise a friend to pick up your child if you are delayed.



POLICIES AND PROCEDURES

The Services Policy & Procedures manual which complies with the recommended guidelines from the National Quality Framework is freely available to all parents of children using the service to view and have input into. Our policies are updated and amended every 12 - 18 months or as specific needs arise. A copy of the policy and procedures manual is located on the parent sign in desk area, and on the website, feedback is valued.

Raising Issues of Concern

We believe that families have an important role in the centre, and we value their feedback and input. We aim to ensure that families feel free to communicate any concerns they have in relation to the centre, staff, management, programs, or policies without fearing negative consequences, and that they are made fully aware of the procedures to do this. We seek to continually improve our service and family feedback is critical in helping us to do so.

We support a family's rights to raise issues of concern. We will help to clarify their concern with reference to relevant policies and procedures and resolve them as appropriate.

- An issue of concern may include any issue a family would like clarified, is concerned about, or would like us to consider.
- Children should direct their concerns directly to staff who will deal with the issue immediately or inform the Director.
- Parents will be provided with clear written guidelines in the parent handbook detailing the appropriate procedure used to raise issues of concern. This procedure is also listed below.
- Conversations will remain confidential and will only involve other persons as is necessary and as negotiated.
- Any parent who wishes to have a formal meeting is requested to make an appointment with the Director /Assistant Director. The Director /Assistant Director will attempt to resolve the issue at this level.
- Centre policies may need to be reviewed as a result of issues of concern being raised.
- As per the Parent and Visitor code of conduct, no parent is permitted to address issues with other children. These issues must be directed to Educators or the Director. A breach of this code of conduct may result in exclusion from the service.
- If a parent's behaviour is seen as unacceptable either towards children or educators, they will be asked to read, sign, and return the parent code of conduct. Failure to do so will result in exclusion of the family from OOSH until this is complete.

DAY TO DAY ISSUES CONCERNING A CHILD WHO ATTENDS THE CENTRE

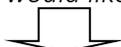
Discuss issue with the relevant educator
If still concerned and would like further consideration



Discuss issue with the Director/Assistant Director
If still concerned and would like further consideration



Submit in writing to the management committee
If still concerned and would like further consideration



Discuss issue with appropriate unbiased third party, e.g. School Principal

ISSUES THAT DIRECTLY INVOLVE BOTH TWOOSH AND THE SCHOOL COMMUNITY

- Discuss issue with the Director/Daily Supervisor AND discuss issue with School Principal, relevant teachers, or the P&C representative as appropriate.
- Director /Assistant Director will liaise with principal to coordinate OOSH/School approach and seek to resolve the issue.

Medical Policies

Dealing with Medical Conditions Including Asthma and Allergies

- Parents will be asked to inform the service of any medical conditions the child may have at the time of enrolment and update the service as necessary during the period that the child is enrolled. This information will be recorded by the parent on the child's enrolment form.
- Upon notification of a child's medical condition the service will provide the parent with a copy of this policy in accordance with Education and Care services National regulation 91
- Specific or long term medical conditions will require the completion of a Medical management plan, Asthma action plan, or Anaphylaxis action plan completed by the child's doctor and parent.
- It is a requirement of the service to meet its regulatory obligations that a TWOOSH Child's individual medical management plan be developed in consultation with the parents
- Children who have been diagnosed with additional needs/disabilities are welcome at OOSH, however families must supply professional reports and reports of diagnosis to assist us in caring for children appropriately. Enrolment will be subject to this information being supplied so the centre can apply to KU for inclusion support and funding to assist the child, staff, and centre. In some cases, without receiving funding, the centre may not be able to cater for the high support needs. Each case will be looked at individually.
- The Director will meet with the parents and relevant health professionals (if required) as soon as possible prior to the child's attendance to determine content of that plan to assist in a smooth and safe transition of the child into the service.
- The Child's individual medical management plan will be followed in the event of any incident relating to the child's specific health care need, allergy or relevant medical condition (this is in accordance with Education and Care Services National Regulation 90).
- At the beginning of each year plans will be reviewed to ensure they remain current and relevant. Any family needing an updated Plan or new medication for that year will be contacted via email or phone to arrange this.
- Where a child has an allergy the parents may be asked to supply a letter from their doctor depending on severity. Letter should explain the effects if the child is exposed to what they are allergic to and to explain ways the staff can help the child if they do become exposed.
- The centre will gain written parental permission to display photos of children who have anaphylaxis on the main freezer in the room, and add a note in the 'comments' section next to their name on the roll. For families who disallow their child's photo to be displayed will be made aware that they are increasing the risk of exposure to allergens.
- The Food allergens/medical conditions list will have any new children added to it when they begin enrolment with the service, or once identifying that they have allergies. Lists are developed annually, and updated when changes are necessary. It is the parent's responsibility to notify us of any changes
- Where a child has a life threatening food allergy and the service provides food, families in the service will be advised not to supply that allergen via email, and by putting up signs in the centre. Parents of children with an allergy may be asked to supply a particular diet if required (eg soy milk, gluten free bread).
- Where it is necessary for other children to consume the particular food allergen (e.g. milk or other dairy foods) the child with a food allergy may be seated separately during meal times and all children will wash their hands before and after eating.
- Where medication for treatment of long-term conditions such as asthma, epilepsy, anaphylaxis, or ADHD is required, the service will require an individual medical management plan from the child's medical practitioner or specialist detailing the medical condition of the child, correct dosage of any medication as prescribed and how the condition is to be managed in the service environment.
- Parents are required to supply the child's asthma inhaler, spacer, or EpiPen to the centre/school. When a child requires medication for the management of their medical condition the child will be excluded if their medication is not in the centre

Prescription Medication

Medication can only be dispensed if written instructions from a doctor are supplied and Centre medication forms are duly signed. Medication needs to be specifically for the nominated child, supplied in the original container and marked with correct name, dosage, and valid use by dates. All equipment required to administer the medication needs to be supplied by parents.

When a child requires medication for the management of their medical condition the child will be excluded if their medication is not in the centre.

Medical Emergencies.

In an emergency Centre staff will seek medical attention from an ambulance or doctor as deemed necessary. All efforts will be taken to contact a parent, guardian or contact person if this occurs.

Infectious diseases

It is the policy of this Centre that any child suffering from an infectious illness should be excluded from the Centre until such time as the child is well again, that time being stipulated by the Department of Health Guidelines. Department of Health Guidelines requiring non-immunised children to stay at home during epidemics will also apply.

If the staff feel that a child is:

- a) Contagious
- b) Cannot cope with being at the Centre due to illness
- c) Would benefit from going home,

the parent or guardian will be contacted and expected to collect their child immediately.

Sun Protection Policy

We are a registered Cancer Council 'Sun Safe Centre'

Our general Centre policy is: no hat – no play.

The children check the UV rating each morning to determine the type of protection they need for the day. This may mean sunscreen does not need to be applied on days with a low UV rating. We encourage the use of the Cancer Council APP to check the rating and protection requirements. SPF 30+ sunscreen is readily available for children and staff at the Centre. They are responsible for applying it themselves. Parents are welcome to provide their own sunscreen for their child if they would like to (a roll-on face sunscreen is easy to apply for all ages and stores readily in your child's bag or at the service). On excursions parents are requested to apply 30+ sunscreen to their children before they arrive. They are reminded to send their child in sun protective play clothes and a broad brimmed hat.



No Smoking Policy

Our Centre is situated in Department of Education grounds which are all smoke free zones.

Personal Belongings

Personal belongings are only allowed at the Centre on a must have for school basis. All other toys and games ARE NOT ALLOWED at the Centre, this includes any communication device. If in doubt, please contact us.

Emergency Procedures

The service will provide an environment that provides for the safety and wellbeing of the children, educators, parents, and volunteers at all times. All children and educators will be aware of, and practised in, emergency and evacuation procedures. Each term and during Vacation care we participate in multiple Emergency lock-down and evacuation drills to ensure all children and Educators know the process and have a chance to practice these at least once per term. Our meeting point for Evacuation Drills is at Oakleigh Oval in case you are ever looking for your child at this time. For 1 whistle blow we move inside to lock down, and for 2 whistles we evacuate to Oakleigh. In the event that there is a fire out the front of the school, we will evacuate to the school hall. **BUSHFIRES:** You may be asked to collect your child early from school/OOSH if there is a threat.

Behaviour

We aim to provide a safe and caring environment which encourages cooperation and positive interactions between children, staff, parents, and management. Rules will be clearly established based on safety, respect for others, respect for property, cleanliness, and honesty. Our centre aims to lead and encourage children to be responsible for their own behaviour. To facilitate this, positive behaviour will be encouraged and self-discipline will be developed through positive role modeling and redirection. We will aim to work closely with Thornleigh West Public school, and ensure rules and consequences are consistent with that of the school's Child Welfare Policy.

To aid us in this process and with reference to school rules, Centre rules have been drawn up by the children and staff and approved by the Management Committee.

The support given by parents in this process is integral to its success and ensures that your children will have happy association with the service.

OOSH Rules

1. Stay in bounds
2. Be kind to others and use kind words
3. Keep hands and feet to yourself
4. Be safe and keep others safe
5. If you have a problem, see a staff member
6. Take care of equipment and the environment
7. Tidy up after yourself and keep OOSH and the school grounds clean
8. Follow instructions and directions given by staff at all time
9. Follow Sunsafe procedures including wearing appropriate hats
10. Bring your best manners with you and be respectful
11. Sticks and stones stay on the ground
12. Shoes must be worn at all times unless permission is given to remove them
13. Make sure a staff member knows where you are at all times
14. Follow all Thornleigh West Public School rules
15. TWOOSH has a zero tolerance for bullying



Parent Involvement

The Centre and its educators are responsible to the Volunteer Management Committee. The committee is made up of members representing the parents of OOSH and elections are held annually. Generally, committee positions don't require large amounts of work. Our committee is about parent input into decisions that affect care of your children. Meetings are generally twice per school term unless otherwise required. All parents are encouraged to become active members of the Management Committee and attend the Annual General Meeting. For further information regarding the committee president and contact details please see the Director. Please remember that without parental support the Centre cannot operate.

Communication

Communication with parents will be maintained in a variety of ways, e.g. greeting and farewelling, personal conversations, notes at the sign in table, suggestion box, notice boards, parent handbooks, newsletters, email, kindergarten orientation, and committee meetings. All children have individual needs and interests. Feel free to approach staff at any time to discuss these, as knowing and understanding your family helps us with your child's developing capabilities. It also allows us to clarify any questions you may have about your child. For a more involved discussion or if you have any issues or concerns, please organise an appointment with the Director. If an issue arises which the Director is unable to address, the matter will be referred to the Management Committee

INFORMATION & SUPPORT FOR FAMILIES

Support Services

KU Inclusion Support

KU provides programs and services which include and support all children, in particular KU embraces and supports vulnerable families and those with children with additional needs, in accessing and participating in quality early childhood education and care.

Relationships Australia

1300 364 277

www.relationships.org.au

www.nsw.relationships.com.au

Relationships Australia is an independent, not-for-profit organisation, dedicated to enhancing relationships within families and their communities in order to foster personal and social wellbeing. They are committed to building support for families who are in greatest need, facing complex issues and have limited access to resources and services. Their work directly enables people to make positive choices with regard to their relationships and life situations, to strengthen relationships within their families and communities, and to manage conflict and change. They work with individual family members, couples, and family groups. These services draw on expertise in counselling, mediation and dispute resolution, relationship education, and information and referral.

PPP Parenting Program

www.triplep-parenting.net.au

When it comes to raising kids and teenagers, everyone has an opinion. So how do you know what's best and what works? The Triple P – Positive Parenting Program[®] takes the guesswork out of parenting. Triple P gives parents simple tips to help manage the big and small problems of family life. Problems like toddler tantrums or teenage rebellion. Self-esteem issues. Bedtime battles. Disobedience. Aggression. Triple P can help you deal with them all – and more!

CENTRE INFORMATION

<u>Director / Nominated Supervisor:</u>	Jena Sheather
<u>Assistant directors /Educational Leaders:</u>	Courtney King and Rebecca Macdonald
<u>Responsible people on Duty:</u>	Jena, Courtney, Bec and other permanent staff
<u>Complaints/Queries:</u>	Can be made to the Director, or Assistant Director via email ooshdirect@twoosh.com.au, in person at the centre, or by calling 9980 7150. If this cannot be solved at centre level, the committee can be contacted at twooshcommittee@outlook.com
<u>Contact Details of regulatory Authority:</u>	NSW Early Childhood Education and Care Directorate, Department of Education and Communities Website: www.det.nsw.edu.au Email: ececd@det.nsw.edu.au Phone: 1800 619 113

Approvals and Rating

<u>Provider Approval number:</u>	PR-00007982
<u>Service Approval number:</u>	SE-00013768
<u>TWOOSH Service Rating:</u>	'Exceeding the National Quality Framework' in all 7 areas

Important Contact Numbers

Thornleigh West Public School

Address: Giblett Ave, Thornleigh NSW 2120
Phone: (02) 9484 4242 | Fax: (02) 9481 9471
Email: thornleigw-p.school@det.nsw.edu.au
Web: www.thornleigw-p.schools.nsw.edu.au

Thornleigh West OOSH

Phone: (02) 9980 7150
Email: ooshdirect@twoosh.com.au
Web: www.twoosh.com.au

Police, Ambulance and Fire: 000

Family Assistance Office: 136150

ACECQA: 1300 422 327

Lifeline: 131114

Centrelink: www.centrelink.gov.au

NSW Poisons Information Centre: 13112

On behalf of the management and Educators of TWOOSH we hope that parents and their children enjoy their time with us.

