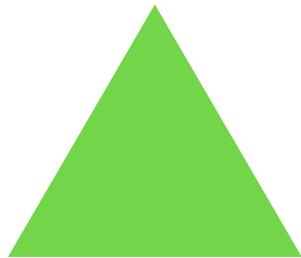
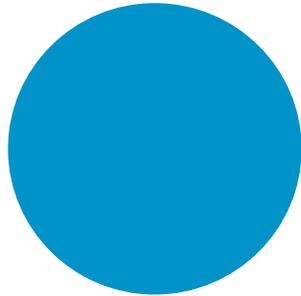
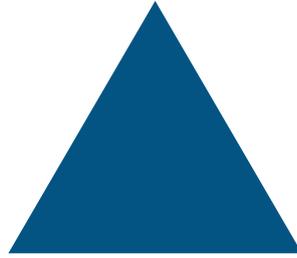
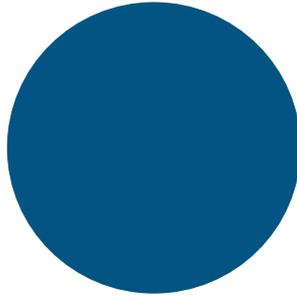
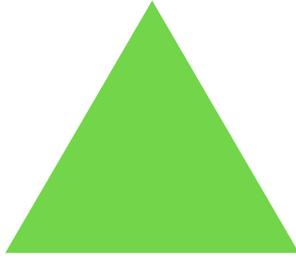
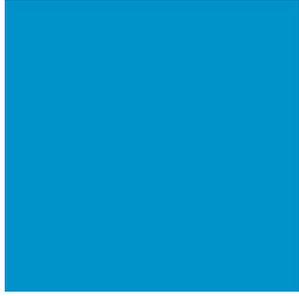
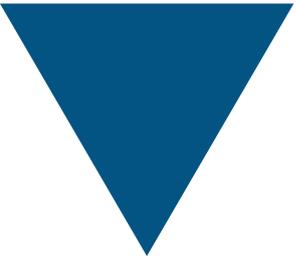




PARENT HANDBOOK



Hope Discovery
Outside School Hours Care

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PHILOSOPHY

We believe children need to be valued as individuals regardless of culture, capabilities, religion and gender.

We believe children involved in Hope Discovery Outside School Hours Care deserve a program that is fun, challenging and safe. The children themselves will input into the program and its outcomes.

We recognise that in caring for each child, we are working in partnership with their family. Family involvement and input is a valuable and welcome component of our program.

We aim to network with community support groups to extend and support the development of each child when appropriate.

The team is the essence of a successful program and we believe that by valuing and supporting each member we will have commitment and dedication which in turn flows into an energetic and positive environment.

We believe in and respect families' entitlements to privacy and confidentiality.

We aim at all times to ensure our program is financially accessible for all families.

Communication with parents and families (verbal or written) will happen regularly to ensure families have information about the program, their child or children, and wider child related issues.

Building partnerships within the wider community is a high priority of our program.



Hope Discovery
Outside School Hours Care



BACKGROUND OF THE SERVICE

Hope Discovery Outside School Hours Care originated in a school-based program, developed by Door of Hope Christian Church, in answer to a community need. KidzRus was the founding name on the license granted in April 2006. The first vacation care program was offered the same year. One year later a purpose built children's facility enabled the service to expand to other schools. An all-abilities playground expanded the facility, opening with a community celebration in July 2015. A much awaited Early Learning Centre will be opening in early 2022.

DESCRIPTION OF THE SERVICE

Hope Discovery Outside School Hours Care is operated by the Resource Ministry Board of Door of Hope. It is a fully licensed Commonwealth approved service and is available to all families in the community under the Commonwealth guidelines. Our program does not have a Christian curriculum content, although clearly the values of the Christian foundations of Door of Hope Christian Church are upheld by the staff in the activities of the Outside School Hours Care eg. Respect of all, positive role modelling, etc.

HOURS OF OPERATION

Office hours 7:00am-6:00pm Monday - Friday

Outside School Hours Care Operates- Monday to Friday

Before School Care (BSC) 7:00am 9:00am

After School Care (ASC) 3:00pm-6:00pm (during State School Terms)

Vacation Care (VAC) 7:00am-6:00pm (student free days)

Term dates and pupil free days are determined by State School Calendar, however, we aim to meet the needs of families attending independent schools where practical.



Hope Discovery
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CURRICULUM

Hope Discovery Outside School Hours care, is committed to providing high quality learning and recreational programs for Primary School Aged children (4-12yrs). Our Educators are committed to delivering a program that is guided by the 'My Time Our Place' National Framework for Outside School Hours Care. This Framework aims to extend and enrich children's wellbeing and development in school aged care. The Framework recognizes that school aged children require time to interact with friends, practice social skills, solve problems, explore new activities and learn life skills. The Framework consists of five areas:

1. Strong sense of identity
2. Connections with their world
3. A strong sense of wellbeing
4. Becoming confident and involved learners
5. Effective communication skills

We ensure our programs are child focused by requiring our educators to organise activities and experiences that are meaningful, based around all children's needs and interests. Our educators will work with families to gain insight on family context, individual abilities and interests to assist in our programming.

We operate in compliance with the National Quality Standards which aims to raise quality and drive continuous improvement and consistency in education and care services and school age care through:

- The National Quality Standards for Early Childhood Education and Care and School Aged Care.
- The Education and Care Services National Law and National Regulations.
- A National quality rating and assessment process.
- Streamlined regulatory arrangements.
- The Australian Children's Education and Care Quality Authority (ACECQ).

The National Quality Standard is divided into Seven Quality Area's:

1. Educational program Practice
2. Children's health and safety
3. Physical Environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management.



Hope Discovery
Outside School Hours Care



TYPES OF CARE OFFERED

Hope Discovery Outside School Hours Care caters for children aged 4-12years of age.

Before School Care 7:00am-9:00am staff will drop children to designated school

After School Care 3:00pm-6:00pm staff will collect children from designated school

Vacation Care 7:00-6:00pm Program is publicised and emailed out to families a month before the end of term.

POLICY DOCUMENT

Our Policy folder is on display near office area in the foyer for all to access. Please take the time to peruse this. These policies are reviewed through a process in which parents are encouraged to participate.

PARENT INFORMATION/FEEDBACK

It is vital the director of the service is advised of any changes in contact details or important events in the family. An important aspect in caring for children is knowing relevant information about home. These events can have a huge impact on a child and behaviors that may result. Informing staff brings understanding and information to situations that may arise. We appreciate and seek parent's feedback on the program and believe our success is founded in the quality and frequency of feedback. We want to provide you with an excellent service and value your assistance to do that. All that is required is a written note, a quiet chat with a senior staff member or an email.

All feedback will be given due consideration.

REGISTRATION/ENROLMENT PROCESS

All families using our service are required to enroll in the program via our web site: hopediscovery.org.au

Any parent requiring assistance to access this online registration process can call our office.

CHILDREN WITH SPECIAL NEEDS

Please ensure any special needs for your child are detailed on the enrolment form and you have taken the time to talk to the Director. This may include food or other allergies, medical conditions etc. This Centre provides food therefore allergies and special dietary requirements need to be noted.

CHILD CARE SUBSIDIES

All families using childcare programs are strongly encouraged to apply to the family assistance office for Child Care Subsidy assistance.



CHILD INDUCTION

Further to our belief that all children need to be respected and valued, staff place a high priority on ensuring new children are aware of the routines and practices of the program. The ways that this may occur is:

- A tour of the program
- A buddy system during the early days of attending
- A 1 to 1 session with staff

TRANSITION BETWEEN SCHOOL AND OUTSIDE SCHOOL HOURS CARE

This is a very important part of Outside School Hours Care and it is vital that your child is aware of and feels comfortable with the process. Please take the time to talk with their teacher and the Outside School Hours Director.

Teachers need to be aware of children transitioning to Outside School Hours Care to avoid unnecessary delays at the end of the school day. A good idea to assist younger children is to practice the pick up a couple of times to familiarise them with the meeting point at their school. It is also good to remind them each morning that they are attending Outside School Hours Care that afternoon.

SCHOOL COLLECTION

We practice the highest level of care when transferring children from school to our centre. Each pick-up has an attendance list that is carefully marked to ensure the safety of our children. Children are collected from appropriate schools as follows:

Glen Dhu: Children walk from the school to Hope Discovery Outside school Hours Care at Door of Hope Church. On wet weather days children will be transported by one of our Hope Discovery Outside School Hours Care buses.

Other schools: Children will be collected from the designated meeting points by a Hope Discovery Outside School Hours Care staff member and transported in our Hope Discovery Outside School Hours Care buses or Door of Hope Car; a Maxi Taxi may be used at times.

EXCURSION TRANSPORT

Vacation Care: Transport to various activities will be carried out by a local registered bus company or one of our Hope Discovery Outside School hours Care buses.

ROUTINE EXCURSIONS

Children will be escorted around the Door of Hope Complex or within a 3km radius of the Centre at a ratio of 1 Educator to 10 Children.



Hope Discovery
Outside School Hours Care



COLLECTION OF CHILDREN FROM CENTRE

Our duty of care ensures the safety of each child. It is a legal requirement that: Children must be signed in and out each day via our Kiosk system. Children are not permitted to be collected by anybody under the age of 18, and can only be collected by persons authorized on children's enrolment forms. In the event an unauthorized person is required to collect child/ren, the parent needs to advise the Centre, prior to this occurring. The full name of this person is required to be given to the Centre, and on arrival this person will need to provide photo identification before the child can be released. Failure to meet these requirements, without exception, will mean the child cannot be released from care.

LATE COLLECTION OF CHILDREN FROM CENTRE

Children need to be collected according to opening and closing times. The Centre needs to meet children/Educator ratios at all times. If children are not collected by 6:00pm the designated closing time, families may be charged a late fee at a rate of \$5.00 per five minutes after 6:00pm for each child. If you are delayed please contact the service to avoid unnecessary worry for children and Educators.

CEASING CARE

If you wish to cease your child's care permanently, Hope Discovery Outside School Hours Care requires this in writing with two weeks notice.

ABSENCES/CANCELLATION

It is important that the Centre is advised of cancellation to ensure appropriate staffing arrangements and also so that the Educators are not left waiting at schools looking for missing children. If a cancellation of a child/rens permanent booking is necessary, due to sickness or alternate arrangements, 24 hours notice is required, otherwise this will be charged as an absence. A cancellation due to a planned event, such as a family vacation, needs to be given to Director a week in advance to avoid being charged as an absence. The Government will allow children to have up to 30 days of allowable absences from care per year.

PAYMENT OF FEES

Families are required to pay fees fortnightly. Families are required to complete a Debit Success, direct debit consent form as part of the enrolment process. Invoices are processed and emailed to the primary carer on the Wednesday after each fortnight's care. Direct debits via Debit Success are processed on the following Friday. Debit Success is our only payment option.



Hope Discovery
Outside School Hours Care



MEDICATION

In relation to the duty of care we have to each child for the administration of medication the

following will apply:

- Staff will only administer medication to a child when a signed medical consent form has been completed by a parent.
- Only medication that is in its original packaging with the child's name, date and dosage stated will be administered, staff will only administer the dosage authorised by the Doctor, even if the parent requests it.
- Please advise staff if your child carries medication in their school bags so that this can be handed to staff for safety purposes whilst your child is in care.
- If your child self medicates, this can only happen if a Medication Authorisation form and a medical management Action plan has been completed by a Doctor.

ILLNESS OF A CHILD

Hope Discovery Outside School Hours Care is not set up to care for sick children and we have a duty of care to protect the health of both children and Educators. If your child is unwell please do not send them to Outside School Hours Care. If a child becomes unwell whilst attending our centre, they will be isolated from other children and a parent will be called to arrange immediate collection. In the case of an infectious disease/or illness an exclusion period may be necessary for the minimum period stated by health professionals within the 'staying healthy in child care' reference book. If you believe your child is well enough to return to care prior to the end of the recommended exclusion period, a medical certificate may be requested. Should there be an outbreak of an infectious disease Hope Discovery Outside School Hours Care is required to make that information available to all families without jeopardising the privacy of individual children.

ACCIDENTS

In the event of an accident, Outside School Hours Care staff will administer first aid in accordance with their qualification and if necessary contact the parent/guardian. In the event of a medical emergency, Outside School Hours Care Staff will contact an ambulance in

line with their duty of care. At any time when an accident occurs requiring first aid, staff will complete an Accident/Injury/Incident form, which will be completed and requires a parents signature. A copy will be supplied to families on request.



Hope Discovery
Outside School Hours Care



STAFFING

All staff are required to have a working with vulnerable children's card, and at all times there must be a staff member on the premises with a current First Aid Certificate. The Centre is run by a qualified Director who oversees a team of qualified educators, unqualified assistants and suitably screened volunteers.

RISK ASSESSMENT

Risk Assessments are carried out by the Director and Door of Hopes Operations Manager for all Excursions and some activities.

NUTRITION

Hope Discovery Outside School Hours Care Staff create an environment that will promote healthy eating and physical activity.

After School Care Sessions: Hope Discovery Outside School Hours Care provide a nutritious afternoon tea for all children. We comply with local government authority licensing and assessments in relation to safe hygienic food preparation, storage, handling and serving of food.

Vacation Care Sessions: Hope Discovery Outside School Hours Care will provide all food for the day, parents will need to provide a drink bottle.

Hope Discovery Outside School Hours Care is an allergy aware service therefore we ask families to adhere to our policy of no nut products within the Hope Discovery Family Centre to support the health and wellbeing of children and Educators.

HOPE DISCOVERY OUTSIDE SCHOOL HOURS CARE IS A NUT AWARE CENTRE.

SPECIAL DIETARY REQUIREMENTS

The Director must be advised of any special dietary requirement, including cultural or religious preferences and allergies at the time of enrolment.

CONCLUSION

The Director and staff of Hope Discovery Outside School Hours Care are looking forward to caring for your child/ren. We are here to support your family in managing the demands, joys and stresses of balancing family and work commitments.



Fee Schedule for 2022

Before School Session: 4-12 years of age 7:00am-9:00am	\$20.00 per child
After School Session: 4-12 years of age 3:00pm-6:00pm	\$30.00 per child
Vacation Care Session: 4-12 years of age 7:00am-6:00pm	\$70.00 per child
Late Collection Fee: Per 5 minutes or part thereof	\$5.00
Bus Levy: (Applies to families requiring bus collection to and/or from School)	
\$2.00per child per trip. Capped at \$10.00 per family.	

Eligible families can receive Child Care Subsidy which reduces the cost of care. There is also a further benefit – Child Care Rebate, which is available to those families who meet the work/study criteria. Families can apply for Child Care Subsidy through the Department of Human Services on 136150. Child Care Subsidy application must be lodged prior to the commencement of care or Full Fees will be charged.

Accounts are issued in arrears each fortnight, with a seven (7) day payment period. Method of payment is by Debit Success.

Public Holidays – No charge.

Notification of cancellation of booked days greater than 5 working days – No charge.

Notification of cancellation of booked days less than 5 working days – Full fees will apply.

Ceasing Care: Two (2) weeks' notice prior to ceasing care and also required in writing.

Full fees will be charged:

- If notice of absence is not given within 24 hours if your child is sick.
- If your child/ren are absent on the first or last day of their booking, this includes Vacation Care.
- If two weeks' notice is not given in writing prior to ceasing care.



Hope Discovery
Outside School Hours Care





Door of Hope

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