



Dubbo Neighbourhood Centre
31-33 Church Street (PO Box 1021)
DUBBO NSW 2830
P: 02 6883 2300 or 1800 319 551
E: oosh@dnc.org.au W: www.ccsd.org.au



Outside of School Hours Care (OSHC): Before & After School and Vacation Care Family Handbook 2022





Dubbo Neighbourhood Centre
31-33 Church Street (PO Box 1021)
DUBBO NSW 2830
P: 02 6883 2300 or 1800 319 551
E: oosh@dnc.org.au W: www.ccsd.org.au



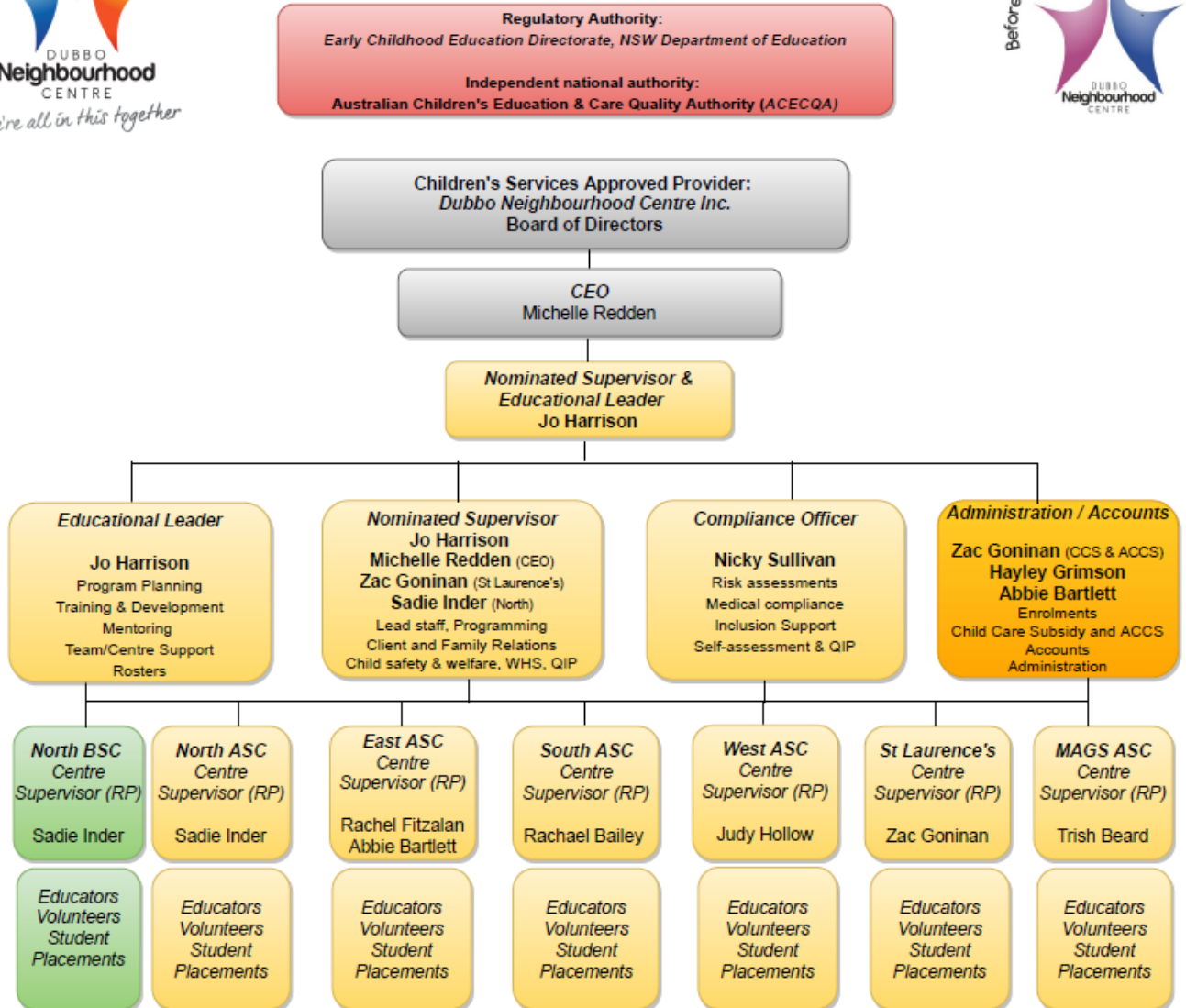
Contents

Organisational Chart – OSHC	3
Introduction	4
Before School Care	4
After School Care	4
Vacation Care / Holiday Club	4
Centre Locations	4
Fee Schedule (2022)	5
Policies	7
Enrolment	7
Enrolment – Preschool age children	7
Confidentiality	7
NSW Public School Development Days	7
Payment of Fees	7
Location fee / Failure to notify of absence fee	8
Late collection fees	8
Child Care Subsidy (CCS)	8
Xplor Home	8
Bookings and attendance	8
Cancellations and changing bookings	9
Absences from Childcare	9
Inclusion Support	9
Program content	9
Meals and Snacks	9
Food and Nutrition	9
Food and Nutrition Procedures	10
Medical Information	11
Supervision / Educator to Child Ratios	11
Behaviour	11
Reflection time	11
Immediate Suspension	11
Disputes	12
Health and Safety	12
Rest Time and sleep	12
Clothing and Footwear	12
Emergencies	12
Illness and medication	12
Our Commitment to Child Safety (Child Protection)	12
Custody	13
Complaints	13
Transport	13
Sun Protection and Education	14
Sustainability	14
Photographs, social media, promotion	14
Health and Hygiene	14
<i>When should I not send my child to the Service?</i>	14
<i>Immunisation</i>	15
<i>Infectious Diseases</i>	15
<i>COVID-19</i>	16
Centre Contacts	17

Organisational Chart – OSHC



Organisational Chart Dubbo Neighbourhood Centre Inc. Outside of School Hours Care (OSHC)



* Check the Contacts displayed at each centre for current Nominated Supervisors and Centre Supervisor's/Responsible Persons.



Dubbo Neighbourhood Centre
31-33 Church Street (PO Box 1021)
DUBBO NSW 2830
P: 02 6883 2300 or 1800 319 551
E: oosh@dnc.org.au W: www.ccsd.org.au



Introduction

Welcome to the Dubbo Neighbourhood Centre's Outside of School Hours Care (OSHC): Before School, After School and Vacation Care Services. Care is available to school aged children from kindergarten to Year 6 at our Centres throughout Dubbo.

OSHC care for preschool age children is available for children enrolled in *Macquarie Anglican Grammar School (MAGS)* Pre-Kindergarten program.

We acknowledge that with longer working days, meeting work and family commitments can be quite a challenge for working parents in Dubbo. We aim to supply quality, affordable after school care so that children attending our program can relax and enjoy their time with us, and parents can have peace of mind knowing that their children are well cared for. Children are provided with a range of enjoyable activities to choose from in a fun and friendly environment.

Before School Care

Before School Care is available for families who need care before school commences. Our experienced educators will provide your children with a homely environment ensuring a relaxed start to their day. Parents can take comfort knowing their child will be provided with a healthy breakfast and structured activity program based on the children's interests. Support with homework is also available on request.

Before School Care operates from 6:00am, Monday to Friday during the school term. We transport students using DNC transport between 8:30am – 9:30am to their school.

The Before School Care centre runs from North Dubbo Before and After School Care - North Dubbo Public School, 162 Fitzroy Street, North Dubbo

After School Care

After School Care gives peace of mind for parents who are unable to pick their children up from school. Our professional educators will provide extensive programs of creative and recreational experiences with the additional benefit of homework help. Children are also be provided with two healthy afternoon snacks.

After School Care runs from 2:30pm-6:00pm Monday to Friday during the school term.

Vacation Care / Holiday Club

Our Vacation Care Program offers a wide variety of exciting and educational activities to keep the children entertained. Our qualified educators provide structured programs that take into account the skills, interests and needs of the children and offer a variety of arts, crafts, cooking, indoor and outdoor play as well as many special excursions outside of the centre.

Vacation Care is a supervised childcare program which runs from 7:30am-6:00pm Monday to Friday during the school holidays.

Vacation Care usually runs at South Dubbo Vacation Care and West Dubbo Vacation Care, subject to demand.

Centre Locations

- **North Dubbo Before and After School Care** –Dubbo North Public School, 162 Fitzroy Street, North Dubbo
- **East Dubbo After School Care** – Buninyong Public School, Myall Street, East Dubbo
- **South Dubbo After School and Vacation Care** –Dubbo South Public School, Fitzroy Street, South Dubbo
- **West Dubbo After School and Vacation Care** – Dubbo West Public School, 30 East Street, West Dubbo
- **Macquarie Anglican Grammar School (MAGS) After School Care** – 11 Currawong Road, West Dubbo
- **St Laurence's After School Care** – St Laurence's Primary School, Corner of Fitzroy and Tamworth Street, South Dubbo

Fee Schedule (2022)

There is a charge for each child attending the program, and the service can be used on a permanent or casual basis. Current rates are shown below:

Before School Care session fees			
Service	Hours	Permanent Fee	Casual Fee
North Before School Care	6:00am-9:30am	\$30.00	\$35.00
After School Care session fees			
Service	Hours	Permanent Fee	Casual Fee
North Dubbo After School Care	3:00pm-6:00pm	\$27.00	\$31.00
East Dubbo After School Care	2:30pm-6:00pm	\$27.00	\$31.00
South Dubbo After School Care	3:15pm-6:00pm	\$27.00	\$31.00
West After School Care	3:00pm-6:00pm	\$27.00	\$31.00
St Laurence's After School Care	2:30pm-6:00pm	\$27.00	\$31.00
MAGS After School Care	2:30pm-6:00pm	\$27.00	\$31.00
Vacation Care session fees			
Vacation care	\$65 per child/per day (Early Bird \$60, Late Booking \$70).		
Additional Fees and Charges			
Enrolment fee (non-refundable)	There is an annual enrolment registration fee payable upon submission of the enrolment form: \$25 for one child, \$30 for up to two children, or \$40 for three or more children in the family enrolling in care.		
Late collection/pick up fee (after 6pm)	\$15 per 15 minutes (minimum charge of \$15)		
Location fee / Failure to notify of absence fee (ASC only)	\$15 per occurrence if you fail to notify the service that your child will be absent and phone calls need to be made to locate your child.		
Debt recovery cost	Failure to pay fees on time may result in recovery costs including administration fees, debt recovery fees, solicitor fees and disbursements incurred by DNC being added to the overdue account.		
Resources fees are included in the daily fee and will not be charged in addition each term. Any excursion or special outings fees if applicable such as during vacation care will be advised in advance.			

Fees and charges above are before any eligible Child Care Subsidy (CCS) reductions.

Please refer to the section on Child Care Subsidy (CSS) in this manual for further information.

All fees are to be paid within 14 days. Further payment terms and conditions outlined in this manual.

Our Philosophy

The Dubbo Neighbourhood Centre Outside School Hours Care Services (OSHC) aim;

- To provide a positive environment for a safe and enjoyable OSHC program that caters for a diversity of cultures, ages and interests, with a semi-structured range of child-focused activities.
- To respect and encourage the involvement of all children, parents/carers, staff and educators to assist in the continual improvement of the services we provide.

We believe:

- Every child matters and has the right to feel safe.
- All children are encouraged to have a voice to enhance their sense of belonging whilst learning through play.
- Children are valued as an important part of our community.
- In providing the opportunity for children to explore their interests, their environment and their community.
- In providing a child focused flexible program of activities that encourages children to use their imagination in play & activities.
- In raising children's awareness of their wider community.

As Educators we:

- Have a responsibility to provide a safe and fun environment and to be positive role models.
- Support and encourage every child's wellbeing and social development
- Understand families mainly only see a 'snapshot' of their child's day, therefore as educators we have a responsibility to provide families with feedback of their child's experiences.
- Aim to provide an environment that allows every child the opportunity to play & learn at their own pace.
- Engage in continuous professional learning that contributes to the ongoing development of children during middle childhood.
- Nurture and build relationships to optimise the experiences for all.

At Dubbo Neighbourhood Centre Outside School Hours Care Services we strive to provide a caring, inclusive happy environment which supports all families.

Our Goals:

- To promote the social, emotional, creative and physical development of primary-school-age children through a stimulating program that offers children a diverse range of experiences through structured and unstructured activities and play opportunities.
- To provide a service that enables parents/guardians to pursue work, study, training or other activities with confidence about the wellbeing of their child/children.
- To ensure the safety of the children, their carers and staff whilst attending our centres.
- To provide adequate and appropriate space for active and quiet, and indoor and outdoor recreation.
- To provide a positive environment for a safe and enjoyable program that caters for a diversity of cultures, ages and interest with a semi-structured range of child-focused activities.

To achieve these aims, parents need to understand and support existing policies and procedures, and be involved in the development of new policies and procedures. There is a copy of the Dubbo Neighbourhood Centre Policy and Procedures Manual available in the Outside of School Hours centres at all times, available for parents to read.

Policies

You will find a copy of our Service policies and procedures in the Service and office. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and Regulations and Family Assistance Law.

Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management do so on account of serious and/or extraordinary circumstances. We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures meet family's needs and adhere to required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.

Enrolment

Outside of Schools Hours Care (OSHC) is available to school aged children from kindergarten to Year 6 at our Centres throughout Dubbo. All children must be enrolled with the Dubbo Neighbourhood Centre before they can attend. All information in the enrolment form must be provided before enrolment is complete. Parents must inform the service of any changes to their enrolment information.

Enrolment – Preschool age children

Care for preschool age children is available upon enrolment acceptance at *Macquarie Anglican Grammar School (MAGS) After School Care*. Our service only accepts preschool age students that are able to toilet independently and are adequately socially and emotionally developed to succeed in a mixed age care environment.

Confidentiality

All information on the enrolment form will be kept confidential and will be used solely for the purposes of maintaining effective contact with children's parents/carers, and managing emergencies or illness safely. No information will be shared with any third party except with the owner's permission or as required by legislation. It is the responsibility of parents/carers to ensure this information is confirmed each term, and to inform the After School Care supervisor of any change in contact or other details.

NSW Public School Development Days

Dubbo Neighbourhood Centre offers care on Public School Development Days between the hours of 7:30am and 6:00pm if the minimum number of required enrolments is received.

Payment of Fees

The current fee structure is included at the start of this handbook, and is reviewed annually. Methods of payment include; Direct Debit (setup through Xplor), Direct Deposit, and Eftpos. Payments cannot be accepted on site at the centres, contact Dubbo Neighbourhood Centre office between the hours of 9:00am – 5:00pm for assistance. All fees are non-refundable. Any debt collection costs incurred recovering overdue fees are the responsibility of the parent/caregiver concerned.

Direct Deposit details

Account Name: Dubbo Neighbourhood Centre

Account No: 2800 2117

BSB: 062 534

Please leave your child's full name and service attending as reference E.g. John Glen Smith, South VC.

Fees are to be paid within **14 days of invoice date**. If invoices are not paid within 14 days, parents will be contacted requesting payment. Alternative arrangements for payment of outstanding debt can include a payment plan (where the child continues to attend) and an acceptable reduction of the debt is set up.



Dubbo Neighbourhood Centre
31-33 Church Street (PO Box 1021)
DUBBO NSW 2830
P: 02 6883 2300 or 1800 319 551
E: oosh@dnc.org.au W: www.ccsd.org.au



If the debt is still **outstanding after 28 days** and the payment plan is not being adhered to the parent/carer is to be contacted and advised that the child/children are excluded from OSHC services until the full debt is recovered/or payment plan is in place.

Any debt collection costs incurred recovering overdue fees are the responsibility of the parent/carer concerned.

Location fee / Failure to notify of absence fee

If you fail to notify the service that your child will be absent and phone calls need to be made to locate your child, a \$15.00 charge will be added to your account. Notification is accepted in person, via phone call, via Xplor, email or text message.

Late collection fees

Parents or carers who collect their children after 6:00pm will incur a late fee of \$15 per 15 minutes.

Parents and carers should advise the centre of any late arrival to collect children.

If a parent continues to collect their child after 6pm, the Supervisor will need to discuss alternative options with them, and suitable arrangements made or the child's place in the centre may be cancelled.

Child Care Subsidy (CCS)

Dubbo Neighbourhood Centre is a Child Care Subsidy (CCS) approved Out of School Hours Care Service. Child Care subsidy is available for families that meet the criteria and the subsidy is paid directly to us as the child care provider to reduce the fees you pay.

Families are able to apply for the Child Care Subsidy (CCS) through Centrelink. To claim the subsidy, families must first make a claim with Centrelink and test their eligibility for CCS. Once this has been completed, families will need to confirm their child's government enrolment from within MyGov. In addition to this step, families will also need to agree to their Compliance Written Agreement (CWA) which can be accessed from within parent's online portal at <https://home.myxplor.com/> under CCS Agreements.

CCS (Child Care Subsidy) is connected to your Xplor account. To receive government subsidy both a CWA (Complying Written Agreement) and MyGov (Centrelink app) confirmation must be confirmed.

Families are responsible for notifying Centrelink of any changes in their circumstances. DNC takes no liability for loss of rebates when a child care subsidy claim has not been made or a CWA has not been accepted or MyGov confirmation has not been actioned by parent/guardian.

The Child Care Subsidy will not be paid if your child/ren are absent from care on the **first** or **last** day of your bookings. For more information please refer to:

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-manage-your-payment/if-your-child-absent-from-child-care>

Xplor Home

Xplor is our software provider and digital platform. Upon enrolment with our service, Xplor will send you an email for setting up your login details. XplorHome is a free app that can be downloaded onto your smart phone for convenient access to accounts, attendance and bookings, child learning observations, and service notifications and messages. You may also view all of these details from your online login at <https://home.myxplor.com/>

Bookings and attendance

Bookings may be made at any time by using the Xplor app, calling the office on 6883 2300 or by advising the Supervisor either in person, email or by phone before the planned attendance. For permanent bookings, you will need to notify in writing of the days/weeks you require with more than 7 days' notice. Bookings made within 7 day's notice will be treated as Casual bookings during the school term.



Dubbo Neighbourhood Centre
31-33 Church Street (PO Box 1021)
DUBBO NSW 2830
P: 02 6883 2300 or 1800 319 551
E: oosh@dnc.org.au W: www.ccsd.org.au



All vacation care bookings made will be treated as permanent bookings and will be charged regardless of the child's attendance (unless a minimum of 7 days cancellation notice is provided in writing).

Parents must sign their child/children out using the centre iPad or other electronic device provided before leaving the premises. Staff will only release children to persons identified as an authorised person on the enrolment form.

Priority of enrolment is in accordance with the Australian Government *Priority of Access Guidelines*.

Cancellations and changing bookings

All absences and late cancellations are to be paid in full (subsidy will only apply up until the last actual attendance). Changes to permanent bookings can be made upon request by notifying the service in writing of the changes you require. Please provide a minimum of 7 days notice to changes in your permanent bookings. You may change, add or cancel casual bookings at any time prior to the child's actual attendance.

Absences from Childcare

Child Care Subsidy is paid for 42 absent days for each child, per financial year. Additional absences taken after the initial 42 days require documentation. For more information contact Centrelink:

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy/how-manage-your-payment/if-your-child-absent-from-child-care>

Inclusion Support

The Inclusion support initiative is funded by the Australian Government. The program assists child care services to build knowledge and the confidence they need to offer a quality, inclusive environment to children with additional needs. In line with the National Inclusion Support Subsidy Program guidelines ISS is not to be used for 1:1 support. Further information can be provided by supervisors to apply.

Program content

The supervisor & educators in consultation with the children will plan a safe, child-focused, varied and stimulating program that meets the developmental needs of the attending children. Our daily program content will allow for choice, and will be on display at the centre. We encourage child and family input into program ideas. Programming is guided by ACECQA National Quality Guidelines and 'My Time, Our Place' (MTO) for school age children and the Early Years Learning Framework (EYLF) for preschool age and under.

Meals and Snacks

Breakfast (BSC) and Afternoon Tea (from 3:30pm depending on service) are available each day. The menu follows the Australian Dietary Guidelines and can be viewed at each centre. Occasionally, educators may give children treats as part of an activity. Parents are required to fully brief staff on any food allergies or nutritional requirements that their children have. During Vacation Care, it is the responsibility of the caregiver to provide a nutritional morning tea, lunch and afternoon tea unless specified in the program.

Food and Nutrition

We aim to encourage the consumption of nutritious and varied food of good quality in the centre. Children will be encouraged to develop good eating habits through examples and education. Parents will be encouraged to share family and multicultural values and ideals to enrich the variety and enjoyment of food by the children. High standards of hygiene will be maintained throughout any food preparation. Educators will ensure that gloves are worn during food preparation, that food has been stored properly and purchased from reputable outlets and that all food-handling utensils are clean and sterile.

Food and Nutrition Procedures

- Any food provided by the centre will be prepared in a hygienic manner.
- Where children are involved in food preparation, they will always be supervised and hygienic conditions maintained.
- Food provided by the service requiring refrigeration will be stored in the refrigerator.
- Children should be seated while eating or drinking.
- Eating and snack times are seen as a social event where children and educators can relax, talk about their day and experience a variety of foods. Educators will demonstrate healthy and hygienic eating habits while with the children.
- The menu will be on display for families and children.
- Education of healthy eating habits will be developed through ongoing example, specific activities, notices, posters and information sheets to parents. The denial of food will never be used as a punishment.
- Children's cooking activities will be encouraged to develop life skills. At all times, safe and hygienic practices will be followed.
- Educators will ensure that drinking water is available to the children at all times.
- Educators will teach children about nutrition through planned and unplanned experiences with opportunities for discussion about taste, texture, colour, cultural origin and preparing foods that encourage healthy food choices.
- Food brought into the centre from an outside source to be shared amongst the children will need to be accompanied by a list of ingredients (eg Birthday cake – homemade or store bought).
- All food and drink provided by families should be prepared taking into consideration the National Dietary Guidelines for Children and Adolescents in Australia. Foods that are not recommended to be brought into the centre generally fall into 3 categories:
 - Foods high in fat that contain few other nutrients
 - Foods high in sugar or those likely to cause tooth decay
 - Foods high in salt
- Vacation Care: Over a full day of care morning tea, lunch and afternoon tea are to be provided by the parent/caregiver. All food and drinks transported to the centre should be kept within safe temperatures (less than 5 degrees Celsius).
- All our services are **NUT FREE** – nuts are not permitted to be brought into the centre.

Medical Information

In line with Regulations, all medical information must be provided on the enrolment form and children with a medical condition will be unable to attend unless all medical information and medication is current.

Where a child has a diagnosed medical condition, before attending the service:

- Families will be provided with a copy of our *Medical Condition Policy* and *Administration of Medication Policy*.
- Families will be required to provide a current Medical Management Plan by the child's medical practitioner.
- Families will be asked to assist service staff in creating a *Medical Risk Management Plan and Communication Plan* for their child and sign to acknowledge the plan.
- All medication **must** be supplied to the service in its original chemist labelled packaging.
- Medication for a child who has asthma must be supplied to the service on or before the first day they attend. This asthma medication to be used at the service will need to stay at the service and not remain in your child's bag or be taken home daily.

Supervision / Educator to Child Ratios

Children are supervised at all times by adult educators. The ratios are always at least:

- 1 educator to every 15 children whilst at the centre (school aged children).
- 1 educator to every 10 children for preschool age and under (mixed ages centres: MAGS).
- 1 educator to every 10 children whilst on excursions.
- 1 educator to every 5 children whilst attending the swimming pool.

Our staff ratios are to meet or exceed requirements from the *Education and Care Services National Law (National Law)*, *Education and Care Services National Regulations (National Regulations)*, and *National Quality Standard (NQS)*.

Behaviour

Dubbo Neighbourhood Centre aims to provide an environment that is safe, secure and enjoyable for all children to participate. Misbehavior will be managed according to the Behaviour Management Policy (ours is called Behaviour Expectations Policy). Permanent expulsion from attendance may be observed if severe misbehaviour occurs regularly or if a child's misbehaviour has created an untenable situation for others attending the program.

Parents are expected to assist staff in encouraging children to take direction and cooperate with staff in the interest of safety and group harmony. Misuse of equipment, swearing, spitting, hitting or unruly behaviour is unacceptable and a behaviour management system will be implemented.

Reflection time

All behaviours are seen as part of learning to interact and behave in a socially acceptable manner. It may be necessary for children who are behaving inappropriately to be directed to another activity or be asked to sit and reflect on their behaviour for a short period of time (reflective of child's age/development).

Immediate Suspension

If a child causes bodily harm to other children, centre staff or volunteers whilst in care, the child will be suspended. Parents /guardians will be notified to collect immediately and requested to have a meeting to discuss a behavioural plan for the child. At times parent/guardians may be requested to make alternative child care arrangements if ongoing harm of others occurs.

Disputes

Where there is a dispute between children, the staff members will endeavor to bring about reconciliation. If it continues the parent/guardian will be asked to assist with solutions. In the case of disputes, we follow DNC Grievance Policy.

Health and Safety

It is important that all educators and children work and play in a safe manner. All hazards, accidents or incidents are dealt with according to the WH&S policies and procedures. No one is to work or play in a manner that may cause harm to themselves or someone else. Dubbo Neighbourhood Centre operates sun safe and smoke free. An educator with a current first aid certificate and approved qualifications in the management of Asthma and Anaphylaxis is on duty at all times.

Rest Time and sleep

Our OSHC Service will cater for the needs of individual children who may require a rest after a busy school day. Our Out of School Hours Care Service will ensure that all children have appropriate opportunities to rest and relax in accordance with their individual needs. Our Service has a duty of care, to ensure we respect and cater for each child's specific needs.

Clothing and Footwear

It is required that children wear suitable clothing and footwear for the organised activities. Enclosed footwear is to be worn in accordance with the sun-safe policy. Sleeveless clothes are not permitted. Children are to wear a hat for all outdoor play.

Emergencies

Educators are trained in dealing with emergencies such as fire, intruders and other hazards. Evacuation and Lockdown drills are conducted once each term. At least one educator on duty will have a current First Aid certificate.

Illness and medication

Children that are not well should stay at home, especially if their illness is of an infectious nature. If a child becomes ill while in our care, we will inform the parents so they can be collected immediately. An Educator will attempt to keep the child comfortable in the meantime. Medicine will not be administered unless a parent/guardian completes a Medication Administration Authorisation Form.

Our Commitment to Child Safety (Child Protection)

Our Service is committed to ensuring the safety and wellbeing of children is maintained at all times whilst being educated and cared for by educators and staff at. We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to comply with child safety legislation and the Reportable Conduct Scheme to build our capacity to prevent and respond to allegations of child abuse.

Our staff carry out their responsibilities as mandatory reporters as required by law under the Children and Young Persons (Care and Protection Act 1998) and maintain up to date with knowledge of child protection law.

Our staff are recruited through a robust screening and induction process to ensure they display the right qualities to provide high quality supervision and care to child in addition to holding a validated Working With Children Checks.

We have a zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegation or concern will be responded to promptly by management. We request that you contact our Nominated Supervisor if you have any concerns.

Custody

Supervisors will need to be made aware of any custody arrangements, changes in custody arrangements or problems associated with custody. Any information given will be confidential.

Complaints

The Dubbo Neighbourhood Centre takes all complaints seriously. The complaint procedure is outlined below and the Compliant and Grievance Policy for families is located at each service in the Policies and Procedures Manual. Families are encouraged to give feedback and bring complaints to the attention of Centre Supervisor (Responsible Person). The Centre Supervisor may be approached in the first instance, and thereafter the Nominated Supervisor can be contacted on 02 6883 2300 or email sent to oosh@dnc.org.au.

COMPLAINTS AND GRIEVANCE PROCEDURES – STEPS

It is recognised instances could arise where a client, employee, or contractor may seek to raise a complaint or formal grievance. The complaint may be reported verbally or in writing to initiate the complaint and grievance process.

- Step 1 Raise the complaint with the relevant contact person.
E.g. the OSHC centre **Responsible Person on shift**.

If the person lodging the concern feels the complaint is with their main contact person and are not comfortable discussing the matter, or the grievance is of a more serious nature, then they should approach the next level, e.g the Nominated Supervisor. The Nominated Supervisor and Complaint contact details are displayed at each service.

- Step 2 If unresolved, the matter is referred to the **Nominated Supervisor**;

- Step 3 If unresolved, the parties are to refer the matter to the **CEO**;

- Step 4 If unresolved, the parties are to refer the matter to the **Board**;

- Step 5 If unresolved, the matter may be referred to a third party to mediate, such the Community Justice Centre, or if the complainant is not satisfied with the outcome they should consult with an external body for further advice such as the Regulatory Authority.

<https://education.nsw.gov.au/early-childhood-education/investigation-feedback-and-complaints/how-to-give-feedback-or-make-a-complaint>

Transport

It is the responsibility of parents/guardians to arrange with local bus companies to have their children transported to the centre from their school if required. The educators at the centre will meet children at the bus stop and walk them to the centre.

Our service provides transportation from Before School Care to school. For regular transportation, including transporting your child to school, written authorisation will be required once every 12 months unless circumstances change. Authorisation for regular transportation is completed at enrolment. Any other forms of transportation will require individual written authorisation.

The safety of children enrolled in our service is paramount and we take every reasonable precaution to protect children from any hazard that could cause injury or harm. We undertake comprehensive risk assessments and ensure supervision is adequate at all times. Educator to child ratios are strictly adhered to at all times. Risk assessments are available upon request.



Dubbo Neighbourhood Centre
31-33 Church Street (PO Box 1021)
DUBBO NSW 2830
P: 02 6883 2300 or 1800 319 551
E: oosh@dnc.org.au W: www.ccsd.org.au



Sun Protection and Education

Dubbo Neighbourhood Centre aims to ensure that all children attending our centres will be protected from harmful sunrays. All educators are to model appropriate sun protection behaviour and enforce the sun protection policy. Children and staff will wear hats and sun safe clothing for all outdoor experiences year round. Parents are requested to provide a hat.

Sustainability

Our Service is passionate about sustainability. We believe in supporting children to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure and teaching.

In order to empower our sustainability program, we emphasise children's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, encouraging them to participate in a recycling program, using recyclable materials for art/craft resources, reducing energy and conserving water. We aim to provide children with the skills and knowledge required to become environmentally responsible.

We are often on the lookout for recyclable items for various activities. Ribbons, wrapping paper, towel tubes (not toilet or egg or milk because of hygiene and allergy issues) paper or anything interesting from your work is much appreciated. Please talk to Educators about how you may contribute.

Photographs, social media, promotion

As part of the enrolment process, we will also ask for your permission to take photographs and video of your child during normal activities and excursions for sharing with our parent community through social media and/or to promote our Service to the community through marketing and promotional materials. Photographs and video may also be used as part of our observation and programming process.

Health and Hygiene

Our Service has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices. All staff diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues. We request that all children and visitors to our service wash their hands or use the alcohol-based hand sanitiser upon arrival.

Our educators teach and model correct hand washing techniques to children and regularly clean and disinfect high touch objects throughout the service to reduce the spread of infection.

When should I not send my child to the Service?

Our Service cares for children before or after a busy and demanding day for the bodies and minds of our children at school and during vacation care. We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care.

To minimise the spread of infections and diseases, and maintain a healthy environment for all children, educators and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC)- *Staying Healthy in Childcare*. Our policies and procedures for the *Control of Infectious Diseases* are available for all families to view.

Please monitor your child's health and do not bring your child to the Service if they are suffering from an infectious disease/illness or are generally unwell.

If your child becomes ill whilst at the Service, we will contact you or an authorised nominee to collect your child.

If your child becomes ill whilst at school and goes home, please ensure our Service is aware.

Your child should not attend the Service if they have had paracetamol within 24 hours for a temperature. Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. If your child has been vomiting or had diarrhoea, they will be excluded for 48 hours. For certain illnesses, a medical clearance certificate may be required before your child returns. Please check with the Service as to whether or not you will need a certificate before your child returns.

Immunisation

When enrolling your child at our Service you will be asked to provide your child's Immunisation Status.

Infectious Diseases

The National Health and Medical Research Council have supplied the following information regarding minimum exclusion period for children from an early childhood education and care service. Please inform staff if your child has any of the following so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained).

Recommended exclusion periods- Poster Staying Healthy: Preventing Infectious diseases in early childhood education and care services

CONDITION	EXCLUSION
Fever	At least 24 hours after the fever has reduced
Diarrhoea/Giardia	Excluded until at least 48 hours after the diarrhoea has ceased.
Hand, Foot and Mouth Disease	Until all blisters have dried
HIB	Exclude until medical certificate of recovery is received.
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.
Herpes/Cold Sores	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.
Influenza and flu-like illnesses	Colds with fever, nasal discharge, coughing, wheezing are excluded for the period of acute illness (Note: this does not include COVID-19, see section on COVID-19)
Measles	Exclude for at least 4 days after onset of rash
Meningitis (Bacterial)	Exclude until well.
Meningococcal Infection	Exclude until adequate carrier eradication therapy has been completed.
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner).
Chicken Pox	Until all blisters have dried
Poliomyelitis	Exclude for at least 14 days from onset. Readmit after receiving medical certificate of recovery.
Rubella (German Measles)	Exclude until fully recovered or for at least 4 days after the onset of rash.
Salmonella, Shigella	Exclude until diarrhoea ceases.
Streptococcal Infection (Including Scarlet Fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received.
Whooping Cough	Exclude the child for 5 days after starting antibiotic treatment.
Worms (intestinal)	Exclude if diarrhoea present.

COVID-19

Our service is committed to following Public Health Orders and government COVID-19 safety guidance.

Subject to current NSW Health and NSW Department of Education requirements:

- All staff visiting the OSHC premises (including volunteers, contactors, maintenance staff, cleaners and all other workers who are on site) are **COVID-19 fully vaccinated** (from 8 November 2021). If a Medical contraindication is provided the service will carefully review the evidence, and undertake a risk assessment to ensure the health and safety of all on site.
- **Face masks** will be worn by all staff at our service in indoor settings and when engaging with other adults, such as during pick-up and drop-off, and in administration areas of the service. Exemptions apply where a child in care is deaf or hard of hearing, or where the clear enunciation or visibility of the educator's mouth is essential. This may change subject to government direction.
- Adults (including parents/families) will be requested to wear face masks when visiting the service and dropping off or picking up children.
- Masks are strongly recommended for primary students
- Children in Out of School Hours Care (OSHC) and Vacation Care Services will follow the same rules for mask wearing for primary school students in accordance with current department advice. Each school is assigned a level that align to Health settings regarding stay at home rules and other restrictions. Please check with your school if you are unsure of their operating level.
<https://education.nsw.gov.au/covid-19/advice-for-families>
- **Stay home if unwell**, even with mild symptoms, and get tested and be symptom-free before returning to the service. COVID-19 symptoms may include fever, coughing, sore throat, shortness of breath, runny nose, loss of taste/smell, fatigue etc).
- All adults are required to **check-in** (no matter how minor or short the visit may be), QR Codes displayed at all service locations.
- Parents at times may be requested to drop off and collect children from designated points outside the service.
- The number of visitors entering the Service may be restricted such as during high transmission rates.
- Enhanced person hygiene practices in place, including all persons to wash or **sanitise hands** on arrival. Handwashing procedures displayed at the service.
- Adherence to the NHMRC childcare cleaning guidelines and regular cleaning and disinfecting to high touch surfaces.
- During periods of high community transmission or where there is an outbreak, excursions will be put on hold. Where stay-at-home orders are lifted, excursions may proceed in accordance with NSW Health advice and conditions in the service's LGA. The service will undertake a risk-based approach when planning excursions.
- Other additional risk mitigation measures may be implemented at times.

It is very difficult to distinguish between the symptoms of COVID-19, influenza and a cold. If any child, employee or visitor has any infectious or respiratory symptoms (such as sore throat, headache, fever, shortness of breath, muscle aches, cough or runny nose) they are requested to either stay at home or be assessed/tested for COVID-19. If a child, employee or visitor is tested for COVID-19 (apart from surveillance testing), they are required to self-isolate until they receive notification from the Public Health Unit of their test results.

It is the responsibility of everyone to follow the latest government news and updates on COVID-19 including restrictions under public health orders:

<https://www.health.gov.au/>

<https://www.nsw.gov.au/covid-19>



Dubbo Neighbourhood Centre
 31-33 Church Street (PO Box 1021)
 DUBBO NSW 2830
 P: 02 6883 2300 or 1800 319 551
 E: oosh@dnc.org.au W: www.ccsd.org.au



Centre Contacts

Dubbo Neighbourhood Centre

Phone: 1800 319 551 OR 02 6883 2300

Web: www.ccsd.org.au Email: oosh@dnc.org.au

Nominated Supervisors:

Joanne Harrison	E: joanneh@dnc.org.au	All services
Sadie Inder	E: Sadiel@dnc.org.au	North BSC & ASC
Zac Goninan	E: ZacG@dnc.org.au	St Laurence's ASC

<p>North Dubbo Before and After School Care Dubbo North Public School Hall 162 Fitzroy Street, Dubbo Mobile: 0448 304 227</p>	<p>South Dubbo After School Care Dubbo South Public School Hall Fitzroy Street, Dubbo Mobile: 0448 303 364</p>	<p>East Dubbo After School Care Buninyong Public School Myall Street, Dubbo Mobile: 0448 298 938</p>
<p>West Dubbo After School Care Dubbo West Public School Hall 30 East Street, Dubbo Mobile: 0409 608 737</p>	<p>MAGS After School Care Macquarie Anglican Grammar School Currawong Road, Dubbo Mobile 0490 550 512</p>	<p>St Laurence's After School Care St Laurence's Primary School Corner of Fitzroy and Tamworth Street, Dubbo Mobile: 0409 818 341</p>

Your feedback is always welcome.

If you have any comments or questions regarding the information in this handbook or if you would like to access any policies from our Policy & Procedure manual located at each centre, please feel free to contact our office. Thank you.