



# Outside of School Hours Care (OSHC): Before & After School and Vacation Care Family Handbook 2021



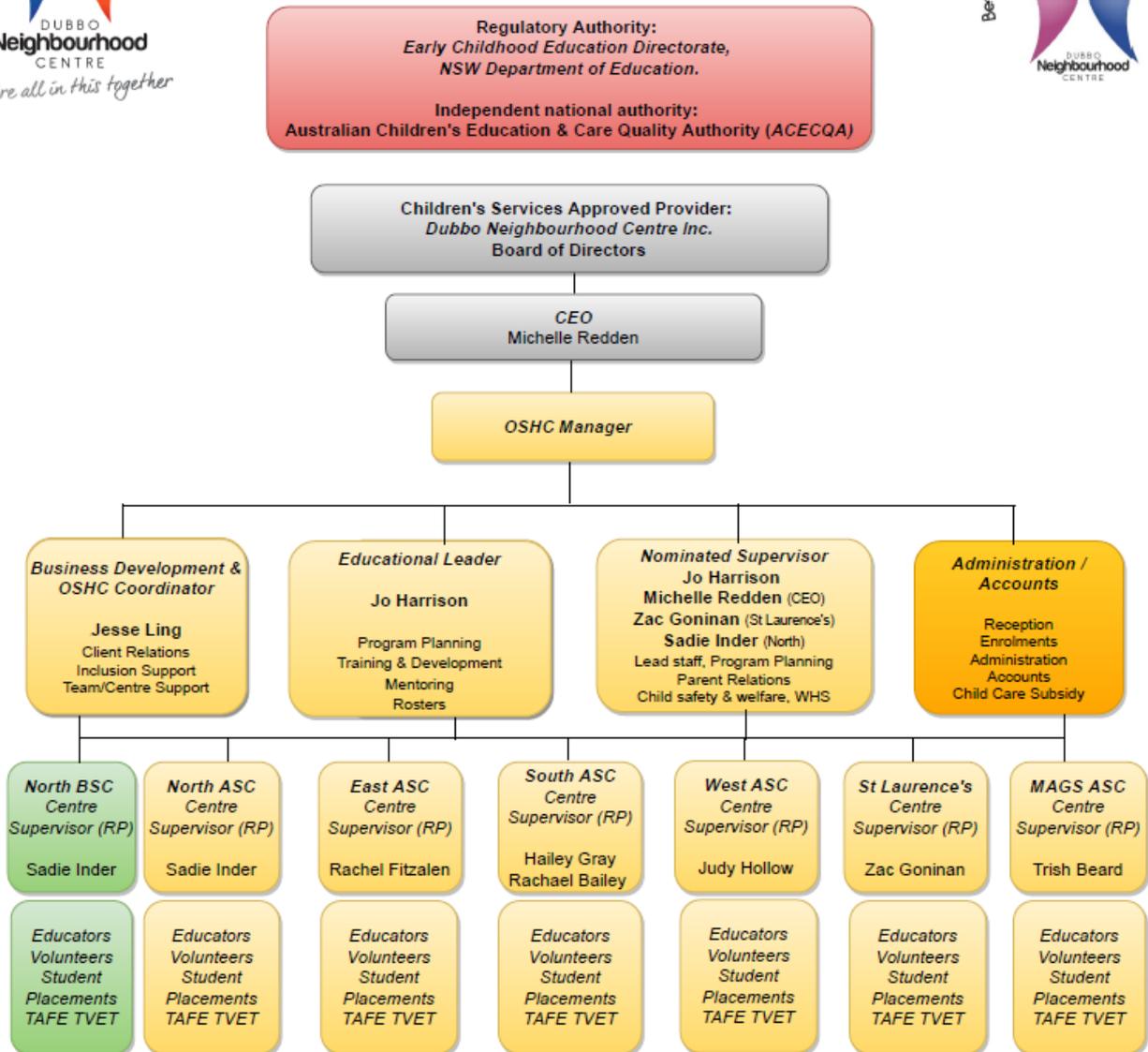
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## Organisational Chart - OSHC



### 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 Inc.  
31-33 Church Street, DUBBO NSW 2830  
P: 02 6883 2300 or 1800 319 551  
E: oosh@dnc.org.au W: www.dnc.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 Primary 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.

## Centre Locations

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

**Vacation Care usually runs at South Dubbo Vacation Care located at South Dubbo Public School on Fitzroy Street. Vacation care may run from other services depending on demand.**

### Fee Schedule (2021)

There is a charge for each child attending the program, and the facility 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
South Dubbo After School Care	3:15pm-6:00pm	\$27.00	\$31.00
East Dubbo After School Care	2:30pm-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			
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 changed 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.

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

### Child Care Subsidy (CCS) and Xplor Home

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. 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.

Xplor is our software provider and digital platform. Upon enrolment 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. You may also view all of these details from your online login at <https://home.myxplor.com/>

## 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 Inc. 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 Inc. 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 Inc. 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, Eftpos, and cheque. Cash will not be accepted on site at the centres, however cash payments can be made at the Dubbo Neighbourhood Centre office between the hours of 9:00am – 5:00pm. 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 Inc.

Account No: 2800 2117

BSB: 062 534

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

Vacation Care fees are to be paid prior to the vacation care period for a booking.

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.

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**

Parents are able to apply for the Child Care Subsidy (CCS) through Centrelink. Families are responsible for notifying Centrelink of any changes in their circumstances. It is the responsibility of the parent/guardian to meet all requirement including a Child Care Subsidy Claim, Compliant Written Agreement and approval of care on MyGov. 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.

### **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' for school age children and the Early Years Learning Framework 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.

NOTE: ALL OUTSIDE SCHOOL HOURS SERVICES ARE **NUT FREE**.

### **Medical Information**

In line with Regulations, all medical information must be provided on the enrolment form. Parents will be asked to assist with a Risk Management Plan and Communication Plan for medical conditions. Staff will assist in this process. Children are unable to attend until all medical records are completed and a current management plan is provided to the centre. Families who have a child attending the Service who have a diagnosed medical condition will be provided with a copy of our Medical Condition Policy which includes a communication plan.

### **Bookings and attendance**

Bookings may be made at any time by using the XplorCare 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 days' notice will be treated as Casual bookings.

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>

### **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 based on 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 Inc. 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. 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).

### **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 Inc. 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. 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, the Supervisor will inform the parents so they can be collected immediately. The Supervisor will attempt to keep the child comfortable in the meantime. Medicine will not be administered unless a parent/guardian completes a Medication Consent Form.

### **Child Protection**

Dubbo Neighbourhood Centre Inc. is committed to the care and protection of children. This commitment means that at all times the safety of the child or young person will be given primary consideration.

At no time will any child be subject to harm (whether physical, emotional or sexual), ill-treatment, abuse, neglect or deprivation. Educators prevent, recognise and respond to potential or actual child abuse according to the Child Protection Policy.

### **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 Inc. takes all complaints seriously. The Complaints procedure is outlined in the Policies and Procedures Manual, and parents are encouraged to bring complaints to the attention of Centre Supervisor (Responsible Person). The Centre Supervisor should be approached in the first instance, and thereafter the Nominated Supervisor can be contacted on 02 6883 2300 or email oosh@dnc.org.au.

### **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.

### **Sun Protection and Education**

Dubbo Neighbourhood Centre Inc. 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.

### **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.

### **Reminder:**

**Children's clothing, toys or personal possessions are not the responsibility of staff**

### **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 is unable to be collected, educators will contact the child's emergency contact for collection. If your child becomes ill whilst at school and returns 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.

### ***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.

### **Immunisation**

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

## COVID-19

During a pandemic, such as COVID-19, additional risk mitigation measures may be implemented within the service to manage the spread of the virus. These measures may include but are not limited to the following:

- exclusion of unwell staff, children and visitors (symptoms may include fever, coughing, sore throat, fatigue or shortness of breath)
- taking children's temperature prior to entry into the Service (before school care and vacation care) and excluding anyone who has a temperature above 38°C
- notifying vulnerable people within the workplace of the risks of the virus/illness including:
  - people with underlying medical needs
  - children with diagnosed asthma or compromised immune systems
  - Aboriginal and Torres Strait Islander people over the age of 50 with chronic medical conditions
- requesting any person visiting our service to sign a Health Declaration form confirming they have not been in close contact with anyone with a positive COVID-19 diagnosis or travelled overseas or to a high risk area within the past 14 days
- restrict the number of visitors entering the Service
- request parents to drop off and collect children from designated points outside the service
- enhanced personal hygiene for children, staff and parents (including frequent handwashing)
- full adherence to the NHMRC childcare cleaning guidelines and cleaning and disinfecting high touch surfaces at least twice daily
- minimise situations when children are required to queue- using the bathroom for handwashing or toileting, waiting their turn to use a piece of equipment etc.
- cancelling excursions to local parks, public playgrounds and incursions during a pandemic
- recommending influenza vaccination for children, staff and parents

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, 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/latest-news-and-updates>

## Centre Contacts

Dubbo Neighbourhood Centre Inc.

Phone: 1800 319 551 OR 02 6883 2300

Web: [www.dnc.org.au](http://www.dnc.org.au) Email: [oosh@dnc.org.au](mailto:oosh@dnc.org.au)

### Nominated Supervisors:

Joanne Harrison	E: <a href="mailto:joanneh@dnc.org.au">joanneh@dnc.org.au</a>	All services
Sadie Inder	E: <a href="mailto:Sadiel@dnc.org.au">Sadiel@dnc.org.au</a>	North BSC & ASC
Zac Goninan	E: <a href="mailto:ZacG@dnc.org.au">ZacG@dnc.org.au</a>	St Laurence's ASC

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