

# Parent Information Handbook

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Welcome to Big Childcare. Please take the time to read the following information.

Our service provides care for children of primary age, from Prep to Grade 6; generally these ages are from 5 to 12 years. With exceptions for schools that we run programs in that have secondary students on the same campus and Programs that run a vacation Care Program.

One of our main objectives is to provide a safe environment for your child.

Our service is licensed by the Department of Education and Early Childhood Development. We follow the Education and Care Services National Regulations 2011 and Education and Care Services National Law 2010. These include requirements about activities, children's experiences, planned programs, the numbers of educators and children and educator qualifications. Further information can be found at the programs.

Big Childcare employs a team of dedicated educators who run quality programs. Planned programs for school terms and Vacation care are displayed on our notice board for your information. Please speak to the Manager if you require further information regarding the activities and goals of the intended program.

In December 2009, the Australian Government agreed to a new National Quality Framework for Early Childhood Education and Care. This means that all Australian children, regardless of their location, will get the best possible start in life through high quality early childhood education and care and school age care services. As part of this Framework we are bound by the National Quality Standards, which includes 7 Quality Areas. These National Quality Standards are linked to A National School Aged Framework called "My Time, Our Place" we use this Framework to help with the Program Planning to help support practices and promote children learning.

Big Childcare is the Approved Provider of the program and manages the day to day operations. The Director, in consultation with the, OSHC Manager and Assistants, will ensure that the day-to-day management of the service meets with the requirements set by the Education and Care Service National Regulations and law as set by the Commonwealth Government.

Big Childcare maintains a Policy and Procedures document which is regularly reviewed in line with legislation, industry practice and current research on child development. We endeavor to make sure that new children are made welcome and oriented to the service and its routines, upon commencement

Policies and management issues about the program should be directed to the Big Childcare Manager rather than through the Principal of the school.

## **PHILOSOPHY**

Big Childcare is a leader in the Out of School Hours Industry; our team is professional, experienced, nurturing and committed to providing a supportive and transparent environment for families, where their feedback and support is highly

valued.

We provide exceptional quality, out of school hours care, for school aged children which meets the health, safety and wellbeing needs of the children and families in the community.

We believe in making our programs engaging, diverse, physically active and fun, where children's learning can be scaffolded, so they can reach their full potential. Through these experiences children will develop a range of life long skills including building on their social and emotional capacity.

Children are valued and respected as individuals and central to our programs. The programs we offer are developed in conjunction with educators, schools, the community, children and families. They are critically reflected upon and evaluated to ensure we are providing positive experiences that are age appropriate and extend every child.

## **OUR MISSION**

As a leading provider of before and after school care we are committed to create an atmosphere of safety, acceptance, respect and fun for children of all ages and backgrounds. Our educators are friendly, approachable and professional at all times, because they are proactive in the care of the children.

## **OUR VISION**

- is to partner with parents to unlock their child's full potential for maximum personal development.
- We purposefully empower children to be children so that they want to come to our service with their friends.
- Children will want to bring their friends along because we provide a superior and enjoyable service experience.
- To foster a spirit of equity and inclusion, which values play in both structured and self directed experiences

## **OUR PROGRAMS**

Big Childcare encourages all children to participate in outdoor play, recreational experiences, group games, cooking, craft and creative play on a daily basis. This range of experiences are planned in the weekly program in conjunction with children, families, educators and the community in order to cater for the individual needs of each child, but is also flexible enough to be changed according to daily needs of the children. We recognise that children who attend the service full time may find it difficult to undertake homework tasks at home so educators will provide a quiet, safe area for children to undertake homework tasks and assistance if needed.

## **BEFORE SCHOOL CARE:**

Bookings are essential, emergency care is available if staffing allows  
Breakfast is provided before 8:00 am.

Children must be signed in upon arrival and are not to leave the program until signed out by an educator.

#### **AFTER SCHOOL CARE:**

Bookings are essential, emergency care is available if staffing allows.

Afternoon tea is provided.

Children are not to leave the program until signed out by an authorised parent / guardian

A roll is marked as children arrive at the program. Any children booked into the program that have not yet arrived after school, but attended school that day, will have their name spoken over the loud speaker, if the school has one requesting that they go immediately to the program. If missing children have not arrived within a short period a parent/guardian will be contacted to determine whether the child(ren) are supposed to be attending the program. In an emergency situation where the child/ren cannot be picked up after school within 15 minutes the school may place them into after school care. This can only happen if Big Childcare already has an enrolment form filled out in the previous 12 months for the child. We can not accept the child without this. This can only happen if staff/child ratios permit.

If child/ren are still in our care at closing time, and not picked up, the parent/guardian will be contacted by phone. If not contactable, staff will immediately contact the emergency contact/authorised nominee numbers on the enrolment form. If within half an hour of closing time staff has been unable to get in contact with parent/guardian/contacts on enrolment form, staff will then contact the Department of Human Services for direction and may consider calling the police. After closing time the program charges the family per 15 minutes or part thereof and this late fee is added to the family's weekly invoice of care.

#### **END OF TERM / YEAR OR EARLY FINISH:**

All care provided on the last day of term/year or any early finish will incur an additional fee for the additional hours of care provide.

#### **PUPIL FREE DAYS AND VACATION CARE:**

This is not available at all schools as minimum numbers are required. However all children have access to Vacation Care at a close or neighboring school.

- This is an extensive program of creative, leisure and recreational experiences for the children, sometimes opting to take the children on excursions.
- Separate bookings are essential for these days as written authorisations are required, full payment must be received prior to the start of the vacation care period to maintain a place in the program.
- Children must be signed in upon arrival.
- Children need to bring all their daily food requirements unless the program states otherwise.
- Children may not leave the program until signed out by the authorised nominee

parent/guardian.

- Children must dress appropriately for the planned activities for each day.
- Daily activities are subject to charge due to weather conditions.

## **BOOKINGS/CANCELLATIONS**

Enrolment forms must be completed in full before the family can attend the program. It is the duty of the parent to make sure that the details of this form are correct and inform the Out of School Hours Care (OSHC) Manager of any changes. A new enrolment form must be completed each year. To make or change a booking please notify the OSHC Manager, or contact the Head Office by phone or email. All phones and email are checked prior to the session to confirm bookings and cancellations and families will be contacted as soon as possible if care is not available. Please be aware of the following information regarding bookings/cancellations:

### **PERMANENT BOOKINGS:**

Are for children who use the service on a weekly basis, permanent booking are considered to be at least one session per week for an entire term or more. Any bookings added as once off (or not permanently added to enrolment form will be casual bookings)

### **CASUAL BOOKINGS:**

All bookings that do not fit into the above description. These booking incur an additional fee.

### **CANCELLATION:**

Must be made one week prior to the scheduled date of attendance, otherwise the full fee will be charged.

Permanent bookings are required to be listed on the 'Enrolment Form', parents need to notify educators if there are any permanent changes to these bookings.

Casual users must contact as soon as possible, in order to ensure a place is available. Within a situation where a waiting list is required according to the Commonwealth Priority of Access guidelines, priority of access follows this order: children at risk, working families and then any other child.

## **VACATION CARE BOOKINGS**

A separate form will be provided each Vacation/Holiday Care to secure your bookings. This is a confirmed booking once it is paid in full.

There are no refunds for vacation care periods and we do not accept medical certificates.

### **CHILDCARE BENEFIT CCB**

Our programs are funded by the Commonwealth Government to provide a discount in the form of Child Care Benefits to families who are registered. Families are able to claim back a percentage of their fees by registering with Centrelink. To ascertain your percentage, you will need to contact Centrelink on 13 61 50. You will need to tell Centrelink: - the school you want to register for - provide Centrelink with your personal details including your and your partner's annual income - child's and your DOB.

Centrelink will inform you what percentage of Child Care Benefits you are entitled to based on these details. Centrelink will then send you a letter confirming your Child Care Benefits percentage. If you provide our educators with one parents Centrelink reference number and DOB and your child/ren Centrelink references numbers and DOB then they can assist you to work out how much it will cost you to book your child/ren into Before/After or Vacation care.

Please note: Families who apply will be granted 42 absences or late cancellations per financial year - called "allowable absences". If you use more than you are entitled, your rates will revert back to normal fees and you will not be eligible to apply for the discounted rate. OSHC Managers can explain these details further.

### **CHILDCARE TAX REBATE CCTR**

All Parents are entitled to receive 50% of their out of pocket expenses for up to \$7,500 per child per year, if the parent and child has a Customer Reference Number which is obtained from the Family Assistance Office. Parents can nominate this payment to be mad directly to Big Childcare to lower the amount paid.

### **CARING FOR YOUR CHILD**

#### **ARRIVALS AND DEPARTURES**

Children must be signed in and out each day by an authorised person. Prior arrangement must be made with the Manager for any person other than those stated on the enrolment form to collect children from the program. Please advise persons collecting children that they will be required to provide proof of identity. If you require your child to attend activities within the school grounds, written authority must be given. The educators will not permit children to leave the program unaccompanied unless written authorisation detailing time of departure indicating a release of Duty of Care. If children who are booked in to the program for care have not arrived asap after school, parent/guardian will be contacted on the numbers provided. Prep children will be collected and delivered to their classrooms until they are settled at school.

[Refer Arrivals and Departures Policy.](#)

#### **LATE OR NON COMMUNICATION THAT A CHILD WILL NOT BE ATTENDING**

The service has a very clear set of procedures which are followed if a child named on the roll is not in attendance at the beginning of the session. This is stated in Policy 5.9 "Children who do not attend Policy". In each situation a series of checks are

made.

Big Childcare are finding that an increasing amount of families are NOT informing Big Childcare that they have collected their child from school early, the child is not at school that day or the child is simply not attending the aftercare program. In order to follow procedures, an educator makes phone calls and checks. This is becoming a problem in many schools and in some larger schools involves several children per day.

When a child is deemed missing, (that is they are on the roll but are not at the program), it is of great concern to the educators. There are many scenarios why a child is missing. We have had situations where a child may be picked up by a parent who does not have custody, where a child may have decided to go home or elsewhere without permission. Educators have the responsibility for the safety of all children. A missing child causes extreme stress to the educators involved and takes up a considerable amount of time going back and forth to various parties, thus communication that a child has been picked up allows educators to concentrate on genuine situations. Big Childcare has implemented a Fee for non-Communication. The current fee is on the Parent information Board.

#### **LATE COLLECTION AND FEE PAYABLE**

We ask for your cooperation by collecting your child by the time the program finishes. Late pick-ups are upsetting for the child and stressful for all educators. If there is an emergency and you are unable to collect your child on time, please contact the service. If your child is not collected on time, a late fee will be charged immediately after closure time, the program charges the family per 15 minute block. If a child is not collected by the time the program finishes emergency contacts will be contacted, if unable to be reached the Manager has the right to contact Human Services and or the police.

#### **CHILDREN LEAVING WITHOUT PERMISSION**

If a child leaves the program in any other circumstances and for any reason without permission, the educators will assess the situation immediately and will call the police and a parent/guardian as quickly as reasonably possible.

[Refer Arrivals and Departures Policy.](#)

#### **CHILD CODE OF CONDUCT**

As part of our commitment to quality care for the children at our program, we have basic rules for the children to follow. These rules are developed with input from the children themselves to give them a sense of ownership over what happens within "their" space and are displayed prominently throughout the service. Big Childcare encourages each program to develop their own rules. This should be done annually or termly if the children are not familiar with them. Allowing children to be a part of the rule making helps them to understand the need for rules and become clear about the expectations of the program.

Big Childcare suggests that these basic rules are used at all programs:



Bullying is NOT acceptable. This includes:

1. Verbal - put downs, name calling, teasing  
Physical - pushing, shoving, hitting  
Emotional - not letting someone play with you
2. Walk inside the room.
3. Keep our hands and feet to ourselves.
4. Use quiet voices inside.
5. Respect each other and leaders.
6. Use appropriate language at all times.
7. Respect ourselves.
8. Respect the property of other people.
9. Respect the property of the service.
10. Respect the boundaries - out of bounds areas include:  
- Office area & Kitchen
11. Educators must be with children when either inside or outside.
12. Own toys =own responsibility
13. HAVE FUN!!

### **CONSEQUENCES**

1. Warning x 2
2. Thinking time =one minute x age
3. Parent/Guardian contacted

### **CUSTODY/PARENTING PLANS/PARENTING ORDERS**

Parents who have custodial rights and do not wish the other persons to have contact with their child/ren must provide a current copy of the Parenting order or plan outlining access arrangements.

### **SAFETY**

An evacuation plan is located at the program. We ask all parents, educators and children to familiarize themselves with the procedures. Fire, evacuation and emergency drills are practiced termly should you be present during a drill, please participate. Regular evacuation procedures give the children an opportunity to become familiar with the routine and planned evacuation/emergency procedure. All equipment is serviced regularly. Refer Emergency Management Policy

### **THE STAFF**

Our educators are employed on the merit of their qualifications and experience in the field of children's services. Each educator is made aware of the Education and Care Services National Regulations 2011 and the Education and Care Services National Law Act 2010. Each educator will need to obtain a Working with Children's Check before employment commences. We recognise that professional development is important for our educators and will train educators as needed.

### **STAFFING**

Our programs are staffed according to strict ratio requirements. We cannot, under any circumstances, breach this requirement. All educators qualifications and



child/staff ratios are in accordance with the Education and Care Services National Regulations 2011.

- A maximum of 15 children to one educator.
- The Director will also ensure that one educator on the premises will be trained in first aid.
- Where a casual booking is requested with little notice, Big Childcare cannot guarantee a position as it may jeopardise minimum ratios. Big Childcare cannot breach the regulations at any time

Refer Staff Policies and Staffing Ratios Policy.

### **HOURS OF OPERATION**

Times vary at each school so please check actual times with your program

Before School Care - (Breakfast is provided until 8am)

After School Care - (Afternoon Tea is provided upon arrival)

Pupil Free Days/Vacation Care -(Breakfast is provided until 8am)

### **FEES AND CHARGES**

**These are clearly displayed and available at each program. Please check to ensure you have current information.**

### **PAYMENT METHOD**

#### Direct Debit:

Big Childcare uses the EZIDEBT System. In order to use this system the payment option on the enrolment form must be completed in full, returned and processed before your bookings will be activated. This system allows you to pay by Credit Card or Direct Debit.

All bookings will be charged one week in advance. Statements are sent on the Friday or Monday with direct debits being done on the Tuesday, leaving accounts on the Wednesday (sometimes later if there is a processing delay) please ensure that the monies are in your account to be debited.

Big Childcare does not bear any responsibility for bank charges if payments decline or are overdrawn.

For more information and full terms and conditions on this service please contact your school OSHC Manager.

Please note: Big Childcare has the right to use a debt collector if payment is still not received two weeks after the exclusion date from the program and notification in writing.

Parent/Guardians will be emailed statements so it is imperative you supply a working email address for your records. If you do not have an email address please speak with the Manager.

## **POLICY AND PROCEDURES**

Big Childcare has an extensive Policy and Procedure manual which reflects the Philosophy, Mission and Vision of our service. This manual is a large document which is located near the sign in/out table.

In this Parent Handbook we provide a snapshot of policies, which will affect you, your family and individual child during their time with us. Details in this manual are correct at the time of printing. Policies and procedures are subject to change.

## **HEALTH AND SAFETY POLICY**

The program actively strives to avoid injuries occurring at the program and to minimize the impact of injuries and illnesses by responding appropriately and as quickly as possible. The rights and responsibilities of parents with respect to injuries and illnesses of their children are acknowledged and will be taken into account in administering all procedures.

The well being of all children who attend the program is of the highest priority, so we ask for your cooperation. To safeguard the health of all children and prevent the spread of infection, please keep your child at home until he/she is fully recovered from an illness. All children who are suffering from an infectious disease will be excluded from the program to prevent others being introduced to the infection. The program does not have facilities to care for sick children.

Educators observe stringent hygiene practices throughout the day and the program is cleaned daily.

Equipment is routinely checked to ensure that is well-maintained, clean and safe for children's use.

In the case of a minor injury or illness, an educator will attend to the incident and a report will be completed advising you of the details. Please sign this form after speaking with educators to verify you have been advised of the incident.

During term 1 and 4 children and educators will wear hats outside. Educators will encourage children, to avoid excessive exposure to the sun and to wear suitable clothing and sunscreen (at least SPF 15+), which is reapplied according to the manufacturers recommendations.

Big Childcare is a smoke free environment.  
Refer Health and Safety Policies.

## **MEDICATION**

All Medication will be administered in accordance with the Educations and Care Services National Regulations and Law 2011. In order to ensure that the interests of

educators, children and parents/guardians are not compromised, medication will only be administered with explicit permission from parent/guardian or in the case of an emergency, with permission of a medical practitioner with the exception of Anaphylaxis or Asthma. Medication will be kept out of reach of children in keeping with the environmental conditions required of the medication (fridge or locked cabinet). Educators must be notified of the last dose the child had of medication. Please supply written authority stating the drug, dosage, dates and times to be administered. All medication must be supplied in its original container with the child's name clearly printed on the front. If there is no PHARMACEUTICAL LABEL on the medication, it will not be administered. The program will need to be provided with a doctors medical management plan and a Risk minimisation plan will need to be completed in consultation with the OSHC Service or any Specific Healthcare needs or medical conditions All medication will be administered by the OSHC Manager or an educator nominated by the Manager and will be recorded in a Medication Register which will be signed off by another witness. Children who become ill at the service will be provided a quiet area to rest while their parents/guardians are contacted. Parents are requested to advise the Service (via enrolment forms) of their child's particular health needs, including medication.

If a child has a severe reaction or other illness in which timing is vital, a management plan must be developed between the Service, guardians and health professional to ensure immediate action in the case of an incident. Please ensure service is aware of this by detailing on enrolment form.

Refer Health and Wellbeing Policies.

### **ILLNESS AND INJURY**

In the event of an accident or a child falling ill, first aid equipment and expertise will be available. A first aid kit will be accessible to the educators and maintained in good order. Educators have Anaphylaxis Management training and Asthma Management training and at least one educator on duty has first aid training. Parents/guardians are notified of any symptoms their child is showing of illness as soon as is practicable. As a preventative, educators will ensure that sound hygiene and infection control guidelines are followed at all times. If contact cannot be made and it is necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital. The cost of the ambulance is the parent/guardian's responsibility. It is advisable for families to become ambulance subscribers. Please ensure emergency contacts are updated on enrolment forms regularly. A telephone is accessible to the service at all times for incoming and outgoing calls and on excursions. A systematic procedure is in place for checking the safety of building, grounds and equipment on a regular basis.

### **FOOD SAFETY**

Big Childcare is committed to providing safe and hygienic facilities for the preparation, storage, cooking and cooling of children's food. For this reason we encourage children to wash their hands before they eat. It is important that the OSHC Manager needs to be notified if your child/ren have any medical conditions as a result of contact with a particular food, or dietary requirements due to religious beliefs that will need to be taken into consideration in our preparation and daily

running of the program. Refer Illness Policy, Incident Injury Trauma and Illness Policy, General Health and Safety Policy and Infectious Diseases Policy.

### **DAMAGE TO EQUIPMENT OR FACILITIES**

As part of everyday experiences involving children we recognise that fair wear and tear will occur. However if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a child or adult, it will become an expense to the parent.

### **STUDENTS ON PRACTICUM PLACEMENT, VOLUNTEERS AND VISITORS**

Students on Practicum Placement, volunteers and visitors may visit the program from time to time. They may be required to complete tasks as part of the course they are undertaking including general observations of the service operations and programs. If individual child observations are required, parents will be informed and written permission will be sought prior to any observation taking place. In addition, no student, volunteer or visitor will be left in charge of a group of children. All visitors to our service are required to operate within our philosophy and policies. Refer Volunteers Policy and Students on Practicum Placement Policy.

### **SUN SMART POLICY**

Educators will observe strict health, hygiene and sun protection practices in accordance with relevant government guidelines to minimise risks to themselves and the children. It is our policy that from September to April from the hours of 10am - 3pm when the UV Index levels are at their peak, all children and leaders outside must use sun protective measures eg Hat and sunscreen, which parents must provide.

### **BEHAVIOUR MANAGEMENT POLICY**

Big Childcare is committed to developing a safe and secure environment, which encourages children to interact positively with respect for others. We aim to provide an environment that minimizes the potential for frustration and/or conflict. We believe that children require guidance as to what to do, instead of what **not** to do.

If a child causes harm to themselves, another child or an educator or displays unacceptable behaviour, the child will be given a verbal warning, asking the child to stop and explaining why the behaviour is unacceptable. If the behaviour continues the child will be expected to go to a nominated place (no longer than 10 minutes) in which the child can calm down, think about their actions and when they are able to engage appropriately will be invited back into the experience. Further challenging behaviour will result in an official written warning being made and will result in parents being notified and in some cases parents may be asked to come and collect their child early from the program. With continued misbehaviour, after consultation with the Director/Principal of the school, Big Childcare has the right to exclude the child from the program for however long is necessary. Therefore, we endeavor to manage behaviour through a supportive model, which includes efficient supervision, provision of effective role models, directing or re-directing children to other activities and working with children to set rules, follow the rules and understand the consequences of breaking those rules. Each child will be treated sensitively,

respectfully and with dignity, regardless of their social background, gender, ethnicity or abilities. Encouragement and appreciation of appropriate behaviour will be given freely. Physical, verbal and emotional punishment is regarded as unacceptable and will not be justified or permitted as a behaviour management technique. Educators actively encourage children to develop appropriate social skills through the choices they make conflict resolution and decision making. The Rules of Behaviour have been developed in consultation with the children and educators.

Refer Behaviour Management Policy

### **CONCERNS & COMPLAINTS POLICY**

All parents have the right to have their concerns heard by the Director. Families with concerns or complaints are encouraged to discuss these with the OSHC Manager of the Program in the first instance. Complaints, which are not resolved to the family's satisfaction, will be either referred to the Director or the Principal. All written complaints and concerns will be dealt with promptly.

Please refer to Family Grievance Policy

### **COMMUNICATION POLICY**

Big Childcare will provide information to families on a regular basis via a range of methods including newsletters, web updates, notice boards and face to face communication. Also be sure to read the school newsletter and catch up on what your child has been doing at OSHC as well as important dates and information about the whole school.

Your feedback is important to us. We have a number of surveys throughout the year and provide a suggestion box and confidential grievance procedure for all service users.

Refer Communication Policy.

### **CHILD PROTECTION POLICY**

Big Childcare adopts the belief that any concerns about the welfare of a child needs to be acted upon. It is our belief that children have the right to be safe and to be in a safe environment at all times. All educators have a responsibility to ensure that they do all in their power to ensure the rights of children are met. The educators working with children in the program work to develop a close rapport with children in their care. Through this, children develop a sense of trust with educators and are likely to disclose information of a sensitive nature to educators. At Big Childcare we have a specific process which all educators must follow. We request that educators report all conversations which cause concern to their immediate Manager. It is also essential that any such conversations are recorded. A copy must be forwarded to the OSHC Manager and filed in a confidential file. It is the duty of the OSHC Manager to report any such events to the school personnel as well as the Director. This then needs to be reported to DHS and or the police and ACEQUA if deemed necessary.

Refer Child Protection Policy

### **CULTURAL INCLUSION AND RELIGIOUS BELIEF POLICY**

Big Childcare is non-denominational and therefore does not teach religion to the children. We offer an anti-biased approach to programming which is sensitive to all

cultures, religions and ethnic groups. We provide materials which depict the multicultural and diverse society that we live in. Educators encourages children to respect and value each other. Educators are aware of the diverse family structures that are present within the service. Educators and families have access to interpreter and translation services as required

## **CONFIDENTIALITY**

Big Childcare is committed to adopting the highest standards to safeguard the personal details of the children and families with which we work. The collection of information is lawful and fair. We are bound by the National Privacy Principles as set out in the Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2000.

The Big Childcare collection, use and disclosure of personal information are set out below:

### *What Personal Information does Big Childcare collect and why?*

Big Childcare collects personal information about you and your child in order to provide a quality before and after school care program and a vacation care program. The personal information you provide to Big Childcare will enhance the services that we offer. The type of personal information we collect may include your name, address, telephone numbers, information about your family situation and your child's medical situation. This information permits us to make contact immediately with family members or their representative if they are not available should the need arise.

### *How Big Childcare may use your Personal Information*

The personal information you provide Big Childcare may be used for a number of purposes connected with our business operations, which include:

- Collecting fees;
  - To aid in applying for Child Care benefits
  - Providing you with services as requested;
  - Billing you or administering your account;
  - Dealing with requests, enquiries or complaints
  - Contacting you about our services;
  - Carrying out any activity in connection with a legal, governmental or regulatory requirement on us or in connection with legal proceedings, crime or fraud prevention, detection or prosecution.
  - Providing fast and effective medical support for your child should they become ill, have an accident or, suffer trauma.

### *Sharing your Personal Information*

Big Childcare may disclose or receive personal information or documents about you to/from:

- Credit providers or credit reporting agencies for the purposes permitted under the Privacy Act;
- Law enforcement agencies to assist in the prevention of criminal activities; should



we be requested by law to provide the information

Private information regarding children and families will not be disclosed to other families within the service or external persons.

Big Childcare will comply with the policy on the disclosure of service information outlined in the FACS Community based - Outside School Hours Care Handbook.

Educators will respect parents / guardians rights to confidentiality when these rights do not conflict with the rights and safety of the children e.g. Child Protection matters.

Unless you consent, we will not disclose your personal information to third parties, other than those who have contracted to Big Childcare and work within the program. They will keep the information confidential, and are subject to obligations to protect your personal information.

### **SECURITY OF YOUR PERSONAL INFORMATION**

We will take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete, up-to-date and stored in a secure environment protected from unauthorized access, modification or disclosure.

All private information regarding children and families will be held in a locked and secure place. Access will be restricted to educators working directly with the child.

Information is updated annually

Information which is required for the daily operation of the service, the well-being of children and educators may be exchanged between educators in the normal course of work and will be treated confidentially.

### **HOW TO ACCESS YOUR PERSONAL INFORMATION**

Upon your request, Big Childcare will take reasonable steps to let you know, generally, what sort of personal information we hold, for what purposes and how we collect, use and disclose that information. Upon your request, Big Childcare will provide access to your personal information we hold, except in certain prescribed circumstances, including emergency situations, specified business imperatives and law enforcement or other public interests.

[Refer Privacy Policy](#)

### **PRIORITY OF ACCESS TO CHILD CARE**

Big Childcare will ensure that parents and children have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. We primarily provide care for primary school age children aged between Prep and Grade 6. The service will follow the priority of access guidelines set down by the Commonwealth Department of Family and Community Services. These guidelines will be balanced with the principles of non-discriminatory access and inclusion.

[Refer Priority of Access Policy](#)



## **PHOTOS**

Your child may be photographed participating within the day to day activities we provide at Big Childcare these photos may be used by the program on walls/in journals etc as part of our programming process. The children take great pride in having their day to day lives documented this way. If you do not wish your child's photo to be used for any other project such as marketing material for the service please tick box on enrolment form. If we have a student who wants to conduct a child profile as part of their studies, parents will be consulted and be required to give written permission.

## **CHILD WITH ADDITIONAL NEEDS**

We support the inclusion of all children in our programs. If your child has additional needs, a meeting will take place between relevant parties (eg. Parents/guardians, Manager; occupational therapist, teacher etc) before the child commences. Issues discussed will be:

- Level of support the child requires;
- Duration of support;
- Necessary training of educators and volunteers;
- The safety of all children enrolled;
- Environmental factors;
- Sources of information and resources/support services that will ensure the best possible care of the child.

This information will help us to meet the needs of your child and where necessary, seek assistance from specialist support workers. All information obtained through the enrolment procedures will be kept in the strictest confidence and used only for the purposes for which it is obtained. It is in your child's best interest that these forms are kept up to date.

[Refer Inclusion Policy](#)

## **PARENT CODE OF CONDUCT**

Big Childcare is committed to deal with problems and concerns in a professional manner. We expect to have all dealings with parents conducted in a manner that allows concerns to be solved appropriately. Educators are available for parents to speak briefly to at all times which the service is open. Their primary duty is care for the children. Longer, more confidential appointments can be made to speak with the Manager. If parents wish to speak to someone other than the Manager, the steps in the Family Grievance Policy can be followed. This ensures an opportunity to express any concerns you may have regarding the operation of the service in a suitable manner. In the Family Feedback Policy there are steps outlined to give constructive feedback which is welcomed.

Big Childcare will not tolerate:

- Swearing or raised voices or any violent acts. ..
- Parents cannot discipline other children
- Parents cannot demand to know the names and addresses of other children

Educators have the right to ask a person to leave the premises, if they feel intimidated in any way

Police will be called if person does not respond to request to leave the premises  
Refer Family feedback Policy and family Grievance Policy

### **DAILY ROUTINES**

Children are signed in by parent/guardians each morning. Morning routine can consist of children completing homework, eating breakfast, reading, playing board games or art and craft. Children are signed in by an educator immediately after school. A light, nutritious snack will be served.

Either the children go out for free play or organised sport, followed by quiet time for homework (optional). A variety of structured experiences such as craft, computer's, board games, music, & DVDs. Opportunities for unstructured play are also available to all children. Please see Notice boards at OSHC Program for full weekly planners  
Refer to Education and Program Practice Policy

### **HOMEWORK**

We support the completion of homework at our programs if requested by parents. Each program will provide adequate time, quiet space and supervision by educators to enable children to do their homework as directed by parents.

### **INTERNET AND ICT ACCEPTABLE USE**

Information and Communications Technologies (ICT), including the internet, are now a fundamental part of life in a digital age. They also offer many potential benefits for teaching and learning. The primary purpose of accessing the internet in an OSHC setting will be for children to:

1. Complete set homework from school (it is advised that screens face educators to monitor the content)
2. Research ideas/concepts that children want to discover more about during OSHC (under educator supervision)

#### **Please view full policy 6.11 Internet Use (ICT Acceptable Use) Policy**

Children are permitted to bring game consoles into vacation care for their recreation purpose. This will be monitored by educators. (please see 9.4 Toys/Games and Digital Technologies from Home Policy)

### **BREAKFAST AND AFTERNOON TEA**

Nutritious and well-balanced snacks will be provided. For breakfast a selection of cereals, and toast with spreads and juice. Afternoon tea includes a variety of fresh fruits, cheese, sandwiches, etc. We endeavor to encourage the children to try food from a variety of cultures. Water is available to children at all times. Please remember to inform the service if your child has any food allergies or has a special diet (including religious or cultural). Detailed information about our **Nutrition Policy** is available in our Policies and Procedures Manual, located in service. Please feel free to discuss any comments, concerns or feedback you may have regarding our Nutrition Policy with the Manager. All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards.

## **INCURSION AND EXCURSIONS**

Incursions and excursions are a valuable part of our overall program, with provision for enjoyment, stimulation, challenge, new experiences. Maximum safety precautions will be maintained and written permission will be sought from parents before a child may attend any excursion. Parent permission forms will include the following information:

- The date
- Times
- Activities to be undertaken
- The required child/staff ratio required
- Cost

Children are required to have footwear for ALL incursions. Children **MUST** wear a hat and sun screen (provided by parents) at all times during outdoor activities. The service will have sunscreen available. Please check Vacation Care schedule for daily requirements.

Please note that there can be changes to the notified itinerary, due to changed weather conditions etc.

## **CLOTHING**

During Before school and After school care children will usually be dressed in school uniform. During Vacation Care we ask that children wear comfortable clothing which will enable them to participate in activities. Clothing may get dirty during sport or craft activities, if you feel your child may require a change of clothes then please pack clothes accordingly. Children wear closed in shoes when playing outside. Hats will be worn to fit in with sun safety. If children are in their younger years it is recommended that a change of underwear and trousers be packed just in case of any accidents [Refer Health and Safety Policy.](#)

## **PROGRAMMING**

A variety of supervised experiences will be programmed for each day of Before, After School and Vacation Care (painting; clay work; crafts; music; outdoor activities). Opportunities for unstructured and quiet play including areas for children to withdraw from all activities. Our aim is to provide activities that develop for each child's social, emotional, lingual, physical, intellectual, social, creative and recreational potential and that are developmentally appropriate and of interest and suggested by the children. The program seeks to foster self-esteem and confidence in children by including their own ideas into the planning and providing experiences that encourage children to negotiate and cooperate in small groups. Planned activities are also designed to reflect the multicultural and multilingual nature of our community. The Manager will happily discuss any aspect of the program with interested parents. The weekly program is permanently posted at each program. In order to ensure that its programs are effective in delivering the values, aims and objectives of the program, it regularly evaluates the structure, process and content of its programs, actively seeking feedback from parents and children via the suggestion box, newsletter surveys; school-wide surveys and parent information evenings.

Refer Education and Program Practice Policy.

**PERSONAL EFFECTS**

We do not encourage children to bring personal items from home to the program. Big Childcare assumes no responsibility for damage or loss to any item belonging to any person. However we do have a policy in place to allow for toys/games and digital technologies to be brought to Vacation care for recreational purposes. Please see full policy 9.4 Toys/Games/Digital technologies from Home.

Thankyou for taking the time to read the Parent Information. We know you and your child will thoroughly enjoy your time at Big Childcare and we look forward to sharing many special moments with you and your family.

Big Childcare