



Out of School Hours Care Handbook



Our Commitment to you

Welcome to The Community First Step Family; we are so excited to have your child at our service. We believe that the relationships Educators form with children and families have a significant effect on children's involvement and success in learning. Children thrive when families and educators work together in partnership to support their learning. We look forward to building a relationship with you and your child.

We are committed to creating and maintaining a safe and hygienic Centre for your child. We are committed to providing an extension of your home and the local community where your child will be valued, respected and nurtured. Our qualified team will support every child to grow, learn and develop.

At Community Frist Step our team is made up of the most caring, professional and dedicated staff, and all children will be treated with respect, love, kindness and understanding. Building unity and teamwork among staff through in-service programs ensures a happy, joyful, stress-free environment where staff look forward to coming to work each day and children look forward to coming to the service.

The Centre is staffed in accordance with the Child Care Regulations to the levels of staff Qualifications required in each group. Educators are assisted to undertake various in-service training courses as often as possible, and are encouraged to further their qualifications.

Children's Services Team



Community First Step

Community First Step was founded more than 40 years ago. In 1973 a group of local residents formed what was then known as the Fairfield Community Council for Social Development – a forum for community development and action on social issues. Over the 30 years that followed the group developed its services and projects and, after a few name changes, in 2007 'Community First Step' was born.

Today, Community First Step is a growing not-for-profit organisation that encompasses Children, Youth and Family Services in the form of Case Work, Community Development, Disability Services and Children's Services. We now employ over 85 staff as well as working with regular volunteers.

Our vision for the future is to work in partnership with the community, business and government, to strive for excellence in meeting the holistic needs of our clients through the provision of high quality supportive, recreational, cultural, and sporting and welfare programs.



Our Philosophy

We are proudly a part of Community First Step. Community First Step is a not-for-profit organisation offering a wide range of services including children's services, disability services, community development, youth and family case management services. Our service strives to distinguish itself from others by the importance we place on fostering positive outcomes for all community members.

Our vision at Community First Step is that all community members have a fair opportunity to peacefully live, learn, develop, contribute and succeed.

Our Educators treat each other with respect, professionalism, honesty and integrity. We draw upon each individual person's knowledge, experience and talents to encourage a lively culture of professional enquiry and continual improvement within the service. Our Educators have a wealth and diverse knowledge and experience; they use their skills and interests to enhance the curriculum.

Our Educators have a passion for early childhood education and are continuously optimising learning opportunities for the children within our care. Our Educators have strong and secure relationships with each child within our care.

We recognise that middle childhood is an important stage that bridges the gap between early childhood and adolescence. We believe that each child is unique and should always be respected and valued. Our curriculum recognises that learning and curiosity is happening all the time and is intertwined through all developmental areas. We foster on-going learning experiences that are safe, positive, fun and nurturing for the whole child. We endeavour to guide the children into the next stage of their development with confidence in themselves and in preparation for the next chapter of their school years. We believe that children should be given choices, responsibilities, and opportunities to initiate their own learning.

We believe to have a good relationship with children you must also have an honest and open relationship with their families. We believe in working in partnership with each family to create the best outcomes for the children. We view culture and the context of each family central to children's sense of being, belonging and success in lifelong learning. Our services are warm, safe, secure and home-like environment.

We create an environment that is flexible and has a wide variety of choices, which will provide a range of opportunities for the children. We try to enhance the children's awareness and understanding of the environment in order to give them a sense of connection to the natural world around us.

Our Goals

Our Service Philosophy is based on Educator's reflections, feedback from children and families. Our goals are based on our Service Philosophy.

1. To ensure children are provided fair opportunity to peacefully live, learn, develop, contribute and succeed.
2. To ensure children are active members of their community and contribute to positive outcomes for themselves and others.
3. To ensure the diversity of Educators is celebrated and they are actively working towards continual growth.
4. To ensure the diversity of children is celebrated and they are actively working towards continual growth.
5. To ensure the curriculum is based on choice, responsibility, independence and opportunity.
6. To ensure each child's family is respected as their first teachers that Educators work collaboratively with them to achieve the best outcomes for the children.
7. To ensure cultural identity is valued and evident throughout interactions, the curriculum and the environment.
8. To ensure the centre is a safe space where children feel secure and encouraged to develop their fullest potential.



Centres

Location and Hours of Operation

St Johns Park Out of School Hours Care

St Johns Park Public School
Edensor Road,
St John's Park NSW 2176
Ph: 02 9610 3892
Mobile: 0401 638 805

Operating Hours

Monday to Friday
Before School Care 7:00am-9:00am
After School Care 3:00pm-6:00pm
Vacation Care: 7:30am-6:00pm

Allambie Road Out of School Hours Care

Edensor Park Community Hall
Allambie Road, Edensor Park NSW 2176
Ph: 02 9823 4262
Mobile: 0402 437 632 / 0422 864 308

Operating Hours

Monday to Friday
Before School Care 7:00am-9:00am
After School Care 3:00pm-6:00pm
Vacation Care: 7:00am-6:00pm

Guildford Public School Out of School Hours Care

Guildford Public School
1 Apia Street, Guildford NSW 2161
Mobile: 0434 782 664

Operating Hours

Monday to Friday
Before School Care 7:00am-9:00am
After School Care 3:00pm-6:00pm
Vacation Care: 7:00am-6:00pm

Enrolment Process

On enrolment you are required to complete and sign the Enrolment Form and Enrolment Agreement. These provide us with vital information about your child so that we can provide the highest quality care for them while attending the Centre. Please ensure these are completed accurately and that the Centre Coordinator is notified of any changes which may occur, such as changes of address or phone numbers as soon as possible. It is most important that these forms are returned to the Centre prior your child's first day of attendance.

We require a copy of your child's birth certificate and the original immunisation record from Medicare to copy for our records.

Please note; unfortunately regulations do not allow us to accept your child's blue book and we are unable to enrol unimmunised children.

You can get your child's immunisation record from the 'mygov' app or you can order it through Medicare Australia. If you would like more information about this please visit; <https://www.humanservices.gov.au/customer/services/medicare/australian-immunisation-register>

If there is a court order in place then the Centre needs to be given a copy of this on enrolment, to be kept on file. It is most important regarding the custody or care of your child that the Coordinator is notified of the circumstances relating to this order and be kept up to date of any changes to these details. Should any child or staff member be put in a potentially dangerous situation at any time at all, Police will be notified immediately.

Drop Off & Collection

To ensure the safety of all children:

- Upon enrolment, please nominate an authorised persons to collect your child.
- Children will never be released to any person without prior written authorisation.
- No child is allowed at the centre outside the stated operating hours.
- When you drop your child off and pick your child up please ensure that you are signing them in and signing them out when picking them up. This is a legal requirement that must be completed.
- For your child safety, staff will contact the authorities if an authorised person displays any signs of drugs or alcohol use when collecting children

Late Collection

If you are going to be late to collect your child please call and notify the centre as soon as possible.

There is a \$2 per minute charge per family by the centre's clock.

Our policy is that staff can wait for half an hour before they will call the police to pick up the child and notify the relevant authorities, If no contact has been made with the family or authorised persons.

Bookings & Cancellations

Regular Bookings

To secure a regular position at an OSHC, parents/guardian :

- Must pay an initial bond of two week fees at the time of enrolment,
- Permanent bookings are required to be paid a week in advance of service.
- Fees will be charged for regular bookings that fall on Public Holidays within the school term.

Casual bookings

- Bond of \$30.00 per child
- Can be made on a daily or weekly basis
- Must be accompanied by a full completed enrolment form at first attendance.
- Fees must be paid daily or in advance of care

Cancellations

Please give the Centre Coordinator two weeks notice in writing if you wish to discontinue your child's attendance. If no notice is given for cancellation of care, the bond will be withheld.



Menu & What to bring

- Please keep in mind that we follow Australian Dietary guidelines, we will not accept any unhealthy foods.
- Please notify the team if your child has any food allergies or dietary requirements.
- During Before and After School Care we provide breakfast and afternoon tea.
- During Vacation Care you will need to provide morning tea, lunch and afternoon tea for your child. Please bring a water bottle, hat, spare clothes. Please ensure that all items are clearly labeled with your child's full name.
- Water is available at all times during the children's care.



Safe Environment

Your child's health & safety is our priority:

- Children will never be unsupervised.
- There are always at least two qualified Educators at each centre at any one time.
- Our team have been screened through the 'Working with Children Check' and police clearance check.
- Safety rules are explained to all children on a regular basis.



Administration of Medicine

We follow the Department of NSW Health's guidelines regarding the exclusion of sick children from the centre. A staff member will only administer medication upon parent/guardian request in the form of written permission and a completed medication form.

Medication must be prescribed by your doctor, labeled clearly with the child's name and given to the authorised staff member, not the child.

If a child is unwell, a parent/guardian will be called to collect the child. They won't be accepted back into care unless cleared by a doctor.



