



FORREST OUT OF SCHOOL HOURS CARE

Family Information 2021

Ph 02 6295 8985
Email info@fooshc.org.au

ACKNOWLEDGEMENT OF COUNTRY

FOOSHC acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands on which our service is located. We pay our respects to the Elders, past present and emerging, for they hold the memories, the traditions, the culture and the hopes of Aboriginal and Torres Strait Islander people across the nation. We respect and honour the children who have played on this land for hundreds and thousands of years before us. FOOSHC is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to our society.

EDUCATORS

Our educator team consists of more than 40 educators operating in our service. They come from a variety of backgrounds and cultures which we believe greatly enriches our play space. Our educators have many years of experience working with children – there are currently 5 on our team who have been with us for more than 5 years. We encourage all parents and children to get to know the educators, so please feel free to introduce yourself to at least one educator each time you come to the service and before you know it you will know all the team in no time. For continuity of care we try to ensure the educators are on regular shifts, so the children can develop genuine reciprocal relationships with the Educators. The whiteboard inside the junior hall shows the educators in each play space each day. The table set up in front of this whiteboard provides crucial information for families: - Our Service quality improvement plan (QIP) which we ask you to contribute to on a regular basis, Framework for School aged care -My Time Our Place and a copy of the services policies and procedures.

For 2021 our Executive Director of Forrest Children's Services is Ali Sewter. Ali comes to our service with a wealth of experience in the Education and Care Field and has been working with children and their families for over 30 years. Please feel free to pop into her office and introduce yourself if you haven't met her yet. Our Assistant Directors are Carl Kroon and Lachlan Fittler. Carl celebrated his 20th anniversary at FOOSHC in 2018 and brings much knowledge & expertise to our service. His expertise is paper planes and is often up for a challenge. Lachlan is relatively new to our service but brings a new perspective as a Leader in our service and loves model making and war hammer. Kylie Keane is our Educational Leader and guides our practice. Her strong practice and training in the theory of Playwork has help guide the direction for our service. Our Admin Officer is Toni Moore and is always available to help with any admin problems. Our food is beautifully prepared by Amy who loves to cook fresh food which is nutritionally dense and is always on the look out for new recipes from different cultures so please share them with her. To see the rest of our Educator team profiles please view profile board in the corridor.

VENUE

Our service is situated in the junior hall and adjoining corridors of Forrest Primary School. The Forrest Parents and Citizens Incorporation are the Approved Provider and rent the hall & office spaces from the ACT Department of Educational & Training to run the FOOSHC programs. We operate as not-for-profit service separate from the school.

Before School Care operates from 7.30am to 9am and After School Care 3pm until 6pm each school day. Entry to our program is via the FOOSHC door – to the left hand side of the school car park. Before and After School Care both commence Tuesday 2nd February 2021. There will be a "meet and greet" the educators on Monday 1st February at 12 noon in the junior hall for Kindergarten children and their parents directly after their first morning of kindergarten. Other new families are welcome to attend.

PHILOSOPHY

Everything we do is in the best interests of the child. We honour and respect their rights, views and 'being' throughout our program and believe that they are integral to our world.

Relationships:

We seek to build and nurture trusting, reciprocal relationships with children, families, and each other. We believe this enables children to form secure attachments to each other, the educators, and our environments, whilst honouring those with their families. We recognise the diverse backgrounds and cultures of each member of our FOOSHC community and how their presence greatly enriches our service. We acknowledge everyone as an individual who is capable and competent, and we strive to operate without bias. For children, this will provide a sense of belonging and ownership of their environments, whilst also enabling them to become empowered decision makers. FOOSHC believes children who have known kindness, trust and respect will value themselves and others.

Play:

FOOSHC is a place in which play takes priority because all children have the right to play, as such; our program is to plan for the possibilities of play. Our pedagogical practice is based on a Playwork approach which sees children as the constructors of their own experience in an environment which children are supported and encouraged to flourish and fail. A Playwork approach sees our educators facilitate and maintain the physical and psychological conditions that encourage and allow for children to play as *'a process that is freely chosen, personally directed and intrinsically motivated.'*

Professional Development:

High expectations and standards are held of all of our educators at FOOSHC. We embrace opportunities for innovative practice, critical reflection and embed professional development into our everyday practice. FOOSHC strives to create a culture of professional inquiry in which our educators are encouraged to engage in robust discussion and challenge themselves and others. Educators embody integrity, compassion, respect and motivation.

Advocacy and Leadership:

We are committed to advocating for the children of FOOSHC and for their right to have a childhood; the time, space and freedom to play, to take risks and to navigate life. We believe that by sharing what we do with the community and inspiring innovation in others that we are also advocating for all children to have these opportunities.

At FOOSHC we embrace and celebrate the importance of play and it is a crucial part of our philosophy. Play takes on many forms and is unique to every individual. It does, therefore look different to everyone. Through our knowledge and expertise of children and play we know that learning happens through play and so therefore we plan for play. It is inevitable that risk taking will occur while children play and we believe that this is a good thing. By exposing children to risks they are able to learn their limitations, develop strategies to cope when faced with risks and so by not facilitating these opportunities we would actually be doing a great disservice to your child/ren.

Whilst at FOOSHC your children will be given opportunities to explore heights, use tools, explore, create and build with various Loose Parts and experiment and explore with the different elements under the guidance of our highly trained educators. Please read our Risk and Play Policy that will further outline the above.

The Educators at FOOSHC are committed to ongoing learning to ensure the program is of continuing high quality and is as valuable and relevant as it can be. This requires a process of critical reflection as well as professional development - ensuring up to date knowledge of relevant research, theories and practice - to provide the highest professional standard of care.

Relationships and trust are pivotal to a successful program, so we work to ensure that relationships are responsive, reciprocal, and respectful and involve all the stakeholders that make up the Forrest community.

CELEBRATING CULTURES

We love to celebrate each family's culture & diversity and recognise that different beliefs, practices and traditions greatly enrich our community. FOOSHC welcomes and supports all children and their families regardless of their race, nationality, religion, sexual orientation or gender identity. We love to learn about your beliefs and culture so please complete our **Family Support Survey** and talk to us about how we can make your family feel more welcomed and supported in our service.

ENROLMENT

Attendance is either on a permanent or casual basis.

To enroll **TWO FORMS** need to be completed in full before we can accept your child

- 1. **FOOSHC Enrolment form** including a copy of your child's immunisation form also needs to be provided

And



- **2. Debitsuccess form ..**

An enrolment form must be completed in full and returned to the Centre prior to your child/ren's first visit. If possible, please enrol prior to the day your child starts – we require a lot of information to ensure quality care of your child – this includes an orientation process for families and children to ensure a smooth introduction to our services. Enrolment forms are available at the Centre, at the front office of the school, off our website <http://forrestpandc.com.au> or by emailing info@fooshc.org.au. Completed enrolment forms should be emailed to info@fooshc.org.au or dropped into the FOOSHC office.

It is important that enrolment forms are completed accurately and that FOOSHC is notified of any change of details. Change of details can be submitted in writing or via email.

No child can be admitted to the Centre without a completed enrolment form and Debitsuccess form.

ABSENT CHILDREN

It is essential that FOOSHC is notified if your child will be absent from any booked sessions of after school care. Please advise FOOSHC by 2 pm on the day that your child will be absent. Please DO NOT notify the Front Office staff of the School, as it is not the school's responsibility to advise us of any absences.

Non notification fee

If your child is absent and you do not notify the centre by 2pm on the day of the booking a \$15 fee will be charged. Notification of absence can be made via telephone 02 6295 8985 or email info@fooshc.org.au.

CONFIDENTIALITY

In the course of their professional duties, educators acquire information that is private. Educators will never discuss the personal detail of individuals, families, or children with whom they work outside of the Centre. Care should also be taken during discussions within the Centre to ensure that information is not overheard by irrelevant parties. At times we may discuss your child's wellbeing with the school and volunteers or consultants to fooshc as way of supporting your child's needs.

All information and records that are kept about individuals and families may only be accessed by FOOSHC employees. Employee records are similarly confidential and will only be available to the Director, Bookkeeper, Auditor and the Employee.

If an external agency seeks confidential information from the service this will only be given by the Director or Assistant Director once the authenticity of the request has been verified.

No parent, child or employee information will be given to another party without prior consent.

The Centre's business affairs, reports and minutes of meetings are confidential, unless the Management Committee, Director or any legal entity decree otherwise.

Email communication is used as a major communication tool within the Centre. Emails will be treated confidentially and when bulk emails are sent BCC will always be used to keep email addresses confidential.

As required FOOSHC will provide attendance and absent records to Centrelink.

FEES

Permanent bookings

Before School Care \$18.00 per session.

After School Care \$30.00 per session.

Please indicate on the enrolment form the days that you wish your child/ren to attend.

Casual bookings

Before School Care please book as early as possible. The office is not attended once Before School Care commences. The charge is \$21.00 per session.

After School Care - A certain number of places are set aside each afternoon for casual bookings charged at \$32.00 per session.

To make a casual booking please contact the Centre on 02 6295 8985 or email info@fooshc.org.au before 7.30am for any morning and 2pm on any afternoon that you wish your child/ren to attend. An answering machine is also



connected to this number on which messages can be left. **If you leave a message then your call will only be returned if a place is NOT available for your child.**

Please note that casual bookings made more than two weeks in advance will be deemed permanent.

Holiday Program

Bookings for holiday program will open when the program is finalised usually Friday of Week 7 of the school term. Bookings should be made promptly to ensure required days are available. Bookings for holiday periods close at 6pm Monday Week 10 of the school term. Bookings may be taken after the close of enrolments but an additional fee of \$25 per child will be charged to cover costs of reworking rosters, ordering etc. The base price will be \$75 per day depending on the program provided.

Child Care Subsidy

Most families are entitled to some form of benefit from the Australian Government. The Child Care Subsidy helps families with the cost of child care. **It is the responsibility of the parents/guardians to monitor their own CCS by checking their account statements and MyGov accounts. It is not the responsibility of the service.** Further information can be found <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy/how-manage-your-payment/report-change-circumstances>

For more information about whether you may be eligible please refer to the website please visit : education.goc.au/childcare

PRIORITY OF ACCESS

There can be no guarantee that all requests for places will be met as we must remain within regulation – currently allowing for a maximum of 150 children. If the maximum number of children is reached then the priority of access¹ as outlined below will be considered and a waiting list will be used. The waiting list will be developed and updated regularly which identifies priority of access eligibility, date placed on list and required days of care.

Placement from the waiting list is determined by priority of access guidelines.

First Priority	A child at risk of serious abuse or neglect.
Second Priority	A child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under Section 14 of the “A New Tax System (Family Assistance) Act 1999.
Third Priority	Any other child, determined by siblings of children already in care, and date of placement on the waiting list. Parents are able to access their status on the waiting list on request.

CANCELLATIONS Revised September 2020

Permanent bookings:

Two weeks (14 days) written notice must be given to the Director if booked days are to be reduced, cancelled or if a child is going to be absent. Failure to do so results in fees being charged as per their regular booking. If the position can be immediately filled from the waiting list the two weeks notice will not apply and no fees will be charged.

Casual bookings:

To allow for appropriate Educator levels to be maintained casual bookings may be cancelled but must be received by the service **24 hours prior to the booking, and on Friday if cancelling for Monday**. For example if a child is booked in for a casual before school care session on a Tuesday then the booking must be cancelled by 7.30am on Monday. If the booking was for a Monday then the cancellation needs to be made by 7.30am Friday. In the case of an after school care booking then the cancellation must be made by 3pm on the working day prior to the booking. Cancellations received less than 24 hours prior to the booking will be noted but charged at the casual rate.

¹ <http://education.gov.au/priority-allocating-places> accessed February 2020



ARRIVAL AND COLLECTION OF CHILDREN

Before School Care

Unless previously arranged with the Director a **Parent/guardian will sign children** in on arrival at the service. Educators will sign the children out for school.

After School Care

At the end of school children will make their own way to after school care and ensure that they are marked in by an educator. Kindergarten children will be escorted to after school care at the beginning of the year – see kindergarten children section for more information.

Holiday Program

Unless previously arranged with the Director a Parent/guardian will sign children both in and out of the service.

The Centre's responsibility commences upon the child's arrival at the Centre and ceases when the child is signed out by a parent/ guardian or authorised person.

Education and Care Services National Regulations² and our policies state that each child must be signed out of the Centre by an authorised person (those stated on the child's enrolment form) by recording the time and their signature on the attendance roll. If another adult is to collect the child, written permission must be gained from the parent/guardian beforehand. This can be emailed to us and then we will record this information for a one off arrangement directly onto the roll, or the person should be added to the 'authorised to collect' section of the enrolment form for ongoing arrangements. For Before School Care children must be signed in, and Holiday Program children must be signed both in and out of the service.

Under no circumstances will a child be allowed to leave our service without being signed out unless their parent/guardian has given written permission for them to do so.

PAYMENT OF FEES

For 2021 fees will be due fortnightly commencing the Friday of week 1 of each school term. Fees for Holiday Program are due as indicated on the holiday program enrolment form.

Invoices are prepared fortnightly and emailed directly to parents – please ensure that you keep your email address up to date. If you do not provide an email address please make arrangements to collect your statement from our office.

Invoices include receipt details. If at any time you require an additional copy of your invoice, please request it from our office.

Your statement shows both charges to your account and payments made.

If you have any queries regarding your account please contact us on 02 6295 8985 or info@fooshc.org.au.

Parents are responsible for ensuring they receive their account. They are emailed fortnightly at the beginning of the fortnight in which they are due. If you do not receive your account statement please contact us immediately.

Accounts that are overdue will incur a late payment fee (see policy over page) unless prior arrangements have been made with the Director.

Your statement shows both charges to your account and payments made.

All fees are to be paid using Debitsuccess. Please refer to the Debitsuccess information and application form for more information. You may elect to pay fees from your bank account or credit card – Visa, MasterCard, AMEX or Diners. Debitsuccess forms are available at the Centre, at the front office of the school, off our website <http://forrestpandc.com.au> or by emailing info@fooshc.org.au. Completed enrolment forms should be returned straight to the Director.

NO CHILD CAN BE ADMITTED TO THE CENTRE WITHOUT A COMPLETED DEBITSUCCESS FORM.

PLEASE NOTE A \$25 ADMINISTRATION CHARGE WILL BE APPLIED TO YOUR ACCOUNT AFTER 2 DISHONOURED DEBITSUCCESS TRANSACTIONS.

² <http://www.acecqa.gov.au/national-regulations> accessed October 2020



LATE FEE PAYMENT POLICY Revised February 2020

Purpose

To ensure that fees are paid on time and that FOOSHC parents are aware of their responsibilities to pay their fees by the due date.

Policy

- 1) The only payment option, unless arranged with the Director is Debit success. Parents should also be aware that it is their responsibility to notify FOOSHC Director if their bank details change which will affect payments. This will be done by completing a new Debit success contract. This is a condition of your child's enrolment.
- 2) Any client having difficulties paying fees should contact the FOOSHC Director as soon as possible.
- 3) If any account is more than one week overdue, the bookkeeper will send a notification to the client:
 - a) informing them that the account is a week overdue; and
 - b) notifying them that an administrative cost of \$20 will be applied to their account, and that this will increase by another \$20 for each billing period (fortnight) until the overdue account is paid in full.
- 4) Any outstanding accounts that do not have a payment arrangement in place will result in enrolment of children being suspended.

ILLNESS

If your child is sick while attending the Centre you will be contacted immediately by phone. Facilities for sick children are extremely limited and it is in the best interests of your child to be collected from the Centre as soon as possible. Children with infectious diseases will be excluded as per the NHMRC Infectious diseases requirements displayed at the centre. We strongly encourage you to not send your child to our service if they are unwell.

LATE COLLECTION

If your child is not collected by 6pm, a late collection fee of \$25.00 for every 15 minutes or part thereof will be incurred.

ACCIDENTS AND EMERGENCIES

If your child requires first aid it will be administered by a first aid qualified educator. You will be informed of any such incidents upon collection of your child and asked to sign the accident report. Please check the roll for notification of an accident report for your child.

In the event of a serious accident or illness or whereby the Director or qualified person deems necessary, an ambulance will be called. Every effort will be made to advise you immediately. A member of staff will remain with your child until you arrive at the hospital. Any medical or ambulance costs incurred will be met by you.

INTERACTIONS WITH CHILDREN

We aim to provide children with an enjoyable environment in which they feel comfortable and safe. This includes appropriate behaviour guidance that empowers children to reflect and to accept responsibility for their own behavior whilst encouraging them to reflect on their behavior which may have impacted others. We try where possible to align with Fooshc' s values of respect and kindness. Children are treated with respect and understanding. If a child's behaviour is inappropriate and needing further support then the educator will often seek guidance from the Director team. When it is necessary the Director will discuss this with the parents and restorative practices will often be discussed. For further information please discuss with our director team.

MANAGEMENT COMMITTEE- APPROVED PROVIDER- POLICIES

The service is run by a Parent Management Committee which is part of the Forrest P&C. Meetings are held throughout the year. All parents are welcome to attend. P & C Minutes are available on our website www.forrestpandc.com.au under the P&C tab. A copy of policies is available from our admin office for your perusal.

Our local regulatory body is Children's Education and Care Assurance (CECA) and they can be contacted on 62071114 or CECA@act.gov.au. Our Education and Care Services National Regulations can be viewed on legislation.nsw.gov.au.



COMMUNICATION WITH FAMILIES

We acknowledge that families are very busy, and we attempt to make communication efficient as possible.

Communication takes many forms and includes;

- Brief notes on the bottom of accounts
- General email bulletins that are sent as bulk emails to all parents – via email mailing list hosted by Fooshc
- Brief email notes to individual parents
- School newsletter
- Our Website -forrestpandc.org.au
- Posters, pamphlets, and notes on the roll at the service
- Face to face contact with parents
- Notice board adjacent to our office.
- There are a variety of community resources available from our office for parents to access. They are displayed on our notice boards in the corridor or as links on our webpage www.forrestpandc.com.au

We acknowledge communication is a two-way process and we welcome family partnerships. We love to hear your feedback. If you wish to talk with an educator, please do so. Sometimes educators are busy supervising children and it may be difficult to interact without interruptions so sometimes making an appointment may be better. These can be arranged for either before 3pm or later in the afternoon at a time suitable to both parties. We encourage family partnerships and would embrace a shared responsibility.

EXPERIENCES

Children are valued as capable and competent individuals who are the leaders of their play and learning. We facilitate opportunities for play through various mediums which are on offer every day ranging from woodwork, art materials, cardboard, fabric, paper, recycled items, etc. We program for play and uphold the United Nations Convention Rights of the child Article 31. Every child has the right to play and rest. It is our role as educators to protect the play cycle so children can be the leaders of their own play without unnecessary adulteration. As the school day is often tiring, we provide opportunities for children to rest and relax and unwind if they want. The children have created a Chill Out Zone (COZ) where they can rest and do quiet activities, they also enjoy creating cubbies and forts to relax in throughout the play spaces.

FOOD

We are an allergy aware service and do not allow nuts or eggs. All food served is in accordance with the Centre's anaphylaxis policy.

Before School Care – a light breakfast is served daily – children should arrive by 8.30am to ensure adequate serving time of breakfast – the menu includes: cereal, wholemeal toast, wholemeal crumpets, English muffins, fresh fruit smoothies, soy milk, milk, rice milk or water. Some days pancakes, porridge, hash browns may be included.

After School Care - Children are served afternoon tea upon their arrival each afternoon. The menu changes daily and seasonally. The menu may include foods such as a variety of home made soups, dips, pastas, hot dishes from different cultures, sandwiches, and other freshly prepared items. We use whole to the ground, nutritionally dense ingredients from ethical local suppliers as much as possible. We display the menu on our noticeboard and value the children's and your suggestions so it can be incorporated. The children vote each day using their cutlery whether they liked the dish. We are always looking for new and exciting afternoon tea ideas for the children so please share your family favorites with Amy our cook. Amy also loves to share her favorite recipes the latest one is her roasted pumpkin soup with pita wedges. –A platter is available every day at 4: 30pm with a variety of seasonal fruit, cheese, crackers, homemade dips, yoghurt pots etc. Please Check the menu near the kitchen door.

Holiday Program – children are required to provide their own lunch and snack. Afternoon tea is provided, and this is sometimes cooked by the children – see the program for menu.

KINDERGARTEN CHILDREN

At the beginning of the school year an educator will be given the responsibility of ensuring that kindergarten children settle into Before and Afters as smoothly as possible. For the first two weeks (or as long as necessary) an educator



will collect your child from their classroom and take them directly to Afters. On arrival at Afters Kindy children are encouraged to go to the toilet and wash their hands and then offered afternoon tea and a separate area with experiences programmed to meet their needs.

One of our senior educators will be the main contact for Kindy children as they settle into our service.

QUESTIONS, CONCERNS or FEEDBACK

If you have any questions or concerns please speak to the Director or to the Management Committee president@forrestpandc.com.au. We would also appreciate feedback – both positive and negative. You can leave feedback in our box on the front desk or by phone 02 6295 8985 or email info@fooshc.org.au.

PARENT PARTNERSHIPS

You are integral to our service! Relationships are built on trust and we invite and encourage you to be a key player in all decisions at our service. There are many ways you can be involved; Join our management committee, help us to write and review our policies, join the schools Parents and Citizens Association, be part of working parties like our Reconciliation Action Party, come and share a recipe with us, teach us to make curry or to knit, share a skill you have, play sport with us or read a story, come build a billy cart with us, or come and play with us or just offer feedback. We love visitors to the service and welcome you and your family to our service anytime. Other ways that parents can be involved in our service include donating craft and other supplies that we can use in our day to day operation.

COMPLAINTS AND GRIEVANCE PROCEDURE

FOOSHC believes that children, parents and staff have an important role in the centre and we value their comments. FOOSHC aims to ensure that children, parents and staff feel free to communicate any concerns they have in relation to the centre, staff, management, programs or policies without fearing negative consequences. Our priority is to do everything possible to improve the quality of our service and to resolve any complaint or grievance promptly.

- We will support a child's, parent's or staff member's right to complain and will help them to make their complaints clear and try to resolve them.
- A complaint can be informal or formal. It can be anything which a child, parent or staff member thinks is unfair or which makes them unhappy with the service.
- Every family and staff member will be provided with clear written guidelines detailing the grievance procedure, in the relevant handbook.
- All confidential conversations with a child, parent or staff member will take place away from the Centre.
- If a child, parent or staff member has a complaint or comment about the service, they are encouraged to talk to the Director who will arrange a time to discuss their concern and come to a resolution to address the issue.
- If the complaint is not handled to the complainant's satisfaction at this level they should discuss the issue with the Management committee via the P&C, either in writing or verbally.
- The Management will discuss the issue with the Director and develop a strategy for resolving the problem, this would be discussed further with the complainant or if necessary a meeting will be organised with the Director and complainant to resolve the problem.
- The complaint is to be recorded and dated indicating the issue of concern and how it was resolved.
- The Director or Management will inform the complainant of what has been decided regarding the issue. All other relevant parties will also be informed of any relevant issues that they need to address or be aware of.
- This could be done verbally or if the issue has been dealt with on a more formal basis then the Management or Director will write personally to the complainant.
- If any complaint cannot be resolved internally to the consumer's satisfaction, external options will be offered such as an unbiased third party.

All our policies have recently come under review and we welcome your feedback. We review them yearly or as necessary.

Thank you for choosing Forrest Out of School Care and we look forward to a long and beautiful partnership.

