



PARENT HANDBOOK

- **Before School Care**
- **After School Care**
- **Vacation Care**

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INTRODUCTION

Welcome to Cubby OOSH!

The purpose of this handbook is to explain how we operate and to provide general information about the service that we provide.

Each Centre within Cubby OOSH provides a stimulating, safe, and secure environment with qualified, experienced, and caring staff to ensure the highest quality of care that we can provide and that each attending child deserves.

“Our mission at Cubby OOSH is to provide safe, enjoyable learning experiences and high quality care in an enriched environment which reflects the values and aspirations of children and their families and respects the individual needs of children, as well as striving to foster a caring and creative environment which emphasises the social, emotional, physical and intellectual development of each child.”

Cubby OOSH has brought many wonderful benefits to the thousands of children it has cared for over the years and strives to ensure that it is convenient for parents, meets student needs, and enhances the school finances and reputation.

We currently operate a number of Centres within the Sydney Hills area, Western Sydney, Sutherland Shire and NSW Central



CENTRES AND HOURS OF OPERATION

Cubby OOSH Childcare operates from Monday to Friday during the school terms and on pupil-free days. Centres do not operate on public holidays.

Centre	Before School Care	After School Care
Cubby OOSH at Belmont	6:30am – 9am	3pm - 6pm
Cubby OOSH at Cecil Hill**	7am - 9am	3pm-6pm
Cubby OOSH at Crestwood**	7am-9am	3pm-6pm
Cubby OOSH at Floraville**	6:30am – 9am	3pm-6pm
Cubby OOSH at Glenhaven	7am-9 am	3pm-6pm
Cubby OOSH at Homebush	7am-9am	3pm-6pm
Cubby OOSH at Killarney Vale**	7am to 9am	3pm-6pm
Cubby OOSH at Kings Langley	7am – 9am	3pm-6pm
Cubby OOSH at Kingswood	6:30am-8:30am	2:30pm-6pm
Cubby OOSH at Plumpton**	6am-8:30am	3pm-6pm
Cubby OOSH at Prestons	7am-9am	3pm-6pm
Cubby OOSH at St Kevin's**	7am-9pm	3:15-6:15pm
Cubby OOSH at Surveyors Creek **	7-9-am	3.10 -6.15pm
Cubby OOSH at Toukley**	6:30am-8:30am	3pm-6pm
Cubby OOSH at Whalan**	7am-9am	3pm-6pm
Cubby OOSH at William Stimson	7-9-am	3-6- pm
Cubby OOSH at Winston Heights**	7am-9am	3pm-6pm
Cubby OOSH at Woy Woy	6:30am-8:30pm	3pm-6:30pm

**During school holidays, Vacation Care is available at selected Centres.



CONTACT DETAILS

Contact the Head Office Support team for any of the following queries -		
Query	Phone	Email
New Enrolments General Enquires Update Information Waitlist Enquires Changes to current bookings Pricing CCS Queries Statements Change of billing details	1300 553 583	support@cubbycc.com.au
Contact the Head Office Support team to transfer you directly to your centres supervisor or report to management -		
Query	Phone	Email
Day to day centre management queries Complaints Programming	1300 553 583 or 0288531600	support@cubbycc.com.au
You can use your MFL or HOME App to:		
Query	App	Email
Notify of Absence Book Casual Days Update your Bank details Update your phone number Make a payment	Home App My Family Lounge App Home App My Family Lounge App Home App	support@cubbycc.com.au

Head Office Postal Address: P O BOX 8239 Baulkham Hills NSW 2153



PHILOSOPHY

Our Centre Philosophy has been developed through the combined beliefs, values, and life experiences of staff and attending parents.

At our Out of School Hours Centres, we aim to provide a safe, healthy, caring and stimulating environment for school-aged children and their families.

We achieve this by:

1. Fostering a sense of belonging for children and their families
 2. Establishing and maintaining a comfortable, warm and friendly atmosphere where each child or visitor is valued and respected.
 3. Maintaining a safe and clean environment through implementation of strict health and hygiene practices established by management, staff and parents and ensuring that these procedures are implemented by children and any visitors to the Centre
 4. Developing a menu that provides children with nutritious morning and afternoon snacks
 5. Providing a variety of quality fun activities within a recreational environment, encouraging individual interests and fostering independence
 6. Providing children with the opportunity to make choices, to share ideas, to develop trusting relationships with staff and to care for and respect others.
 7. Providing a creative and age-appropriate program to foster all developmental areas encouraging exploration, experimentation, discovery and creativity
 8. Devising all programs to include children with additional needs. When need is indicated, a Special Needs Worker will be sought to assist with the care of children with additional care requirements.
 9. Using positive communication, support and guidance to enhance self-discipline, thereby promoting positive social behaviour and helping children to learn the skills of co-operation and negotiation
 10. Encouraging socially acceptable behaviour and providing positive role models to enhance honesty and self-esteem which further enable children to re- direct their energy in ways that are more constructive.
 11. Providing highly qualified team of professionals to manage the day-to-routines of the Centre. All are qualified in First Aid.
 12. Establishing a “Culturally Sensitive” service which aims at incorporating an anti-bias approach accepting and appreciating every child regardless of race, religion, gender or ability, and incorporating multicultural items and equipment into all areas of the program (i.e. music/movement, drama, language, art/craft, gross/fine motor skills etc.)
 13. Respecting and showing consideration for staff and parents’ personal values and beliefs - The diversity of staff skills and experiences is a key aspect that enriches the service they provide.
 14. Encouraging parents to contribute their skills, ideas and experiences into the content of our program, quality control processes and social events
 15. Involving the Centre in the community by taking interest in other groups and inviting others to share in our program. Children thus become aware of their local community and the facilities that exist so they will feel confident and at ease when venturing forth.
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16. Keeping informed and furthering our childcare knowledge by attending in-service courses and reading current information provided by recognised and endorsed government agencies.
17. Abiding by all relevant, up-to-date regulations and other lawful documentation referring to childcare management.
18. Adhering closely to the regulations governing Child Protection.

STAFFING

Staff has a vital role to play if the service is to run effectively and provide 'High Quality' care. It is essential that our staff meet the following criteria:

- Experience/qualifications/on-going training in working with school-aged children in Out of School Hours Care services or similar recreational settings.
- An interest and desire to work with children
- An ability to communicate effectively with adults and children
- A commitment and understanding of equal opportunities
- Motivation and dedication to the welfare of children, reflecting a range of training and experience within the industry
- Willingness to attend workshops and in-service training in order to keep abreast of relevant issues. (Staff is supported by Cubby OOSH in furthering their education and training.)



ENROLMENT PROCEDURES AND BOOKINGS

- Upon enquiry of enrolment, families will be directed to our website to enrol through *My Family Lounge*. An offer will be sent once the initial details are entered by the parent. Once the offer has been accepted parents will be able to complete the full enrolment form
- Families will be required to provide a copy of their child's Australian Immunisation Register records and any additional information required for the care of their child.
- All details will be checked and, once complete, the Support Team will send a welcome email to confirm your child's start date
- If there are custody orders in place, you will need to attach a copy of these orders to your enrolment form with details of any prohibited people who are unable to have contact with your child/ren
- For any extra-curricular activities that you have arranged for your child to attend during before and after school hours you must complete an **OSHC Extra Curricular Activities Release Form** which can be obtained from the centre. Your child will not be released from our care without this signed and completed form.
- If details are missing from the enrolment form, you will be contacted by email to provide the missing information. **Children will be unable to attend until all details are received.**
- It is your responsibility to notify us if circumstances change within your family. **We do not provide split payments or statements.** It is the account holder/claiming parent that is liable for the fees and in some instances you may need to create two accounts for a child each with separate bookings/billings and CCS details.

Permanent Bookings

- If you have a permanent booking and your child is away, fees must still be paid.
- If your child will be away for an extended period (e.g. holidays), please inform the Support Team via email. This will allow us to alter our staffing and food requirements for the period that you are away.
- Cancelling your enrolment requires 2 weeks' notice. This should be done via email to support@cubbycc.com.au. Please include the date of your child's last day of attendance in the email.
- Changing your permanent booking to drop days or pick up days requires 7 days' notice. You must request this via email to support@cubbycc.com.au. You will receive a confirmation once this has been actioned.
- You must inform the Support Team, your centre supervisor, or mark your child as absent via the My Family Lounge (MFL) app at least a session before if your child is **not** attending care.
A non-notification fee of \$10.00 per day will be charged if absences are not notified for after school sessions. (See Penalty fees)
- If the centre is full, you will be placed on a waiting list and contacted when a position becomes available.
- You can update your details by the MFL App or via email to support@cubbycc.com.au. It is very important to keep your details updated with us (e.g. address, phone number, allergies etc).
- Parents whose children are collected after the designated closing will be charged late fee (*see Penalty Fees*)

We follow the Australian Governments Guidelines for Priority of Access. This means priority will be given as follows:

Priority 1 - A child at risk of serious abuse or neglect

Priority 2 - 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

Priority 3 - Any other child

It is also our duty to inform you that a Priority 3 child may be required to make room for higher priority. If this is the case we will give you at least 14 days' notice of the need for your child to vacate

Casual Booking

- Before School bookings should be made by 5:00pm the day prior to the required service. If the session is for a Monday morning then the bookings should be received by 5pm on the Friday before.
- After School bookings should be made by 12:00pm on the day the service is required.
- Families can book/request a casual day via the MFL App or by contacting the Support Office.
- If there is no availability at the time of booking you will be contacted if one becomes available before the session.
- If a casual day is to be cancelled after the casual day booking is made, the families are to provide 12 hours' notice, otherwise charges will apply.
- Casual bookings are for those who require bookings as and when required for any reason.
- Cubby OOSH also offers bookings for Shift Workers. If you provide your roster in advance to support@cubbycc.com.au we can book in the days of care you require as per your roster, and you will be charged only for the days you are rostered to work.

PLEASE NOTE:

- Casual days are offered based on availability on requested days.
- Casual days can be confirmed no more than four weeks in advance
- Casual days can be booked for no more than 8 weeks running, after this time the enrolment must become permanent if availability allows.

SIGNING IN AND OUT:

The QK Kiosk is used to sign your child in and out of care. On your first day with us, you will be prompted to enter your mobile number along with the four digit pin of 0000. Once you have completed this first step you will be asked to enter your own personal pin which will be used for future sign in/sign out.

This process applies to additional persons authorised to sign in/sign out your child.

Siblings under the age of 18 **cannot** sign a child in or out of the service

A child **must** be accompanied/signed in & out of the service by a parent/guardian - the child **must not** be dropped at the gate



FEES

Session Fees

- There is no bond payment required for Cubby OOSH.
- Our fees are set by a management and approved within the tender process.
- Increases in fees will be advised in writing at least four weeks prior to any increase becoming effective.
- Normal fees will apply for absences from permanent bookings.
- Normal fees will apply for Public Holidays.
- Fees are payable by Direct Debit (including credit card).
- Fees are charged on a fortnightly basis on a Tuesday. Statements are sent to families the Thursday prior to the fee being processed on the Tuesday.

Penalty Fees

- Late Collection - Parents whose children are collected after the designated closing will be charged a late fee of \$10.00 per minute for the first 10 minutes, and \$5.00 per minute thereafter. This will be included in the next Direct Debit batch.
- An additional charge of \$10.00 will be incurred each time we are not notified that your child will be absent for an *after school care* session. This is known as a **non-notification fee** and is to ensure that staff do not have to unnecessarily lock down the service to look for your child.

Childcare Subsidy:

- The Australian Government offers assistance to reduce the cost of care.
- Services Australia can assist you with your approval. Please visit www.servicesaustralia.gov.au to apply.
- Once you have been approved to receive the CCS reduction on your fees, it is your responsibility to ensure that you provide us your correct **customer reference numbers** **and date of births** for both the parent and each child.

CWA – Complying Written Arrangement

As a part of your enrolment at our service we require you to confirm acceptance of the following items by indicating on your enrolment form that you have read and confirm the CCS enrolment Agreement. This is known as a CWA or Complying Written Arrangement.

- *I confirm that my details in this enrolment form as well as the details of the child I am enrolling are correct.
- *I confirm I have agreed to days of care with this service/s and understand the start and end times of the care provided.
- *I confirm that care may be provided on a casual or flexible basis where available at my service(s) at my request.
- *I confirm I understand the usual fees associated with the care of my child which may vary from time to time.

You will be required to log into your MYGov account to confirm and accept your bookings with us once we have connected you in our system. We will contact you when you should do this, however you can also check your tasks in your MyGov account.

DAILY ROUTINES

Before School Care

- When arriving, bags should be put away and parents sign their children in.
- Morning snacks are served until 8:00am.
- The children are encouraged to participate in quiet activities which may include art and craft, reading, puzzles, indoor games, homework completion etc.
- Children are not permitted to leave the Centre until the time when the school grounds are being supervised officially by school staff.
- If your child attends extra-curricular activities and must leave the Centre early, a permission note must be signed by a parent/guardian authorising your child's release.

After School Care

- Children meet at a designated place where their names are marked off the roll. The Supervisor outlines the afternoon activities, introduces any new staff, and discusses any issues relating to the Centre.
- Children wash their hands before afternoon tea.
- Afternoon tea normally occurs inside the Centre but may take place outside, weather permitting.
- A homework area is set up indoors in a quiet area.
- Equipment is set up and children are free to play.
- When parents arrive, they sign their child/ren out and are encouraged to read any new notices on the notice board.
- If your child is leaving the Centre to attend an extra-curricular activity within the school grounds, the **OSHC Extra Curricular Activities Release Form** must be completed detailing the activity they are going to, the time they will leave and if they will be returning to the Centre

COMMUNICATION

- Parent and child surveys help to gain feedback on the operations of the service and suggestion boxes encourage stakeholders to offer ideas for programming and improvement of activities.
 - Parents or children may approach the staff at any time if they have issues they need to discuss.
 - A newsletter is distributed to staff, families, and children each term. It is vital for you to read this as it may contain information regarding relevant issues within your child's specific Centre.
 - Information may be included at the bottom of the fortnightly statement.
 - Additional notices will also be emailed to keep you informed of any changes or special activities within the Centre (e.g., Assessment and Rating, programs etc.).
 - Notice boards are situated within each Centre. These contain information about any community events, our weekly menu, weekly program, evaluations, and special messages. Please check these notice boards regularly so that you can remain a "well- informed" parent.
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BEHAVIOUR MANAGEMENT

Our aim is to foster and enhance positive self-esteem and provide positive guidance towards socially acceptable behaviours. We believe in encouraging independence and self-control in children and aim to develop skills which will enable them to be self-disciplined and solve problems for themselves.

Socially acceptable behaviour by children is a condition of their enrolment and is a condition of their on-going participation in Out of School Hours Care. Centre staff will make each child familiar with the Centre's basic rules of behaviour.

If your child's behaviour becomes unacceptable and cannot be managed informally by Centre staff, you may be invited to meet with the Centre Supervisor to discuss your child or you may receive a "Parent Notification of Unacceptable Behaviour Form." In some cases, the Centre Supervisor may request that you obtain referral to an outside agency for assistance as a condition of your child remaining enrolled. Occasionally, children may be excluded from the Centre for a period of time until their behaviour is within socially acceptable limits.

General Centre Rules (Additional rules may apply in specific circumstances.)

- **When inside, we walk at all times.**
- **We keep our hands to ourselves.**
- **We throw balls when outside, NOT inside.**
- **We talk to other children and staff in a respectful manner.**
- **We show respect for other people's property.**
- **We play in the areas staff allows us to.**
- **We are always kind and thoughtful to each other.**
- **We are quiet and still during roll call.**

PARENT INVOLVEMENT

We have a parent involvement policy which encourages families to become involved in the Centre by:

- Making suggestions for activities
 - Advising about events that are culturally significant to your family.
 - Completing feedback sheets/surveys to let us know what you think about the service.
 - Discussing with children their interests and skills.
 - Donating goods such as craft supplies, dress up clothes, games etc.
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RULES AND REGULATIONS

For each Centre to run smoothly and effectively, the following must be considered:

- Children must be present at roll call.
- Parents **must** notify the Nominated Supervisor in advance if their child is going to be away.
- Parents **must** tell the Nominated Supervisor and/or the Support team if their child is going to be away for an extended period of time or give two weeks' notice if they are going to leave the Centre.
- Only the persons nominated on the enrolment form are authorised to collect a child unless a parent contacts the Nominated Supervisor to make other arrangements.
- Children must stay within the school bounds at all times.
- Children must abide by the Centre rules. In extreme cases, constant unacceptable behaviour may result in a child being suspended from the Centre.
- Children need to wear appropriate footwear at the Centre.
- Casual bookings for After School Care will be taken no later than 12.00pm on the day and are based on availability.
- Parents must keep their fees account up to date. Failure to do so may result in care being suspended or terminated. All families must pay fees by "Direct Debit".
- For Morning Care, parents must ensure that a staff member knows that the child has arrived and has been signed in.
- When collecting a child, they should be signed out first before conversing with the staff or with other parents.
- For families to receive Childcare Subsidy and adhere to the Centre's policies, all parents must sign their child/ren into the Centre via the Family Lounge. Parents/guardians must also **sign for all absent days** to be able to receive the Childcare Subsidy.
- If a child is being collected by another adult, such persons must be named on the child's enrolment form as having authorisation to do so. If the person is not listed as a contact on the enrolment form, then an updated permission note is required which nominates the new contact to collect the child on the day. They will require proof of identity, without this, by law, the Centre is not allowed to release a child.
- Staff members are not permitted to allow children to leave the Centre with anyone under the age of 18 nor with someone who is unknown to them.

FOOD

- The Centre provides a morning and afternoon **snack** which is delivered fresh daily by our Gold Licensed Caterer, “Kids Gourmet Food” in most Centres, and is displayed on a menu in the Centre. Centres not serviced by “Kids Gourmet Food” have individual menus. On occasion, children will have the opportunity to experience food from different cultures, particularly Chinese, Italian and Indian.
- Safe and nutritious food is critically important in a child’s development. As a provider of food for our children, the majority of food served is delivered fresh daily or hygienically stored and in line with our nutrition policy.
- A copy of our “Nutrition Policy” is available upon request from the Centre Supervisor.
- Each Centre is a “nut-free” environment (to the greatest extent possible).
- Water is readily available throughout each session.

VACATION CARE

General

- Enrolling into Before and/or After School care **does not** automatically book your child into Vacation Care.
- Enrolments and programs for Vacation Care will be available on our website. <https://cubbycc.com.au/centre-location/vacation-care/>, four weeks prior to the vacation care period.
- If your child will not be attending a Vacation Care Day when booked in, you must notify the Centre. Failure to do so will result in a non-notification fee.
- Vacation Care fees are paid via Direct Debit.
- Vacation Care enrolment must be filled out in total and Direct Debit information provided.
- If your child does not attend a booked day, they will be marked absent and you will be charged normal fees.
- Please be advised that electronic toys or devices are not permitted at Vacation Care or Before and After School care. Please do not allow your child to bring such items.
- Please provide your child with a hat and a drink and ensure they wear closed in shoes, no thongs or sandals.

Vacation Care Food:

- **Meals are not provided at Vacation Care. Please ensure that children have had breakfast prior to arriving at the Centre. Families will need to provide a packed lunch, please ensure that this meal does not require heating as we do not have these facilities available.**
- Afternoon tea is provided in the form of a snack and a piece of fruit.
- **Children are not to bring foods which may contain traces of nuts.**

PROGRAMS

The activity program at Out of School Hours Care is arranged around weekly projects and activities chosen by the children utilising the extensive resources in Cubby OOSH Centres. Children often choose to display their work in the Centres for all to see. Some children prefer to take art and craft work home.

Activities are designed to fulfil the outcomes described in the document, “My Time, Our Place”, the guideline from the Regulatory Authority for OSHC. These outcomes are:

- Having a sense of identity
- Connecting with and contributing to the world
- Having a sense of well-being
- Being confident and involved learners
- Being effective communicators

Play activities are crucial to our OSHC services. Play is essential to the healthy development of children who should have access to a wide variety of safe, stimulating play opportunities.

The program is appropriate to the developmental and leisure needs of all children attending.

Our program aims to meet the philosophy of each Centre and meet the social, creative, physical, intellectual, and emotional needs of the children.

There is a balance of structured and unstructured activities, with children free to choose and create their own learning and play experiences

Current and culturally significant events are usually incorporated into the program when possible, including visits from community people, experiences with art, music, language, and food, ensuring that children have the opportunity to explore aspects of their wider community.

Equipment is checked regularly, maintained, replaced and/or updated to cater for the changing needs of children.



HEALTH AND SAFETY

Allergies and Medical Conditions

Parents will be asked to inform their Centre of any allergies or specific medical conditions their child may have at the time of enrolment. This information will be recorded on the child's enrolment form.

If your child has an allergy or medical condition (e.g. Asthma), on enrolment, you will be asked to supply a letter from their doctor, a 'Risk Minimisation Plan' and an 'Action Plan' detailing the effects if the child is exposed to something to which they are allergic or suffers a medical emergency related to a known medical condition, and which explains ways staff can help the child if they do become exposed or suffer the consequence of their medical condition. **Children may only attend when these documents have been supplied to Cubby OOSH.**

All food allergies are recorded with the child's photo and allergy information. A list of what the child cannot eat, along with alternatives are recorded. Children at risk of severe anaphylactic reactions are recorded and highlighted.

ILLNESS AND INFECTIOUS DISEASE

ILLNESS

If a child becomes ill or develops symptoms at the Centre, you will be notified and asked to come to collect your child immediately. It is important that you collect your child promptly to minimise your child's discomfort and to reduce the possibility of cross-infection with other attending children.

Any child who becomes ill is comforted and cared for in a quiet area, with adult supervision, until the child's parent or authorised adult comes to take them home.

If a child has a fever, other methods will be employed until the parent arrives. These methods may include, removing clothing items as required, giving clear fluids and sponging with tepid water.

INFECTIOUS DISEASE

Children and staff are excluded from the Centre if they are ill with a contagious illness. The period of exclusion will be based on the recommendations outlined by the Department of Health.

Chickenpox

- Fever, runny nose, cough, fatigue and rash. Small raised rose-pink spots on scalp, face, arms, legs, inside mouth. Spots followed by small blisters.
- Children must be kept home for a minimum period of 5 days after the first spot appears. Scabs must be dry before the child returns. Any children with an immune deficiency should be excluded for their own protection.

Impetigo

- Small red spots quickly changing to blisters. Sores enlarge, become pus filled and crusted. Face and hands most often affected.
- Attendance is permitted if any visible sores have been treated and are covered. Children with fresh, uncovered sores should not attend.

German Measles (Rubella)

- Headache, slight sore throat, runny nose and fever; small pink spots on the face, arms and body; enlarged glands in the neck and behind ears.
- Children must be kept home for a minimum of 4 days from beginning of the rash.
- Pregnant women coming into contact with the affected person must contact a doctor immediately.

Measles

- Fever with sneezing, runny nose, and red watery eyes. Rash appears 4 days after early symptoms, spreading downwards over whole body
- Children must be kept home for a minimum of 4 days from beginning of rash.
- Un-immunised children should be kept home until 14 days after the rash appears in the last case, or should be immunised within 72 hours.

Acute ear infection

- Children require 48 hours of medical treatment before returning to the Centre.

Head Lice (Pediculosis)

- Itching of scalp, lice on scalp and nits (eggs) firmly attached to strands of hair.
- Obtain special shampoo from a chemist or treat in an approved fashion.
- Children may attend if successful treatment has occurred.
- Initial discovery of head lice does not preclude the child remaining at the Centre.

Diarrhoea

- A child who has watery stools should not return to the Centre until he/she has been free of diarrhoea for 24 hours. If, however, the child has an allergy or condition which causes diarrhoea, this should be discussed with the Nominated Supervisor.

Scabies

- Itch over body, red rash especially in folds of skin. The child must stay home until the condition is successfully treated.



Covid-19

- Symptoms may include fever, cough, sore throat, shortness of breath, runny nose, loss of smell/taste, muscle/joint pains, diarrhoea, nausea/vomiting, extreme tiredness, unexplained chest pain or conjunctivitis (eye infection)
- CubbyOOSH always follows the Department of Health Guidelines and advice in relation to Covid-19 and isolation periods for staff and children.

IMMUNISATION

Parents are required to provide a copy of their child/ren's Australian Immunisation Register. In the event of an outbreak of a vaccine-preventable disease, children not immunised will be required to stay at home for the duration of the outbreak, for their own protection.

Parents are reminded that Child Care Subsidies are no longer available to children who are unimmunised.

MEDICATION

- If a child is permitted to attend according to medical advice but requires medication during the attendance session, written parent/guardian authorisation is required. A family representative must bring the medication to the Centre where staff will store it in a secure location for that day only.
- When staff is authorised to administer medication, dosages must be checked by two staff members and a medication record kept according to National Regulations.
- Non-prescription medications can only be administered from original containers and in accordance with attached instructions or those provided by a medical practitioner.
- All prescribed medications can only be administered from containers which bear:
 - the child's name and correct dosage.
 - Any child on antibiotics must not attend the Centre for a minimum of 24 hours when first taking the medication.
- Medications required for children suffering infectious illnesses cannot be stored at the Centre.
- Children are not permitted to bring medication to the Centre without notification to staff (except Asthma "puffers").
- ***With written authorisation, children are permitted to self-administer medication under supervision of staff and noted on medication records.***
- Should a child be found to possess essential medication without notification to staff, the parent(s) will be notified immediately to collect both the child and the medication. A return to the Centre is only allowed after full disclosure of the circumstances.

ASTHMA

At the time of enrolment, you will be asked to fill in an information form including an Asthma Management Plan for your child. Failure to supply the plan will result in delayed enrolment and attendance.

ACCIDENTS

There is always at least one staff member with a First-Aid Qualification at the Centre. If an accident is deemed minor, first aid will be administered by a staff member.

If an accident is of a more serious nature, then first aid will be administered, a parent contacted to collect the child or an ambulance called.

SUN PROTECTION

Children and staff are required to wear protective clothing when outside. This includes hats that protect the face, neck and ears and shirts that cover their shoulders and necks.

Children will be asked to wear hats for outdoor play. Children who do not have a hat must play in sheltered areas or stay inside.

AMBULANCE

In the event of your child suffering an injury or perceived medical problem that the staff deem to require emergency care, they will call an ambulance if no contact can be made with you or your emergency contacts listed on your child's enrolment form. If an ambulance does need to be called, the expense will be the parental responsibility.

GRIEVANCE PROCEDURE

Should you be unhappy with any part of our service, we welcome any comments or complaints as well as any feedback or suggestions that may benefit other families attending the Centre, the local community and, of course, your child!

INFORMAL

Parents should feel free to talk to the Centre Supervisor. By talking, staff will acknowledge your feelings and action can then be taken. If you feel that you have not been heard, please make an appointment to see the Area Manager to explain your concerns.

FORMAL

Explain your concerns in a 'Grievance Report'. You should include enough information for us to assess your grievance and determine the most appropriate response. If you feel the need to take the complaint further, write to the company Director (Approved Provider):

c/- CubbyOOSH Child Care

PO Box 8239 Baulkham Hills, NSW, 2153



CHILD PROTECTION

Cubby OOSH adheres strictly to the rules and guidelines regarding Child Protection.

Staff members at Cubby OOSH OSHC Centres have been trained in Child Protection procedures and notification processes.

Child Protection matters encompass;

- Physical abuse
- Sexual abuse
- Neglect
- Psychological harm
- Ill-treatment

All Cubby OOSH staff members are mandatory reporters in Child Protection matters.

Our full policies relating to Child Protection and “Grooming” are contained in Cubby OOSH OSHC Policies 4.4 and 4.5.

CUBBY OOSH POLICIES

If you would like to obtain a copy of any of Cubby OOSH’s policies, please send a request to support@cubbycc.com.au listing the policy you wish to receive.

PRIVACY STATEMENT

Protection of privacy and the need for confidentiality is fundamental in providing a high quality childcare service:

- The primary purpose for our service collecting information is to enable **Cubby OOSH** to provide your child with an individual developmentally appropriate program that is educational, stimulating, nurturing, and safe.
 - **Cubby OOSH** requires certain information be collected, in accordance with administration of Childcare.
 - **Cubby OOSH** will include your child’s name, age, specific needs, and contact details in their file. Access to these is limited to the staff at **Cubby OOSH**, except when legally requested from an authorised body.
 - If you provide **Cubby OOSH** with the personal information of others, such as doctors or emergency contacts, we encourage you to inform them that you are disclosing that information to the Centre and why. You will also need to inform them that they can access that information if they so wish.
 - **Cubby OOSH** takes all reasonable precautions to ensure personal information that we collect, use, and disclose is accurate, complete, and up to-date. Please ensure you inform the service of any changes to the information supplied.
 - Information relates directly to benefits, regulations, or legislation in the operation of a children’s service.
 - **Cubby OOSH** discloses personal and sensitive information to the service’s
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staff only for the specific purpose of administration and care of your child.

- **Cubby OOSH** will obtain parent/ guardian permission before disclosing a child's personal and sensitive information to a professional attending for the specific purpose of providing a service for your child. This includes early intervention teachers, speech therapists, occupational therapists, doctors, and counsellors.
- Personal information collected about children is regularly disclosed to their own parents or guardians. On occasions, information such as children's personal achievements, work portfolios, and photos are displayed within the boundaries of our services' buildings.
- Parents/Guardians have the right to access personal information collected about them or their child. However, there may be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others, where access may result in a breach of the service's duty of care to the child, where children have provided information in confidence, or in Child Protection matters.
- From time to time, **Cubby OOSH** may engage in fundraising activities for the Centre or charities. Information received from you may be used to make an appeal to you. However, Cubby OOSH never discloses your personal details to third parties for any other than legislated reasons.

NOTE: Privacy Laws provide for very heavy financial penalties for the inappropriate disclosure of confidential or private information to those not authorised to receive that information, whether deliberate or accidental.

Cubby OOSH staff operates under strict guidelines that strive to ensure that confidential information is not accessed inappropriately. In the unlikely event that confidential information has been given to the wrong persons, the "owner" of that information will be informed immediately and measures will be implemented to minimise any potential harm caused by inadvertent disclosure of confidential information.

ASSESSMENT AND RATING

All Cubby OOSH services undergo an assessment process with the NSW Childcare Authority, Early Childhood Education and Care Directorate (ECECD).

The main objective of assessment is to ensure that children who attend a childcare service have stimulating, positive experiences and interactions that help their development. The ECECD achieves this by measuring the quality of care that a service provides in relation to the National Quality Standards (NQS) and identifying any areas for improvement.

