



PARENT HANDBOOK

A Guide to Policies & Procedures

Centre: 9398 7330

Mob: 0423 178 180

Website: www.tracrandwick.com.au

Welcome Parents and Carers,

This booklet is designed to outline the services available at The Rainbow Activity Centre Randwick and to assist with answering any questions you may have.

It will also outline some of the services policies and procedures. Please take the time to read it and make yourself familiar with how the service and centre operate and the conditions required upon enrolment.

A full copy of the services Policies and Procedures is available at the centre and on our website at www.tracrandwick.com.au .

A review of the services Policies and Procedures is undertaken by Management and Staff and input from families is very much valued. Your input can be given at anytime for any reason so please feel free to email tracwork@gmail.com.au

THE CENTRE:

The Rainbow Activity Centre located at the rear of the Rainbow Street Public School. Entrance is either via Young Street, Randwick or walking north through the school from Rainbow Street.

Postal address: 88 Meurants Lane, Glenwood NSW 2768
Address: 90-98 Rainbow Street, Randwick NSW 2031
Centre Ph: (02) 9398 7330
Director Mobile 0423 178 180 (Tanya Buick)

The service offers Before School (BSC) and After School Care (ASC) as well as Vacation Care (School Holiday Program - VAC) for children aged between 5 – 12 years of age inclusive.

The centre has placements for up to 45 children in Before School Care, 90 children in After School Care and 75 children in Vacation Care/Pupil Free Days. TRAC is an inclusive service and supports children with varying abilities.

The centre has a functional kitchen and our own bathrooms. We also have use of other classrooms and additional classrooms in inclement weather.

The Rainbow Activity Centre is also commonly known as TRAC (pronounced track).

OPERATING HOURS:

The centre is open Monday – Friday:
7.00am – 9.00am for Before School Care (BSC)
3.00pm – 6.00pm for After School Care (ASC)
7.00am – 6.00pm for Vacation Care (VAC)

WE ARE CLOSED ON PUBLIC HOLIDAYS.

AIMS OF THE SERVICE:

- To provide quality programs which include supervised free play and recreational activities to assist children's social, emotional, creative and physical development in a relaxed, safe and caring environment.
- To promote equal opportunity to access care regardless of income, ability, and cultural or linguistic background.
- To encourage parents and the local community to participate in the planning and development of the programs which reflect the diversity of our multicultural community.
- To ensure National Laws, National Regulations and National Standards are followed to provide a quality service.

REGISTRATION:

A registration fee of \$50.00 per family is due each year upon enrolment to any of the services programs. The registration fee is payable once only during the calendar year and is valid for all further enrolments from 1st January until the 31st December that same year.

Enrolments taken between 1 September – 31 December will be at a reduced rate of \$25.00 per family.

STAFF:

The centre presently employs a Director who is responsible for the overall administration, planning and programming, development and implementation of centre policies and procedures, financial management and overseeing the day-to-day operations including the management of staff and children.

The service employs a both senior staff as well as junior staff on a permanent and casual basis. All staff employed at the centre are required to fulfil our suitability selection criteria. In addition, all staff employed at the centre must enjoy working with children and have a respectful, friendly and caring nature.

All permanent senior staff are required to hold Senior First Aid Certificates and all staff employed at the centre have undergone mandatory Working With Children Checks as required by legislation.

Our staff will be available to briefly relay information regarding your child's time at TRAC that day. However, please be aware that they are unable to participate in a lengthy discussion, as they will still be looking after the remaining children in their charge.

If there are any specific issues or concerns you wish to speak to staff about please email the Director on tanya.buick@bigpond.com to discuss.

CHILD/STAFF RATIOS:

Child/Staff ratios at the centre are usually below good practice guidelines, which is presently 1:15.

Depending on casual bookings on the day we usually operate around 1:9-13 as this allows more access for staff-child interactions.

During excursions we adhere to good practice guidelines, which is presently 1:8 children and a ratio of 1:5 children in water.

THE KITCHEN:

A nutritious breakfast is provided, if required, during Before School Care and Vacation Care. Breakfast is available from 7.00am – 8.30am daily. The staff will be able to advise what is on the menu each day.

A healthy afternoon tea is provided during After School Care and Vacation Care around 3.30pm daily. A menu is available for viewing on the fridge door.

Sometimes during Vacation Care we also provide lunch but please check the program for these days.

We support the diversity of our community and respect any cultural or religious dietary requirements so please let us know so we can provide an appropriate alternative for your child/ren.

Parents are also requested to advise if their child has any allergies to food and drink so we can also provide a suitable alternative.

The centre has a written Food Handling and Hygiene Policy as well as a Nutrition Policy that may be viewed by the parents at any time at the centre.

ENROLMENT:

An enrolment form **MUST** be completed in full for Before and After School Care, as well as Vacation Care. All sections of the form must be completed or management may exercise the right to delay enrolment until the form is completed in full and signed. Please advise of any changes to your contact details as soon as possible.

Vacation Care enrolment forms are usually available from Week 8/9. Vacation Care enrolments close at the end of week 9/10. Please ensure you have your Vacation Care enrolment forms in on time to avoid disappointment.

GOING TO AND FROM SCHOOL:

Kindergarten children are escorted to morning assembly at 8.55am each day and are also collected from their classrooms at 3.00pm each day.

Children in Y1 – Y6 walk over to the school at 8.55am and are to come to TRAC at 3.00pm once they have been dismissed from class for the day. It is important that the children do come straight from class so we do not have to send out a search party for them.

SECURITY – PARENT DROP OFF AND COLLECTION:

We take the security of your child/ren very seriously and therefore ask that you take the time to assist us with the following:

- All children **MUST** be signed in and out of the centre. **This is a legal requirement for your CCB entitlement, National Law, National Regulations as well as insurance purposes. If we are audited by The Family Assistance office (FAO) and you have not signed at least once for the session, you may be requested to repay your Child Care Benefit entitlement by the FAO.**
- Staff will sign the children Out of Before School Care and they will also sign them In for After School Care.
- Parents must sign their child/ren In Before School Care and **Out when you collect their child/ren from After School Care.** Please ensure that one of the staff has seen you drop off or collect your child.
- Parents must sign their child/ren In and Out during Vacation Care.
- Parents must inform the staff if there is a change of person who usually picks up their child/ren. Staff will not release a child until they are sure that the parents' consent is given.
- Parents need to advise if there are any court orders pertaining to their child/ren. We cannot deny access to a parent unless we are aware of any custodial issues. It is very important to keep the centre advised at all times.
- Parents must not leave their children at the centre unless a staff member is present. If you have arrived prior to 7.00am please stay with your child until a staff member has arrived to open the centre.
- Children from Years 5 and 6 will be permitted to leave the centre with their parent's/ carer's permission. A sign note outlining the days in which they are permitted to leave and the time they are permitted to leave is required.

ABSENCE:

Children who have a permanent booking are going to be expected to arrive unless we are notified that they will not be attending that session.

Any child not marked present on the roll for After School Care will be searched for within the school grounds and the parents called if our staff are not satisfactorily informed of their whereabouts by the school teaching or office staff.

Please call the centre on **9398 7330** and **leave a message** if your child is unable to attend that day for whatever reason.

All permanent bookings must be paid for including absences due to illness. Permanent bookings may be temporarily suspended due to holidays with two weeks written notice.

LATE COLLECTION:

The centre closes at **6.00pm SHARP**. Time is taken from the wall clock in the centre. Staff are rostered to finish at 6.00pm so any lateness will impede on their personal time.

We understand that there are occasional circumstances that may result in parents being late to pick up their child/ren. Please be assured that under no circumstances will your child/ren be left unattended. However, we ask that parents to call the centre if you know you are going to be late so staff and your child/ren are aware of the situation.

A late fee will be imposed for pickups after 6.00pm and are added to your account automatically.

6.00pm – 6.15pm - \$15.00

6.16pm – 6.30pm - \$30.00

6.30pm onwards charged at \$1.00 per minute

FEE'S:

Fee's are payable for all permanent bookings falling on a Public Holiday during the school term, however, no fees are payable for Public Holidays falling during school holiday periods.

Please ask the staff for a copy of the current fee schedule or view it on our website.

Permanent Bookings are:

For children who are enrolled for the same nominated days every week during the term or are booked into Vacation Care by due date.

Casual Bookings are:

For children who attend different days each week during the term and who are enrolled in Vacation Care after the due date.

Fees for Vacation Care are not refundable once the booking is confirmed, however, it may be possible to transfer your days depending on staff ratios and availability. All term fees must be finalised before your Vacation Care enrolment will be confirmed.

Child Care Benefit (CCB) and Child Care Tax Rebate (CCRT):

Most families are entitled to government assistance for their childcare fees. You must be registered with The Family Assistance Office who will decide your entitlement. Please call The Family Assistance Office on 136150 or Multilingual on 131202 for advice on registering.

Our service has transitioned to the new Child Care Management System which administers the Child Care Benefit (CCB) and the Child Care Rebate (CCR). We require the requested information on enrolment to pass on your entitlement to CCB and to report your usage data to The Department of Education, Employment and Workplace Relations (DEEWR) who are responsible for the administration of CCB and CCR.

Your enrolment will be activated as an informal enrolment if we do not receive your correct details. This allows us to back date your entitlement for up to 28 days and it also allows us to send your usage data to DEEWR.

In the event that your CCB entitlement is not paid for whatever reasons then your account will be adjusted to reflect the full fee payable on the days booked.

Statements:

Once your enrolment is received you will be issued (usually after the first week of attendance) with a statement which is two weeks in advance, outlining the days booked and the full fee payable (in the debit column).

The statement also reflects any Child Care Benefit and the amount of hours it is paid. The CCB is shown as a credit on your statement each Sunday on the statement. The remaining amount is what you need to pay (the 'gap' amount).

A statement for Vacation Care is issued once we have processed your enrolment form. Vacation Care Fees are due in advance and payable on the first day of attendance. The statement also acts as your confirmation of days booked so please check them carefully.

Payments:

Fees for Before and After School care must be paid either weekly or fortnightly.

Please ensure that you make regular payments if you have a regular booking. You will know how much is payable for your regular bookings and a statement will be issued with your receipt number on it outlining your balance and the next two weeks in advance.

Payments can be either by cheque or cash and this is to be placed in an envelope with your child's name and the amount paid on it. You can deposit this into the mailbox

affixed to the wall near the sign in/out sheets. This is secure mailbox with only approved staff having access.

Once received, your payment will be processed and a receipted on your statement and you will be able to see this when you get your next statement. If have made a payment and it is not showing on your statement please email tanyabuick@bigpond.com with the details of the amount, date and how it was paid.

Late payments:

If for any reason your account falls into arrears you will be forwarded a friendly reminder after 21 days requesting you bring your account up to date immediately.

You will also receive a reminder again at 28 days.

If the account remains in arrears longer than 30 days a final notice will be served on the statement along with another request to settle any outstanding amounts immediately.

If your account remains in arrears after 60 days your registration and access to the service will be suspended until your account is paid in full.

If your account remains in arrears steps will be taken to recover any outstanding money.

If you are experiencing any financial difficulty please contact the Director to discuss a possible payment plan.

ACCIDENTS AND EMERGENCY:

At least one staff member on duty will hold a Senior First Aid certificate. All minor injuries will be attended to by staff at the centre and you will be advised when you pick your child/ren up. You may have to sign the First Aid book depending on the injury. Staff will make a note on the roll for you to see them.

If your child requires further medical attention you will be called and requested to collect your child and take them to your local GP or medical centre. This requires notification to the Regulatory Authority as governed by National Law.

In the event of a serious accident or emergency where the child will require urgent medical intervention an ambulance will be called and you will be notified immediately. This also requires notification to the Regulatory Authority as governed by National Law.

MEDICAL:

All children who attend TRAC must be fully immunised and an immunisation certificate is required with all enrolments. Please advise the staff if you have an exemption.

Prescription Only medication will only be administered if prescribed by a GP and is in the container it was dispensed in which details child's name and dosage and must be accompanied with written permission from the parent/carer.

Non-prescription medications will be administered only with the parent's written consent.

Parents are to complete a medical authorisation form giving the staff permission to administer the medication if this is requested. Our medication Book records of any medication given is kept at the centre highlighting date, time given, dosage and staff member who administered the medication. Parents must also sign this book.

Please advise if your child is suffering from any illness as exclusion times to apply. Please note the following:

Chicken Pox	Excluded until fully recovered
Conjunctivitis	Exclude until discharge from eyes has ceased
Diarrhoea	Exclude until 24hrs after diarrhoea has ceased
Head lice	Exclude until head has been treated and eggs and nits are removed
Impetigo (School Sores)	Exclude until treatment has started and sores are fully covered
Measles	Exclude for 1 week from appearance of rash
Meningococcal	Exclude until well
Mumps	Exclude for 2 weeks from start of symptoms
Ringworm	Exclude until 2 days after treatment has commenced
Rubella (German Measles)	Exclude until fully recovered and 1 week after rash
Streptococcal	Exclude until at least 24hrs after antibiotic treatment has started and child feels well
Vomiting	Exclude until 48hrs as passed since last vomit
Whooping Cough	Exclude for 5 days after the start of antibiotics

Parents will be advised if staff suspect one of the above conditions and will be asked to collect your child/ren immediately to avoid the spread of infectious diseases to other children and staff.

PROGRAMS:

Programming for the centre is a collaboration of ideas from the children, staff and parents/carers and the service is very much a choice driven environment. Each day activities are planned, however, the children are free to choose whether they will participate in the planned activities or whether they choose their Free Play option. There may be a few occasions where their choices may be limited to encourage

participation but this is limited however generally it is up to the children how they spend their time at the centre.

CONFIDENTIALITY:

All records and personal information that you give about your family is strictly confidential and will only authorised staff may access your information for the purpose of day to day operations.

Occasionally we are requested by government departments to complete surveys which ask questions regarding family's backgrounds, usage, culture, employment and health however, this is always done under anonymity and the children and their family details are not disclosed and will be limited to information provided on enrolment.

Staff and Management will only access files appropriately and will only access information suffice to the task performed.

GRIEVANCE PROCEDURE:

We welcome any opportunity to address concerns that families may have regarding the service, staff or programs. If you have a complaint or concern please advise the Director directly either via email or a letter.

In instances where your concern relates to an existing policy this will be reviewed by management, staff and parents within 21 days of your request.

CODE OF CONDUCT:

One of the most important aims for the centre is to provide a safe and caring environment for all children who attend the service.

The children are educated on the Code of Conduct and are expected to adhere to it at all times while attending TRAC. They are also educated on the consequences of inappropriate behaviour at TRAC and on excursion.

Parents are also encouraged to read the Code of Conduct and support the environment we are striving to achieve.

However, where there are groups of young children there will always be instances of confrontation and disagreement.

Staff members are encouraged to practice intervention to avoid possible escalation where feelings or the child may be physically compromised, however, this is not always possible and altercations of varying degrees do occur.

Staff members are also encouraged to discuss any issues or problems the child/ren are experiencing and to advise the children on appropriate choices and ways to deal with their situation.

DISCIPLINE:

In instances where the staff are experiencing and witnessing defiant or less than severe aggressive behaviours towards themselves or other children the parents will be advised when they collect their child. Redirection or an opportunity to reflect is usually our approach to children who need time to calm, settle and reflect on their behaviour or choices.

Continuous defiant and aggressive behaviours will be reported to the Director who will make arrangements to contact the parent/s to discuss the concerns and encourage a partnership in developing an individual behaviour management plan.

Deliberate severe violent acts on staff or children are advised immediately to Management and will result in the parents being called and asked to collect their child immediately. Management and staff will review the incident and suspension or expulsion may be the result of this type of behaviour.

CARE AND SUPERVISION OF CHILDREN:

The principles underpinning this policy reflect the importance that the Management and Staff place on the protection, safety and welfare of each child. It is of the highest priority.

Staff are, as regulated by Law, mandatory reporters for Child Protection.

Parents who regularly or casually place their children in the centre need to feel confident that all structures are in place and that children are cared for in the most supportive and positive environment possible.

As part of our employment induction we ensure that staff familiarise themselves with the centre's policy for the care and supervision of the children to ensure that there is uniformity in how the children are supervised and directed, and also on what types of discipline are fostered at the centre.

Because this is an extensive policy only a brief overview is advised in this booklet, however, a full copy is available upon request and this relates to matters such as;

- Physical Punishment is not permitted and the use of physical intervention is restricted unless it is appropriate to protect another child or themselves from **physical** harm.
- Each staff member has a duty of care to all the children's safety.
- Outlines where the children can be within the grounds and building and who has to be with them
- What information is recorded and where such as incidents and accidents.
- Child Protection
- Custodial matters

CONDITIONS OF ENROLMENT:

- Enrolment forms must be completed fully prior to enrolment.
- Parents are responsible for ensuring their bookings are correct and what they have requested and have the correct start dates.
- Parents must complete an Amendment to Enrolment form, or send an email if there is any change in the days they require their child/ren to attend or personal information has changed.
- Parents must sign their children OUT each day and IN each morning. Exceptions may apply to children over year 4 however, written permission will be required stating days and times of departure.
- Parents undertake to pay the annual membership and all fees incurred while using the services.
- Parents undertake to encourage their child/ren to observe the Code of Conduct whilst attending the centre to ensure a safe and cooperative environment for children and staff.

We trust that you find this booklet informative but in the event that you have any questions please do not hesitate to call or email Tanya on 0423 178 180 or tanyabuick@bigpond.com

Further information including a full copy of the services policies and procedures as well as forms are available on our website www.tracrandwick.com.au

THE RAINBOW ACTIVITY CENTRE

OUR PHILOSOPHY

- ❖ Recognise and treat all children as individuals
- ❖ Allow all children to feel welcome and involved
- ❖ Create a safe, caring, inclusive and friendly environment
- ❖ Make time to listen to children's needs and wants and allow them to have choices and input into what we do at TRAC
- ❖ Respect all children and help to increase their self esteem by giving positive feedback and constructive options/choices
- ❖ Appreciate children for who they are and their contribution
- ❖ Allow children to express their feelings and emotions
- ❖ Recognise the importance of play and middle childhood.
- ❖ Make time to play with the children and to get to know them
- ❖ Allow children to make their own decisions as much as possible
- ❖ Set reasonable limits and let children know what is expected from them
- ❖ Don't punish the child – punish the behaviour
- ❖ Encourage children to develop socially acceptable behaviour by assisting with choices
- ❖ Encourage children to develop good hygiene and eating habits by offering good food choices and role modelling appropriate practices
- ❖ Encourage children to embrace the diversity of our community and the outside world by allowing them to experience different cultures
- ❖ Value and respect the diverse multiculturalism of our parents, carers and staff and encourage their input

