

STAFF

Coordinator

Lyn Morran

Diploma of Community Services (Children's Services)
Over thirty years experience working with children
Over seventeen years working at Pinnaroo

Assistant Coordinator

Therese Pearson
Diploma in Children's Services

Childcare Assistants

Judith Shaw
Emily Roscoe
Lauren Green

Administrator

Julie Crosse

Casual Child Care Staff

Pinnaroo has a pool of casual staff that they call on who are generally experienced Childcare workers or TAFE and University students studying in childcare related areas.

PARENT HANDBOOK

REVIEWED AND EVALUATED October 2015



PINNAROO

OOSH (INC)

Winmalee Primary School
Po Box 4051,
WINMALEE NSW 2777
Phone/Fax 4754 1543

www.pinnaroo.org.au

email:pinnoosh@bigpond.net.au

PARENT HANDBOOK

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Confidentiality:

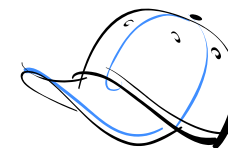
All matters pertaining to the centre are to be considered confidential by staff and the Management Committee, and should not be discussed with unauthorised personnel. This includes information: pertaining to any child enrolled at the centre and / or that child's family; about any of the staff or committee members and / or their families; and on issues relating to the running of the centre. Idle discussion does nothing but undermine the staff's relationship with parents and is detrimental to the good name of the centre. The privacy of others should be respected at all times.



Sun Safety:

A priority of the centre is for all staff and children to work and play in a safe environment. Therefore, the centre will provide sunscreen for all children. Parents are asked to provide a hat everyday and encourage their children to regularly apply sunscreen. Whilst at the centre, staff will also remind children to reapply sunscreen in line with the manufacturer's recommendations and request that children wear their hat. The centre has a "NO HAT NO PLAY" policy that applies to all children. Those without a hat will have to remain indoors or in a shaded area, and this may result in exclusion from some activities.

Children check via the internet each morning for the days UV levels and display on a poster for staff and children to see. Hats are to be worn and sunscreen applied if UV is 3 or above.



Summaries of Key Pinnaroo Policies

(See full policy statements for more details)

Complaints Procedures:

We believe that parents play an important role in the centre and we value their comments. We aim to ensure that parents feel free to communicate any concerns that they have in relation to the centre, staff, management, programs or policies without fearing negative consequences, and that they are made fully aware of the procedures to do this. Our priority is to do everything possible to improve the quality of our service. Complaints can be advised verbally, preferably to the Coordinator, Management Committee President, see numbers on Parent Noticeboard, or in writing, using the Complaints forms located near the Sign-In book.

Child Protection:

We believe that the welfare of all children is of paramount importance and that the centre has an obligation to defend the child's right to care and protection. Staff and management have a responsibility to take action to protect children they suspect may be abused or neglected. Staff at our centre will carry out their responsibilities as mandatory reporters, as legislated. This responsibility involves following the procedures as outlined by the NSW Regulatory Health, Early Childhood Education & Care Directorate. All staff have done Child Protection Training and continue to update this.



Anti-Bias Policy:

We aim to recognise the diversity of cultures in Australia and help foster an awareness and acceptance of other cultures for each child, through the thoughtful integration of a variety of cultural activities in the program. All activities and behaviour in the centre will be considerate of the cultural and linguistic diversity of the families within the community. Children will be encouraged to explore and share a range of cultural activities and experiences in an environment free from racial prejudice and harassment.

ACKNOWLEDGEMENTS

Thank you to the following people for contributing to our original version of the Parent Handbook for Pinnaroo OOSH.

Joanne Armstrong
Susanne Byrnes
Sian Harris
Debra Keenahan
Rhonda Kendall
Lyn Morran
Judith Shaw
George Truman
Tanya Tyrrell

September, 2006

ENROLMENT INFORMATION

Introduction

The Out of School Hours Care Program was first opened as an annexe to Bunya Long Day Care Centre in 1989. Since that time Pinnaroo became an incorporated business and has operated as such since 1992.

Pinnaroo has Before and After School Care and Vacation Care known as **Out Of School Hours Care** or OOSH. We offer centre-based care for children between the ages of 5-12 years. We cater for children from the local primary schools of Winmalee, Ellison, Springwood, St Thomas Aquinas and John Wycliffe.

We are a community based non-profit centre run by a Management Committee of parents and carers whose children are enrolled or have been enrolled at the centre. We receive limited Government funding (i.e. for Vacation Care only) and rely on our fees to cover the costs. The legal responsibility for the service rests with the Management Committee. The Management Committee meets monthly on the third Wednesday night of the month at the centre.

The centre has a qualified Coordinator who oversees the day to day running of the centre. The centre also has part-time staff and a small number of casual staff. Pinnaroo also often has a trainee learning on the job. All staff are guided by our centre's statement of Philosophy, The Code of Professional Practice for OOSH centres and Pinnaroo's Policies and Procedures.

Pinnaroo aims to create a safe, happy, enjoyable, caring and enriching environment for children in need of out of school hours care. We aim to assist the parents of our community whose work commitments create difficulties in supervising their own children beyond normal school hours, by providing an affordable OOSH service.



Inclusion
Illness & Infectious Diseases
Interactions with Children
Lockdown
Management and Incident, Injury and Trauma
Management of Basic First Aid
Maintenance of Records
Mobile Phone
Participation and Access
Policy Development and Review
Providing a Child Safe Environment
Service Access
Social Media
Staff Dress & Hygiene
Staffing
Sun Protection
Sustainability
Transportation
Water Safety
Written Programs



Policies and Procedures

Listed below are our policies that have been written over a number of years and are continually being evaluated by our staff, management committee and parents. Complete copies of all the policies are available from the office or the Parent Information area near the sign in/out book.

Acceptance & Refusal of Authorisation
Animals
Bushfire
Complaints Procedures
Confidentiality
Daily Routines
Dealing with Medical Conditions & Medication Administration
Delivery and Collection of Children
DVD's, Television and Films
Emergency & Evacuation
Enrolment & Orientation
Excursions
Fees
Financial Management
Food Handling & Hygiene
Food and Nutrition
Governance & Management
Hours of Operation
Hygiene
Immunisation



Pinnaroo Philosophy

We believe that we need to create a safe, secure, happy and enjoyable environment for the children in our care as they have a right to play, and feel safe and happy.

We believe that a good relationship between the children and staff that care for them will help develop a strong sense of self and encourage high self-esteem.

We believe that children will live in harmony and acceptance of others if they are valued and respected for who they are, for their different backgrounds, their ethnicity, culture, special needs, gender and family structure.

We believe that children will learn and develop best when we share the teaching and learning process, recognizing their parents as partners and encouraging involvement.

We accept children as individuals with their own unique needs, interests and strengths and will provide opportunities for them to explore and develop across all relevant domains.

We honour the child's right to play, in acknowledgement of the major contribution of play towards development.

We believe in providing the kind of physical and emotional environment that is inviting to the children, their families and the staff.

We believe we need to provide quality care for the children and that each staff member brings experience, knowledge and skills into the centre.

We encourage all staff to evaluate, upgrade and enhance their personal and professional abilities.



We believe children need limits and guidelines appropriate to their age and stage of development.

We believe in taking a positive, constructive and consistent approach in providing behaviour guidance and resolving conflict situations.

We encourage children to be aware of themselves and the impact they have on the environment and the world that we all share.



Management Committee

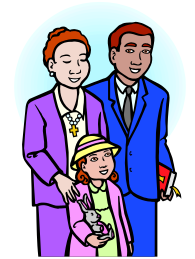
As a community based non-profit centre we must have a Management Committee to stay open. This committee is made up of parents, grandparents, carers and friends in the community. The legal responsibility for the service rests with the Management Committee and we continue to have a varied and interesting group working towards keeping our doors open and high quality of service at the centre.

As with any organisation we are always looking for members, we welcome your interest in the service and encourage you to join us on our committee.

The Management Committee meets monthly on the third Wednesday night of the month from 7.00pm at the centre.

Share your interests

If you have a skill or interest that you would like to share with the children, please talk to us about it as the diversity of our program enriches the lives of the children and can be a very satisfying way of spending time with your own child (and their friends). Some simple ideas are: cooking, sport, reading, drama, dancing and gardening. The children love to see their mum, dad or grandparents at the centre.



Working Bees

Not all parents have the time to sit on a management committee, but some parents may like to help in a more informal way by participating in working bees. There is always lots of work to be done around the centre, but it is not always practical for everyone to come at the same time. If you would like to volunteer to help in this way or you know someone who would, please talk to staff or a committee member about it. Some jobs that have been suggested are:

- Weeding the garden
- Cleaning the gutters
- Washing Excursion hats (after each holidays)
- Shredding old files
- Washing dress-up clothes
- Undertaking minor repairs on toys
- Painting (doors etc)
- Sewing / repairing

Some of these will need doing only once and others will be ongoing and need to be done on a regular basis. If you have other ideas please talk to us.

Food

While the program provides food, any donations of fruit, snacks, drinks etc that you are able to organise will be greatly appreciated and will mean that the centre will be able to hold the costs down for longer.

For OOSH, breakfast is served from 7am - 8am (later with prior arrangement).

Fruit or vegetables are served every afternoon with a variety of other items such as sandwiches, dips and biscuits, sausages on rolls and other food cooked by the children.

During Vacation Care and Pupil Free Days, breakfast and afternoon tea is provided. Please send nutritional foods with your child.

Allergies to any food substances must be noted on your child's enrolment form.



Wanted for Craft

To help keep our craft costs down we regularly do 'Junk Craft' and use recycled items. We are always planning interesting crafts and some items that are often used and need to be brought in are:

- Used stockings and pantyhose – all colours, short and long.
- Small glass jars with screw lids – baby food, drinks etc.
- Cardboard tubes, paper towel etc (no toilet rolls for hygiene reasons).

Hours of Operation

Before and After School Care

The centre is open from 6.30am to 9.00am and from 3.00pm to 6.30pm, Monday to Friday during school terms. We are open for all public school Pupil Free Days and will negotiate for private school Pupil Free Days.

Vacation Care

The centre is open from 6.30am to 6.30pm, Monday to Friday during NSW public school holiday periods.

The centre is closed on all Public Holidays and for two to three weeks over the Christmas/New Year period.



Arrival and Departure of Children

Morning children are to be brought to the centre and signed in by parents in the presence of staff.

Afternoon children are to be collected and signed out in the presence of staff. No child will be allowed to walk home from the program.

Only specified persons over the age of 16, as indicated on the enrolment form, will be allowed to collect children from the program.

If a custody order is applicable, the Coordinator must be notified in writing by the parent with custody and a copy of custody papers attached.

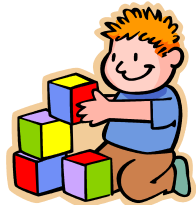
Daily Routines for Before and After School Care

Morning Care

6.30am	Pinnaroo opens. Free time: children may play boxed games, colour in, read and relax.
7.30am	Breakfast: Toast, cereal and juice with a menu of specialty items including pancakes, eggs, melts, fruit salad, rice and muffins.
8.00am	Craft: a variety of activities provided to interest children. Programmed game, weather permitting to encourage physical activity
8.30am	Roll call and Winmalee children leave, as a school teacher is now on duty.
8.35am	Roll call for children attending other schools. Children are then taken out to wait for school bus.

Afternoon Care

3.00pm	Winmalee school children arrive... Roll call and afternoon tea...free time
3.20pm	Ellison children arrive... Roll call and afternoon tea...free time
3.45pm	St Thomas children arrive... Roll Call and afternoon tea
4.00pm	Craft and Outdoor activities as programmed
5.00pm	Inside activities Snack
6.30pm	Close



CANCELLATIONS: Full fees will be charged unless one week's notice is given that your child(ren) will not be attending.

PUBLIC HOLIDAYS will be charged at the full rate unless one week's notice is given.

PUPIL FREE DAYS will be charged at the full rate unless one weeks notice is given or your child(ren) are booked in for pupil free day.

ADMINISTRATION / LATE PAYMENTS fee of \$5.00 will be charged for any late payments of more than two weeks, when arrears letters are sent to parents. Should parents / guardians default in payment on any account when due, then all costs and expenses for debt recovery are payable by the parent / guardian.

Privacy Act 1988 (amended 2001)

The parent/guardian agrees that any personal data provided may be used and retained by Pinnaroo OOSH for the following purposes:

- For maintenance of the parent/guardian account and/or collection of outstanding amounts in that account in relation to services provided;
- For forwarding information about the parent / guardian to a credit reporting agency, to allow them to create or maintain a credit file containing information about the credit worthiness of the parent / guardian.



PINNAROO FEES

Equipment & Maintenance Fee

\$25.00 per family added to the first account each year

Association Fee

\$10.00 per family per year

Before School - from 6.30am:

Permanent rate: \$19.00

Casual rate: \$24.00

After School - until 6.30pm:

Permanent rate: \$23.00

Casual rate: \$28.00

Full Day Vacation Care - 6.30am to 6.30pm

Early Bird rate: \$50.00

Full day rate: \$55.00

Half Day Vacation Care – up to 1pm or from 12 pm

\$30.00

Excursions \$30.00 extra

FEES must be paid **weekly** on a regular basis.

LATE PICK UP OF CHILDREN: While emergencies can happen, distress can be created for your child(ren) and the staff if you do not arrive before closing time.

Fee of \$10.00 per quarter hour, or part thereof will be charged and for every five minutes thereafter.

FAILURE TO NOTIFY NON-ATTENDANCE: A surcharge of **\$5.00 extra** will be charged when staff have to phone looking for a child who hasn't arrived.

Pinnaroo's Program

Staff develop a weekly program, taking into account the interests and developmental stages of all children. Programs incorporate a range of activities that develop children's fine motor, gross motor, social, language and cognitive skills. The children also have the opportunity to choose from a range of activities in our toy and book areas.

Our staff are committed to programming and implementing a variety of activities that facilitate fun, excitement and discovery within a safe and caring environment.



Staff / Child Ratios

This centre operates with the appropriate staff to child ratio as recommended in regulation 123 *Education & Care Services National Regulations* of 1:15 while in the centre/school grounds and 1:8 while on excursions.

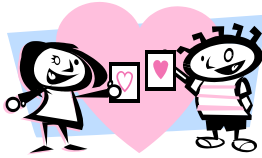
Experienced and/or qualified staff are employed to provide quality care for our children. Pinnaroo undertakes the Working with Children Check as required by the *Commission for Children and Young People* prior to staff being employed.

Expectations for children

With so many children attending the centre, it has been necessary to develop and communicate a number of basic expectations for their behaviour, and these are reflected in the *Rules of the Centre* and the *Behaviour Management Plan*, as follows. These are consistent throughout the centre and applied depending on the age of the child and how long they have been attending Pinnaroo.

Rules of the Centre

- *One person speaks at a time in group discussions.*
- *We follow care-givers' instructions quickly without arguing.*
- *We respect others and don't hurt anyone.*
- *We are seen at all times.*
- *We look after our property and always put it away afterwards.*
- *We move sensibly and safely in our centre.*



Behaviour Management Program

WARNING	Discuss problem – the actions taken and consequences of this.
CHILL OUT	5 minutes in area where you are
CHILL OUT	10 minutes in another area plus a chore to do
CHILL OUT :	Parents told, home duties negotiated
SUSPENSION	One day child not to come on regular attendance day at centre. Meeting with Coordinator, child and parents before returning to centre.
SUSPENSION:	One week or at discretion of the Coordinator. Meeting with Coordinator, child and parents before returning to centre.

Accounts and Receipts

Payment of fees can be paid in a number of ways
Net Bank is our preferred option and if doing so please include the child's surname or family reference code as stated on your account on the deposit to:

Pinnaroo OOSH Inc 062601 10010163

Envelopes are available near the sign in/out book and fees may be paid by cash or cheque and deposited in the fees box at the centre.

Accounts are routinely sent out via email or post.
Staff can look up your account and advise regarding outstanding fees in just a few minutes.

If you would like to know your daily rate both for before and/or after school sessions, less your CCB, or your regular weekly rate, please ask the Coordinator and she will be happy to work out the figures for you.



Childcare Benefits (CCB)

CCB are available from the Family Assistance Office (FAO).
It is the parents/carers responsibility to lodge a claim with this department and to follow up on the assessment process.
Full fees will be charged until the centre receives a letter from the FAO.

Childcare Rebate (CCR)

Please note that you can now claim back more of your childcare fees - 50% of the amount you pay after your CCB is deducted. An information leaflet is near sign in/out book.