



Out of School Hours Care Parent Handbook

Cubbyhouse Childcare

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

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1. Introduction

Welcome to Cubbyhouse Out of School Hours (OSHC) Childcare!

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 Cubbyhouse Childcare 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 Cubbyhouse Childcare 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.”

Cubbyhouse Out of School Hours Care (OSHC) 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, Lower North Shore, Sutherland Shire and NSW Central Coast.

2. Centres and Hours of Operation

Cubbyhouse 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
Beverly Hills North**	7am-9am	3pm-6pm
Caringbah	7am-9am	3pm-6pm
Crestwood**	7am-9am	3pm-6pm
Dalmeny	7am-9am	3pm-6pm
East Hills	7am-8:30am	3pm-6pm
Frenchs Forest	7am-9am	3pm-6pm
Glenhaven	7am-8:40am	2:30pm-6pm
Homebush	7am-9am	3pm-6pm
Jasper Rd	7am-9am	3pm-6pm
Kellyville Ridge **	7am-9am	3pm-6pm
Killarney Vale**	7am-9am	3pm-6pm
Kings Langley	7am-9am	3pm-6pm
Kingswood	6:30am-8:30am	3pm-6pm
Lindfield Learning Village	7am-9am	3pm-6pm
Mowbray **	7am-9am	3pm-6pm
Our Lady of Lourdes	7am-9am	3pm-6pm
Prestons	7am-9am	3pm-6pm
St Kevin's**	7am-9pm	3:15-6:15pm
Sutherland North	7am-9am	3pm-6pm
Victoria Avenue**	7am-8:30am	3pm-6pm
Winston Heights	7am-9am	3pm-6pm
Woy Woy	6:30am-8:30pm	3pm-6:30pm

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

3. Contact Details

Query	Phone	Email
<p><i>Enrolments</i></p> <ul style="list-style-type: none"> • New enrolments • General Enquires • Update of Information • Waitlist enquiries 	1300 553 583	support@cubbycc.com.au
<p><i>Bookings</i></p> <ul style="list-style-type: none"> • Changes to current Bookings • Notifying of Absences • Casual bookings 	1300 553 583	support@cubbycc.com.au
<p><i>Fees</i></p> <ul style="list-style-type: none"> • Pricing • CCB/CCR • Statements • Change of details 	1300 553 583	support@cubbycc.com.au
<p><i>Operations</i></p> <ul style="list-style-type: none"> • Day to day management of Centres • Complaints • Programming 	1300 553 583	support@cubbycc.com.au

Head Office FAX Number – 8905 9279

Head Office Phone Number – 1300 553 583

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

2153

4. 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-day 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.
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.

5. 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 Cubbyhouse Childcare in furthering their education and training.)

6. Enrolment Procedure

- Upon offer of enrolment families will be sent an email offer along with a link to the Xplor enrolment form. Families will be required to provide a copy of their child's Australian Immunisation Register records and a copy of their birth certificate.
- All details will be checked and entered into our system and a confirmation email sent out.
- 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 completed signed form.
- If details are missing from the enrolment form, you will be contacted by email. **Children will be unable to attend until all details are received.**
- If you have a permanent booking and your child is away, fees must still be paid.
- You must inform the Enrolments Team or mark your child as absent via the Xplor app at least a session before if a child is **not** attending Before or After School care. A non-notification fee of **\$10.00** per day will be charged if absences are not notified.
- If your requested Centre is currently full, you will be placed on a waiting list and contacted when a position becomes available.
- You must inform the Enrolments Team in writing of any changes to your child's information. (e.g. address, phone number, allergies etc).
- Parents whose children are collected after the designated closing will be charged a late fee (see "Fees")
- We follow the Australian Governments Guidelines for Priority of Access. This means that priority will be given to:

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 a 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 PROCEDURES**

1. Before School bookings must be made by 5:00 pm the day prior to the required service. If the session is for a Monday morning then the bookings must be received no later than 5pm on the Friday before.
2. After School bookings must be made by 12:00pm on the day the service is required.
3. Families can book/request a casual day via the My Family Lounge APP or with the Enrolments Team.
4. Casual days can only be booked up to two weeks in advance.
5. If there is no availability, the Enrolments Consultant will note the requested day and will notify the family if a session becomes available.
6. If a casual day is to be cancelled after the casual day booking is made, the families are to provide 48 hours written notice, otherwise they will be charged.
7. Casual days are confirmed once booked via the “My Family Lounge” APP or will be confirmed in writing if booked with the Enrolments Consultant.
8. Families are unable to drop off at the service unless confirmation of the casual day has been received.

PLEASE NOTE:

1. Casual days are offered based on vacancy availability on requested days.
2. Casual days can be confirmed no more than four weeks in advance.
3. Casual days can be booked for no more than 8 weeks running, after this time the enrolment must become permanent if availability allows.
4. If you have a permanent booking and your child is away, fees must still be paid.
5. If your child is away for extended periods of time (e.g. holidays), please inform the Centre and the Accounts Department in writing at least two weeks in advance. This will allow us to alter our staffing and food requirements for the period that you are away.
6. You must inform the Centre or Head Office at least a session before if a child is **not** attending Before or After School care. A non-notification fee of **\$10.00** per day will be charged if staff is required to investigate the non-attendance of a child who is on the roll but whose absence was not communicated to Cubbyhouse. (Needless searches for such children impacts upon the welfare of other children and the staff.)
7. Any credit will be refunded if your child leaves the Centre
8. Account statements will be emailed out weekly on a Monday.
9. If your Centre is currently full, you will be placed on a waiting list and contacted when a position becomes available.

10. You must inform Head Office in writing of any changes to your child's information. (e.g. address, phone number, allergies etc).
11. Parents whose children are collected after the designated closing will be charged a late fee (see "Fees")

7. Fees

Session Fees

- There is no bond payment required for Cubbyhouse Out of School Hours Care.
- Our fees are set by a management committee on an annual basis.
- Increases in fees will be advised in writing at least two 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).
- All account information is available via the My Family Lounge app.
- Fees are charged on a fortnightly basis on a Tuesday. Statements are sent to families the day before the fee deduction takes place.

Penalty Fees

- Late Collection - Parents whose children are collected after the designated closing will be charged a late fee of \$1.00 per minute for the first fifteen minutes and \$2.00 per minute thereafter. This will be included in the next Direct Debit batch.
- Parents must notify the Centre if their child/ren will not be attending After School Care prior to the commencement of the session.
Failure to do so will result in a \$10.00 non-notification fee.

Changes to Bookings

- Cancelling permanent bookings require two week's notice in writing or email (support@cubbycc.com.au).
- Parents must inform Cubbyhouse in writing via email (support@cubbycc.com.au) at least one week in advance if they wish to alter a permanent booking.
- **Childcare Subsidy:** The Australian Government offers assistance to reduce the cost of care for families.
- Please contact the Dept of Human Services Centrelink on 136 150 so that your eligibility to receive Childcare Subsidy
- If you are eligible to receive Childcare Subsidy it is your responsibility to ensure that you provide us your correct **customer reference numbers and date of births** for both the applicable Childcare Subsidy claimant and your child/ren. We will not pursue you for these details as it is a personal choice for you to apply for these benefits.

8. 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

9. 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 twice 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 weekly statement emailed to you each Monday
- Additional notices may also be sent home to keep you informed of any changes or special activities within the Centre (e.g. Assessment and Rating, programs etc.)
- Parents generally receive any information by email.
- 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

10. 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.

11. 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.

12. Rules and Regulations

For each Centre to run smoothly and effectively, the following must be taken into account:

- 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 Enrolments Team if their child is going to be away for an extended period of time or give one week's 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 excluded from the Centre.
- Children need to wear appropriate footwear at the Centre
- Casual bookings for After School Care will be taken no later than 12.30pm 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.
- In order 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 Xplor Hub. 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 not on this form, a

permission note is required nominating them to collect the child on the day and 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.

13. 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 to the Centre Supervisor.
- Each Centre is a “nut-free” environment (to the greatest extent possible).
- Water is readily available throughout each session.

14. 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.

FOOD

Vacation Care Meals:

- **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.**

15. The Programs for Before and After School Care

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 Cubbyhouse 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.

16. Health & 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 explain 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 Cubbyhouse.**

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 Diseases

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 children who become ill are 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, trunk, 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 as long as any visible sores have been treated and are adequately 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 be excluded until the condition is successfully treated.

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 at least one staff member with a First-Aid Qualification at the Centre at all times.

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 my child suffering an injury or perceived medical problem deemed by Cubbyhouse staff to require the calling of an ambulance and no contact can be made with primary carers or emergency contacts, an ambulance will be called, the expense for which will be a parental responsibility.

17. Grievance Procedures

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 Director:

*c/- Cubbyhouse Child Care
PO Box 8239 Baulkham Hills, NSW, 2153*

18. Emergency Evacuation Procedures

- At the time of any perceived emergency, the Centre has, in place, a clear procedure for the evacuation of the premises.
- The evacuation procedure has been developed following the assessment of the likely risk to the health and safety of the children, staff and visitors, and the probability of such an event occurring.
- Evacuation procedures apply to:
 - Bomb threat,
 - Fire,
 - Bushfire (if advised by authorities),
 - Hostage seizure,
 - Chemical spillage or gas leak,

- Building collapse,
- Aircraft crash,
- Flood (after contacting Police for instructions),
- Any other unforeseeable situation which risks the safety and/or health of occupants.

Procedure

- The Centre practises the ‘Emergency Evacuation Plan’ every term.
- Copies of the “Emergency Evacuation Plan” are displayed throughout the Centre in all playrooms, near the entrance door and on the wall in the kitchen.
- The Nominated Supervisor co-ordinates all evacuation procedures if able to do so. (In the event of incapacitation of the Supervisor, the most senior staff member co-ordinates the procedures.)
- All employees participate in evacuation drills and training so that personnel are familiar with their various roles, equipment installed and procedures involved.

Evacuation Plan Instructions for Emergencies

1. **Raise** the alarm by **blowing the whistle loudly three (3) times!** (Whistles are located next to doorways and outside next to the entrances.)
2. **Assist** anyone in immediate danger!
3. Staff members **usher** children quickly and calmly to the nearest exit, checking that all children in their supervised area are included!
4. The Supervisor or the person who raised the alarm, **collect** the portable phone (mobile), the “Sign-in” Sheet and the Child Information Box if possible. (The collector of these items **calls out** to other staff to inform them that these items have been secured.)
5. Quickly **check** all rooms if you are the last staff member to leave (usually the Supervisor) and close doors, provided that it does not jeopardise personal safety.
6. Children and staff members **proceed quickly** and in orderly fashion to the predetermined safe assembly points listed.

7. **Call the roll** as soon as possible after reaching safe areas. Children's names are called out by one staff member and children accounted for visually by both the caller and another staff member.
8. **Check** the presence of all staff members who are on duty.
9. **Immediately alert** emergency authorities and the Supervisor if either children or staff members are unaccounted for.
10. **Call 000** as soon as it is safe to do so.
11. **Call Management** to inform them of the emergency and the evacuation.
12. **Do not re-enter** the premises unless given permission by emergency authorities.

IF IN DOUBT, EVACUATE!

19. Child Protection

Cubbyhouse adheres strictly to the rules and guidelines regarding Child Protection. Staff members at Cubbyhouse 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 Cubbyhouse staff members are mandatory reporters in Child Protection matters.

Our full policies relating to Child Protection and "Grooming" are contained in Cubbyhouse OSHC Policies 4.4 and 4.5.

20. Cubbyhouse Childcare Australia OSHC Policies

If you would like to obtain a copy of any of Cubbyhouse's OSHC policies, please request the policy from your Centre's Nominated Supervisor or from Cubbyhouse Head Office. Your request will be met within 24 hours. (Our Policy Manual runs to over 350 pages so we do not distribute entire copies.)

21. 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 **Cubbyhouse Childcare** to provide your child with an individual developmentally appropriate program that is educational, stimulating, nurturing and safe.
- **Cubbyhouse Childcare** requires certain information be collected, in accordance with administration of Childcare
- **Cubbyhouse Childcare** will include your child's name, age, specific needs and contact details in their File. Access to these is generally limited to the staff at **Cubbyhouse Childcare** except when legally requested from an authorised body.
- If you provide **Cubbyhouse Childcare** 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 wish to do so.
- **Cubbyhouse Childcare** 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.
- **Cubbyhouse Childcare** discloses personal and sensitive information to the service's staff only for the specific purpose of administration and care of your child.
- **Cubbyhouse Childcare** 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, **Cubbyhouse Childcare may** engage in fundraising activities for the Centre or charities. Information received from you may be used to make an appeal to you. However, Cubbyhouse Childcare never discloses your personal details to third parties for any other than legislated reasons.

NOTE: New 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.

Cubbyhouse 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 implemented to minimise any potential harm caused by inadvertent disclosure of confidential information.

22. Assessment and Rating

All Cubbyhouse Child Care 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.

Annually, centres have formal visits from an assessor from ECECD to observe all aspects of our services within seven (7) quality areas. “Spot checks” also occur.

The Seven Quality Areas are:

Quality Area 1- Educational Program and Practice

Educational program and practice of educators are child-centred, stimulating and maximise opportunities for enhancing and extending each child’s learning and development.

Quality Area 2- Children’s Health and Safety

Children have the right to experience quality education and care in an environment that safeguards and promotes their health, safety and wellbeing.

Quality Area 3- Physical Environment

Physical environment is safe, suitable and provides a rich and diverse range of experiences that promote children's learning and development.

Quality Area 4- Staffing Arrangements

Qualified and experienced educators, who develop warm, respectful relationships with children, create predictable environments and encourage children's active engagement in the learning program.

Quality Area 5- Relationships with Children

Relationships with children are responsive, respectful and promote children's sense of security and belonging.

Quality Area 6- Collaborative Partnership with Families and Communities

Collaborative relationships with families are fundamental to achieving quality outcomes for children, and community partnerships based on active communication, consultation and collaboration are essential.

Quality Area 7- Governance and Leadership

Effective leadership and governance of the service contributes to quality environments for children's learning and development. Effective leaders establish shared values for the service and set clear direction for the service's continuous improvement.

Currently, there are five (5) levels of quality assessed by ECECD:

Significant Improvement Required

Working Towards National Quality Standards (NQS)

Meeting NQS

Exceeding NQS

Excellent