



PARENT HANDBOOK

Quality Area 6: Collaborative Partnership with Families

Welcome!

Our Parent Handbook explains imperative information you will need to be responsive of whilst your child is in attendance at our Service.

Welcome to the In 2 Learning Gippsland (I2LG) Outside School Hours Care (OSHC) Service. We hope that you and your child will be very happy during your association with us.

We aim to provide a welcoming and safe environment that is child-focused and fun and to provide opportunities for children to develop social, emotional, physical, and creative skills through play. This handbook has been designed to be a guide for you in helping you and your child settle into our service and for you to have an understanding of our policies.

This handbook summarises many of the Service's policies that are outlined in more detail in the I2LG OSHC Policy and Procedure Manual, at the service. We are approved to offer before and after school care, between the ages 5 -12 years on a permanent, casual and short stay basis.

We strongly recommend you read the provided information and ask questions to confirm your understanding of how the Service operates.

We have an open door policy. You and your family are welcome to visit our Service at any time.



Service Philosophy

In 2 Learn Traralgon South we believe that children should be exposed to unique opportunities to progress in their physical and emotional wellbeing. Our aim is to create a warm, inviting atmosphere where children feel welcome and safe, a place where children can relax, have fun with their friends, make new friends and be empowered to shape and control their world; a place where they belong, a place that belongs to them. All children are treated with gentleness, honesty and respect: all staff model this and encourage children to treat others in this manner.

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Management Structure:

Approved Provider: Tilly's Dream PR-40002866

Nominated Supervisor: Juliana Arenas

Educational Leader: Rhiannon Jeffries

Program Manager: Rhiannon Jeffries

Director: Juliana Arenas

M: 0411 821 530

E: juliana@greaterkids.com.au

Hours Open:

Before School Care - 7.00am - 8.45am

After School Care - 3:30pm - 6.00pm

Vacation Care - 7.00am - 6.00pm

Catering for 5-12 year old's. Program Nutritious breakfast and afternoon tea provided for Before and After School Care, and breakfast is served at Vacation Care Qualified & Experienced team

Contact Details Service:

In 2 Learn Traralgon South

A: 13-19 Keith Morgan Dr, Traralgon South VIC 3844

M: tBA

E: tgonsth@in2learninggippsland.com.au

The service operates from the Multipurpose Room and School Playground and oval.



In 2 Learning Gippsland provides care in a way that:

- respects the child's dignity and privacy
- promotes the child's wellbeing
- provides positive experiences for the child
- recognises and respects parents as primarily responsible for the upbringing, protection and development of their children. We aim to support parents in that role, to the greatest extent reasonably possible
- children, parents, staff and relevant community members are treated with respect and their views are considered and valued
- recognises freedom of choice in experiences, balanced with age-appropriate programming and opportunity for supporting child-initiated planning
- provides meaningful programs which incorporate elements of play with elements of daily real-life experiences

In 2 Learning Gippsland goals are to:

- provide all children with a safe, secure and inclusive environment;
- promote the value of play and recreational activities which meet the developmental needs and interests of all children;
- encourage children to be responsible and show respect to others and their property;
- help children enhance their life skills through appropriate programming and stimulating activities;
- utilise and encourage the use of special skills, expertise and diversity of our families, community and staff members;
- provide a secure and stimulating environment for staff;
- encourage and provide professional development for staff to enhance their skills and knowledge of OSHC;
- comply with all legislative requirements by providing ongoing training and regular service review



Our Commitment to Child Safety

I2LG Service is committed to ensuring the safety and wellbeing of children is maintained at all times whilst being educated and cared for by educators and staff at In 2 Learn Traralgon South. We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to comply with both the Child Safe Standards and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our educators carry out their responsibilities as mandatory reporters as required by law under the Children and Young Persons (Care and Protection Act 1998) and maintain up to date with knowledge of child protection law.

Our educators are recruited through a robust screening process to ensure they display the right personal qualities and experiences to provide high quality supervision and care to child in addition to holding a validated Working With Children Checks.

We have a zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegation or concern will be responded to promptly by management. We request that you contact our Nominated Supervisor if you have any concerns.

juliana@greaterkids.com.au or 0411 821 530

Code of Conduct

The Code of Conduct establishes the standards for all employees of our I2LG services. Educators are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's Code of Ethics. The values that underpin our work ethic include equality, respect, integrity and responsibility.

Our educators and staff

I2LG Service is made up of a team of high-quality professional educators that are committed to and passionate about school aged care. Our educators promote the human rights, safety and wellbeing of all children and consider and respect the diverse backgrounds and needs of children.



We create an environment that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families.

All staff hold valid Working with Children Checks/Cards and all Responsible Persons (placed in charge of the day-to-day running of the service) have current ACECQA approved First Aid, Emergency Asthma and Anaphylaxis qualifications.

Our educators take into account children's learning styles, abilities, interests, linguistic and cultural diversity and family circumstances when planning and implementing learning programs. We support and respect the history and backgrounds of Aboriginal and Torres Strait Islander people and aim to foster each child's sense of identity.

All staff are encouraged and supported to attend professional training and development to further their knowledge and skills. For further details on the qualifications of the educators, please see our Nominated Supervisor.

National Quality Framework

Our I2LG Services complies with the Australian Government's National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law and National Regulations, the National Quality Standard and a rigorous assessment and rating system. Our educational program and curriculum are based on the School Aged Care Learning Framework- *My Time, Our Place*.

We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our service to identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement.

Additional information about the NQF can be found at ACECQA/nqf/about

Regulatory Authorities

I2LG Service is regulated by the national body for early education and care - the Australian Children's Education and Care Quality Authority (ACECQA) as well as the state licensing department in our Victorian. To contact our Regulatory Authority, please refer to the contact details below:



Name: Department of Education & Training
Address: 2 Treasury Place, East Melbourne
Phone: 03 9637 2000
Local Office
Name: Regional Office - Moe
Phone: 03 5127 0401
Email: Gippsland.qar@edumail.vic.gov.au
Website: www.education.vic.gov.au.
Address: Cnr Kirk and Haigh Streets, Moe, Vic 3825

Staff Child Ratios

We comply with the National Regulations for educator to child ratios across our Service to ensure adequate supervision is provided for all children.

At the Service: 1:15
Excursions: 1:8
Swimming/water-based activities: 1:5

Educational Program

We provide a range of both structured and non-structured play-based learning experiences that are designed to be stimulating, challenging, inclusive and meet the needs and interests of all children attending I2LG Service. The development of our program is informed through ongoing observations, evaluations and collaboration between educators, children, families and relevant stakeholders.

I2LG Service's curriculum follows the *My Time, Our Place* Framework for School Age Care in Australia as per our programming policy.

The Framework has been designed for use by school age care educators working in partnership with children, their families and the community, including schools. It represents Australia's first national framework for school age care to be used by school age care educators and aims to extend and enrich children's wellbeing and development in school age care settings.



Educators guided by the Framework will reinforce in their daily practice the principles laid out in the United Nations Convention on the Rights of the Child (the Convention). The Convention states that all children have the right to relax and play, and to join in a wide range of cultural, artistic and other recreational activities. The Convention also recognises children's rights to be active participants in all matters affecting their lives and respects their family, cultural and other identities and languages.

The Framework acknowledges the importance of play and leisure in children's learning and development and that their learning is not limited to any particular time or place. Developing life skills and a sense of enjoyment are emphasised. The Framework recognises the importance of social and emotional development and communication in learning through play and leisure, and it forms the foundation for ensuring that children in all school age care settings engage in quality experiences for rich learning, personal development and citizenship opportunities. (My Time, Our Place. p.4)

My Time, Our Place

Fundamental to the Framework is a view of children's lives as characterised by belonging, being and becoming. From before birth children are connected to family, community, culture and place. Their earliest development and learning take place through these relationships, particularly within families, who are children's first and most influential educators. As children participate in everyday life, they develop interests and construct their own identities and understandings of the world.

BELONGING

Experiencing *belonging* - knowing where and with whom you belong - is integral to human existence. Children belong first to a family, a cultural group, a neighbourhood and a wider community. Belonging acknowledges children's interdependence with others and the basis of relationships in defining identities. In early childhood, and throughout life, relationships are crucial to a sense of belonging. Belonging is central to being and becoming in that it shapes who children are and who they can become.

BEING

Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the here and now in children's lives. It is about the present and them knowing



themselves, building and maintaining relationships with others, engaging with life's joys and complexities, and meeting challenges in everyday life.

BECOMING

Children's identities, knowledge, understandings, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. Becoming reflects this process of rapid and significant change that occurs as children learn and grow. It emphasises learning to participate fully and actively in society.

Goals for your child at I2LG Service

Children in school age care settings are challenged to be curious about what is of interest to them while at the same time developing self-identity and social competencies.

(adapted from Stig Lund, Danish National Federation of Early Childhood Teachers and Youth Educators and Nordic Teachers Council)

In school age care settings educators collaborate with children to provide play and leisure opportunities that are meaningful to children and support their wellbeing, learning and development. School age care settings pay attention to the needs and interests of individual children within a context that promotes collaboration and active citizenship. Children in school age care settings have choice and control over their learning as they collaborate with educators to extend their life skills and develop dispositions towards citizenship. (*My Time, Our Place*, Framework for School Age Care. p.6, 2011.).

We will create a range of short and long-term goals for your child that we will program to and observe on which will be based on the 5 outcomes outlined in the Framework for School Age Care- *My Time, Our Place*. These include:

Outcome 1: Children have a strong sense of identity

Outcome 2: Children are connected with and contribute to their world

Outcome 3: Children have a strong sense of wellbeing

Outcome 4: Children are confident and involved learners

Outcome 5: Children are effective communicators



We strongly encourage communication between families and educators to ensure continuity in what we are delivering to your child and acknowledge that the role of the educator is to work in partnership with families; children's first and most influential educators.

Documentation of Children's Learning

Children's learning may be documented in a variety of ways to assist with ongoing reflection, evaluation and assessment of their strengths, interests, behaviours and relationships.

Documentation may include:

- child's profile
- goals from families and educators
- observations
- objectives for further development
- work samples
- checklists

The individual child's documentation is maintained and used as a direct tool for critical reflection, evaluation and future planning within the I2LG Service's program. This makes the program reflect the value of individuality and is not to be used as a means of comparison between peers or stereotypes.

Communication

We work in partnership with you and your family. We support and encourage communication with your child's educators about your child's unique needs and their general enjoyment of their day at I2LG Service. You are encouraged to talk to our Nominated Supervisor to arrange to meet your child's educator at a mutually convenient time.

I2LG Service uses Xplor CCMS to provide real time updates about your child.

We have many types of communication we use for families, including:

- Newsletters
- Phone calls
- Emails
- Letters
- Face to face



- Formal meetings

Enrolment Information

Prior to your child commencing at I2Lg Service, you'll be required to complete an enrolment form, provide documentation.

Enrolment Form

If you require assistance completing the enrolment form, please contact our Director.

We will require a copy of your immunisation history statement from the Australian Immunisation Register.

Please note, the names written on the enrolment form must match the names on your child's birth certificate to meet legal requirements. Enrolment Records will be required to be updated annually or whenever your circumstances change.

Family law and access

I2LG Service will uphold any responsibilities or obligations in relation to Family Law and access to the service. We require certified copies of any court order, parenting orders or parenting plans, relating to your child and request that if situations change, a copy of the Court Order is provided to our Service. We will only allow children to leave the Service with the written permission of the custodial parent/guardian. Without a Court Order we cannot stop a parent collecting a child. All documentation relating to custody and access are held and maintained securely in accordance to our *Record Keeping and Retention Policy*.

Authorised Nominees

You will be requested to provide information about authorised nominees on your child's enrolment form. These are persons that you provide permission to:

- collect your child from the Service
- provide consent for medical treatment for your child from a medical practitioner, hospital or ambulance service
- provide consent for the transportation of your child by an ambulance service
- provide consent to go on an excursion.



Please understand that it is essential we have up-to-date information on your child's enrolment record in case of an emergency. It is important that you notify the Nominated Supervisor (or Responsible Person) of any changes to enrolment information including:

- your residential address
- health of your child
- telephone/mobile numbers
- contact details for any parent or authorised nominee
- family changes (parenting orders)
- emergency contact information details etc.

Authorisations

The enrolment form will include additional authorisations for I2LG Service to seek medical treatment and emergency transportation for your child if required. Authorisations will also be requested for permission to administer emergency medication to your child in the case of an asthma or anaphylaxis emergency (Ventolin or Epi-pen), permission to access medical treatment and transport in case of an emergency.

Photographs, social media, promotion

As part of the enrolment process, we will also ask for your permission to take photographs and video of your child during normal activities and excursions for sharing with our parent community through social media and/or to promote I2LG Service to the community through marketing and promotional materials. Photographs and video may also be used as part of our observation and programming process.

Medical conditions- Allergies, Asthma, Diabetes or Epilepsy

It is vital that we are aware of any medical condition including diabetes, epilepsy, allergies, eczema, asthma, risks of anaphylaxis of your child including any potential triggers. Families are required to indicate any allergy or asthma on the enrolment form.

I2LG Service requires a Medical Management Plan or Asthma/Anaphylaxis Action Plan to be completed by your General Practitioner to assist in managing your child's needs. This needs to be provided prior to your child's commencement at the Service. In consultation with the Director, you



will be asked to develop a Risk Minimisation Plan and Communication Plan to assist our educators and staff. Any prescribed medication that your child may require must be provided each day they attend I2LG Service.

To ensure the safety and wellbeing of your child, please update your child's Medical Management Plan/ Action Plan every 12-18 months or whenever a change in their medication or treatment occurs. (Australasian Society of Clinical Immunology and Allergy) (ASCIA).

Diagnosed disability or additional needs

If your child has a diagnosed disability or learning, behavioural or other diagnosed difficulty, please speak to our director prior to enrolment.

We provide a supportive and inclusive environment that allows each child to fully participate in quality education and care. We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child to have equitable access to resources and participation. If your child has a National Disability Insurance Scheme (NDIS) package, we may need your consent to make contact with services and/or therapists who are working with your child to seek information regarding their learning plan to support continuity of learning.

I2LG Service may be able to apply for additional support through the Inclusion Support Program (SIP) to assist your child's access.

Excursions/ Incursions

As part of our program, we, on occasion will plan excursions within the local community and incursions at the Service. While these activities enhance the program, children's learning experiences and involvement in the community, they are optional. Safety is an essential part of all excursions and they are only undertaken after risk assessments have been conducted and risk management strategies implemented.

Written authorisation will be requested from parents prior to any activity and must be received by the Service before any child can participate in the excursion. During any excursion, attendance records are maintained accurately, a qualified first aid officer is always present, staff ratios based



on the risk assessment are strictly adhered to as a minimum and children are supervised at all times. For further information, please refer to our *Excursion Policy*.

Booking Types

Permanent bookings are regular bookings for each week. These bookings will continue each week until cancelled. Cancellations require one weeks' notice in writing by completing a Change of Booking form.

It is important that any additional bookings are made with plenty of notice and if you require a change to your arrangements on the same day please notify the Director before 12 noon. We will not be held responsible for changes to bookings after 12 noon on the same day. A casual booking should be notified 24 hours prior to the day required.

However, in an emergency situation we can accept bookings up until 12 noon on the day required.

Care will be provided in accordance with the Commonwealth Government Priority of Access Guidelines. Please refer to the Centres Policy and Procedure Manual for further details.

Please remember it is your responsibility as the parent/guardian to advise us immediately should any information provided on the original Enrolment form changes e.g.; contact details, custody arrangements etc.

Permanent bookings are an ongoing booking that:

- remains the same from one week to the next
- must remain unchanged for a minimum of **3 weeks**
- are chargeable regardless of attendance (**unless you have provided the adequate notice to take up a make-up day**)

Casual bookings are one off booking that:

- can be booked at the last minute for emergency care. This is provided that we have vacancies. If there is no vacancy, we will put your child on a casual waiting list and will contact you if a vacancy becomes available
- are designed to support families taking on casual work and shift work
- **can be cancelled at no cost, provided 12 -hour notice via email is given**



Orientation Procedure

To assist new children to settle into the service we invite families to visit the service prior to commencement. This provides an opportunity for your child to familiarise themselves with the location of OSCHC, and to meet them team. New families are welcome to visit the centre and look around at any time

Signing Out

The adults authorised to collect your child(ren) must complete sign children In and out of the service using Xplor. Our Xplor electronic sign in and out is simple and sustainable. Once you have enrolled, we will help you set up your “sign in” details. It is a legal requirement that children are signed in when they are dropped off and signed out when they are picked up from OSCHC. Failure to do so may result in your bookings being suspended or cancelled. If you have any problems with electronic signing in or signing out, please speak to one of our friendly educators for support or the director.

Only authorised persons will be able to sign out a child as notified on the Enrolment form or as advised by families and/guardians on a specific day. If the collector is not you, then your authorised person will need to provide photo ID.

Late Pick Up

Please be aware I2LG Service and program closes at 6:00pm. In accordance with National Regulations and licensing, we are not permitted to have children in the service after 6:00pm. A late fee is incurred for children collected after 6.00pm.

The fee is \$15 per child for every 15 minutes or part thereof and will be added to your next account. The late fee is strictly adhered to, as staff members are required to remain at the Service until all children are collected.

If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children within an hour of the Service closing, we may need to contact the Police or other authorities to take responsibility of your child.



Absent children

If your child is going to be absent for an afternoon session, we must be informed. It is important to let the service know if your child is not going to attend ASAP prior to 3pm to avoid time spent unnecessarily trying to find your child. Notification can be given by leaving a message on either service mobile or via email to juliana@greaterkids.com.au

Accounts and Fees

Payment of Fees

OSHC invoices are available for families through the Xplor website

<https://web.myxplor.com>

Log in using your email and Xplor password. Families can set up direct debit through the payment gateway once they log into Xplor. Your OSHC account balance is also available on the Xplor Care App. All childcare fees must be paid within two weeks of care.

Failure to pay your fees may result in refusal of care and the outstanding fee passed on to debt collectors.

Fees are not refunded for absences or public holidays.

Families/guardians, who are the account holder, have seven days (7) to pay the invoice from the date the invoice was issued.

When a child attends extra days, which are outside of the confirmed booking, these will be charged at the current casual rate.

Late payments will incur interest charges of 5% calculated daily and if fees are not paid, they may be handed to our collection agency that will actively seek all monies owed, including seeking legal redress. Children will not be permitted to attend any sessions until the invoice is paid

Each week we will send you a statement via email before your weekly debit. Please check these statements to ensure all details are correct and accurate. If there is any discrepancy. Any queries regarding your account or payment of fees must be made to the In 2 Learning Gippsland site not the school. If there are difficulties in meeting payment of fees, please contact the Director.



Fee Structure

Permanent Bookings:	Before School Care Session	\$ 24.00
	After School Care Session	\$ 28.00
	Short Stay	\$ 15.00

A discounted fee applies to Permanent Bookings. You will be charged for all bookings including absences and placement is guaranteed.

Casual Bookings:	Before School Care Session	\$ 25.00
	After School Care Session	\$ 30.00

Vacation Care prices TBA

Casual Bookings will be taken if places are available and there is no guarantee of placement.

Last day of terms will be cost out at \$32.00 per session, due to longer hours care.*

Child Care Subsidy (CCS)

Child Care Subsidy offers assistance to families to help with the cost of childcare aged 0-13 years.

There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- Combined annual family income
- Activity test - the activity level of both parents
- Service type - type of childcare service and whether the child attends school

Families who wish to receive Child Care Subsidy as reduced fees must apply through the [myGov](#) website. This includes completing the Child Care Subsidy activity test. Child Care Subsidy is paid directly to our Service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our Service and the subsidy amount received. This is called the '*gap fee*'.

On enrolment we will need the Customer Reference Number (CRN) of the person linked with the child, along with the child's CRN so we can confirm the attendance and ensure that you are receiving the appropriate subsidy.



Written Agreement (CWA)

A Complying Written Agreement (CWA) is an agreement between I2LG Service and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and details of the fees to be charged. Before Child Care Subsidy can be paid, you must approve the enrolment information within the CWA via the [MyGov website](#).

Allowable Absences

Parent/guardians must notify the Service by 2pm if a child will be absent from an After-School care session. This is so that staff aren't searching the premises for a child that has been collected or was not at school. Please note that a fee applies for failure to notify us of your child/ren's absence.

We encourage families to notify I2LG Service as soon as possible if your child will be absent for any day or session you have booked. It is recommended that absences are notified to the Director by email juliana@greaterkids.com.au

Child Care Subsidy will be paid for any absence from an approved childcare service your child attends for up to 42 days per child per financial year. Additional absences beyond 42 days may be approved for specific reasons with supporting documentation. Please talk to us about additional absences.

You can access your child's absence record on your online statement by selecting '[View Child Care Details and Payments](#)' on your [Centrelink online account](#). You can also do this using the [Express plus Families mobile app](#)

Service Closures & Holidays

Service is closed on (VIC and National) Public Holidays and during School Holiday. We only charge fees when the service is operating. The service also closes over the Christmas and New Year period.



Fees in arrears/ Financial Support

Should fees still be outstanding after four weeks, a debt recovery process will be implemented, and additional \$50 late fee added to your account. I2LG reserves the right to suspend/withdraw your child's enrolment if your account is overdue after 2 period of weeks.

If you are experiencing financial hardship, please speak to the Director. Additional Child Care Subsidy (ACCS) may be available to support your family. We may be able to organise a payment plan before your fees go into arrears.

Vacation Care

I2LG Service provides Vacation Care during the School holidays. Our program is developed towards the end of term and includes a variety of activities including excursions, themed and incursion days. The program and booking form will be distributed to parents prior to end of each term. Parents/guardians will need to complete and return by the specified cut-off date in order to secure your child/ren's position.

Policies

I2LG has Policies and Procedures which guide the running and operation of the service. There is a Policy folder containing all service policies for parents to refer to at any time. Please feel free to comment or provide feedback to the Director or Program Manager on any of our policies or procedures.

Parent Participation and Feedback

I2LG Service has an Open-Door Policy and actively seeks and encourages families to be involved in the Service. This can range from evaluating and adding input to your child's program and observations, volunteering within the Service and sharing skills and experiences that the children and the program will benefit from and providing feedback.

You can be involved in our Family Committee. Your involvement can be as formal or active as you like as time permits. We respect that time is limited for most families and we ask that you inform us as to your preferred way of communication. We can arrange meetings with your child's educator



or director at a time that suits you throughout the year and offer email and pride ourselves on strong verbal communication on a daily basis. We seek input from families on all aspects of the Service but in particular, your child's goals, observations and program.

If, for any reason you question or do not understand any aspect of the Service or your child's experience we have a *Grievance Policy* that supports all stakeholders in our community and like all policies, is available for families to consult and implement at any time. Copies of our policies are available from the director.

Technology, Television and devices (including mobile phones)

I2LG Service encourages the use of technology to assist with the implementation of our program, activities and research. Children are able to access a range of technologies at some of our service to facilitate their homework and other areas of interest (such as, song requests during group musical games). This will always be carried out under staff supervision. Permission for children to use computers and other technology is requested in our enrolment form.

On occasion we may program a movie during quiet/rest time or wet weather. Consideration is made of the content and the suitability to the age of the children involved. All permitted media (films, music and games) are classified G or PG.

Mobile phones are not permitted to be used in I2LG Service as we provide a balance of activities for students where a mobile device is not required. Some children with a disability or health condition, may rely on the use of a mobile device for support needs will be exempt from this restriction. Exemptions must be made to Management or the Approved Provider and clearly documented in the child's enrolment record.

Homework

We understand that many children may need to complete homework whilst in care. Whilst we do not offer a one-to-one homework/tutoring program, we support children by providing them with the space, staff support and resources to complete their homework.



If you would like your child to be encouraged to complete their homework please notify the Responsible Person. Please note that educators will not force your child to do homework while in care.

Food/Menu

I2LG Service provides a nutritious menu that has been developed in consultation with the Australian Dietary Guidelines. We provide Breakfast and Afternoon Tea.

A weekly menu will be on display on the Community notice board. Children have the opportunity to contribute to the development of the menu by providing us with suggestions and feedback. We encourage families to do the same.

We cater to children's individual special dietary requirements by providing alternate options to what is being offered on the menu. Please ensure that your child's health, allergy and cultural dietary requirements are kept up to date to ensure that our team are providing appropriate food options for your child/ren.

Behaviour Guidance

Educators follow a *Behaviour Guidance Policy* that extends across the whole Service giving consistency of expectations. This policy allows children to develop self-discipline, respect for others, for property and respect for self, whilst learning to regulate their behaviour in different environments.

I2LG Service has a set of rules which we have developed along with the children and families. We use these rules as a point of reference to guide children's behaviour in a positive manner. This ensures that children have a clear understanding of the minimum expectations of their behaviour whilst in our care.

If you require further information on this policy, please ask educators and refer to the Policy manual.

Physical Play

Physical play includes activities that use physical movements to allow children to use their energy, enhance their concentration, co-ordination, motivation, learning and wellbeing. We feel that physical play is a vital part of everyday life and is especially important in an Out of School Hours



Care (OSHC) setting given the amount of time children have been non-active in the classroom throughout the day.

I2LG Service provides children with a wide range of both indoor and outdoor physically active play-based learning experiences.

Physical play provides children with the opportunity to:

- use their imagination
- roster self-esteem and confidence
- develop strong bones and muscles
- build resilience
- promote peer groups/friendships
- become more independent
- improve strength and balance
- test abilities and experience adventure
- challenge their fears
- develop flexibility and coordination
- improve spatial awareness
- develop and improve mathematical concepts
- be confident as they learn to control their bodies and understand their limits
- learn to cooperate and share with others
- promote healthy growth and development

Sustainability

I2LG Service is passionate about sustainability. We believe in supporting children to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure and teaching.

In order to empower our sustainability program, we emphasise children's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, encouraging them to participate in a recycling program, using recyclable materials for art/craft



resources, reducing energy and conserving water. We aim to provide children with the skills and knowledge required to become environmentally responsible.

Sun Safety

Children and educators will wear hats and appropriate clothing when outside. Staff will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 30+), which is reapplied according to the manufacturer's recommendations. **We have a Sun Smart station where children can apply sunscreen upon arrival to After School Care and before playing outside during Vacation Care.**

SUN HAT

A sun protective hat must be worn every day when playing outside for protection against the sun (this can be their school hat). Please make sure to include it in your child's bag every day regardless of the weather conditions. Please note that educators will enforce the 'no hat, no outdoor play' rule and children will be instructed to play under shelter or indoors.

Family involvement

We welcome and encourage the involvement of all parents/families at I2LG Service. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge. There are many ways for your family to be involved. We understand that our busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated. Here are just a few ideas.

Your occupation or hobby

You are the most important person in their world. We welcome all parents to the Service to talk about their occupation or hobby (e.g. music, craft, cooking). Everything parents do interest children, and these talks are the best educational resources you can provide for the Service.

We use information that has come from discussions about occupations and hobbies in our program and the ideas explored which can turn into interest projects providing valuable learning.



Your home culture

We aim to foster relationships among families and community and invite you to share aspects of your culture, history, language and celebrations with our Service. Your involvement greatly assists us to enrich the lives of all our families and children.

Recyclable items

We are always on the lookout for recyclable items for the rooms. Empty food containers, ribbons, wrapping paper, towel tubes (not toilet or egg or milk because of hygiene and allergy issues) paper or anything interesting from your work is much appreciated.

Special events

I2LG Service organises special events throughout the year. We will communicate these to families in a timely manner. We encourage parent input in all aspects of these events. Some of these include fundraising, celebrations and information sessions.

Suggestions

Parents are welcome to visit or call the Service at any time. If you have any suggestions or ideas on how we best can work together in the Service, please let us know.

If you have any concerns, please see your child's educator or the Nominated Supervisor. We have a grievance procedure if you would like to formally raise any concerns.

Community Information

We have a community notice board area at I2LG Service. A Noticeboard is used to display relevant programs, menus, notices, updates and reminders for children and families. Please ensure you check this on a regular basis.

Health and Hygiene

I2LG Service has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices. All staff diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of



tissues. We request that all children and visitors to our service wash their hands or use the alcohol-based hand sanitiser upon arrival.

Our educators teach and model correct hand washing techniques to children and regularly clean and disinfect high touch objects throughout the service to reduce the spread of infection.

When should I not send my child to the Service?

I2LG Service cares for children before or after a busy and demanding day for the bodies and minds of our children at school and during vacation care. We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care.

To minimise the spread of infections and diseases, and maintain a healthy environment for all children, educators and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC)- *Staying Healthy in Childcare*. Our policies and procedures for *Sick Children* and the *Control of Infectious Diseases* are available for all families to view.

Please monitor your child's health and do not bring your child to the Service if they are suffering from an infectious disease/illness or are generally unwell.

If your child becomes ill whilst at I2LG Service, we will contact you or an authorised nominee to collect your child. If your child is unable to be collected, educators will contact the child's emergency contact for collection. When your child is collected, you will be provided with an *Injury, Incident, Trauma and Illness Record* completed by the educator which includes information about your child's illness, their symptoms, general behaviour and any action taken. You will be requested to sign and acknowledge the details in this record. If your child becomes ill whilst at school and returns home, please ensure our Service is aware.

Your child should not attend I2LG Service if they have had paracetamol within 24 hours for a temperature. Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. If your child has been vomiting or had diarrhoea, they will be excluded for 48 hours. For certain illnesses, a medical clearance certificate may be required before your child returns.

If your child has been away due to illness, please check with the Service as to whether or not you will need a certificate before your child returns. Please remember that Make-up Days are only



applicable when the Service has been informed of the child being away by 7am on the day - not if they are sent home during the day.

Infectious Diseases

The National Health and Medical Research Council have supplied the following information regarding minimum exclusion period for children from an early childhood education and care service. Please inform staff if your child has any of the following so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained).

[Recommended exclusion periods- Poster Staying Healthy: Preventing Infectious diseases in early childhood education and care services](#)

CONDITION	EXCLUSION
Fever	At least 24 hours after the fever has reduced
Diarrhoea/Giardia	Excluded until at least 48 hours after the diarrhoea has ceased.
Hand, Foot and Mouth Disease	Until all blisters have dried
HIB	Exclude until medical certificate of recovery is received.
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.
Herpes/Cold Sores	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.
Influenza and flu-like illnesses	Colds with fever, nasal discharge, coughing, wheezing are excluded for the period of acute illness (Not including COVID-19)
Measles	Exclude for at least 4 days after onset of rash
Meningitis (Bacterial)	Exclude until well.
Meningococcal Infection	Exclude until adequate carrier eradication therapy has been completed.
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner).
Chicken Pox	Until all blisters have dried



Poliomyelitis	Exclude for at least 14 days from onset. Readmit after receiving medical certificate of recovery.
Rubella (German Measles)	Exclude until fully recovered or for at least 4 days after the onset of rash.
Salmonella, Shigella	Exclude until diarrhoea ceases.
Streptococcal Infection (Including Scarlet Fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received.
Whooping Cough	Exclude the child for 5 days after starting antibiotic treatment.
Worms (intestinal)	Exclude if diarrhoea present.

Immunisation

When enrolling your child at I2LG Service you will be asked to provide an Immunisation History Statement as recorded on the [Australian Immunisation Register \(AIR\)](#) to prove that your child is up to date with their scheduled immunisations. This statement is available through your online Medicare account through [myGov](#).

For eligibility for Child Care Subsidy and other family payments, immunisation must be in accordance to the National Immunisation Program (NIP) Schedule.

If your child is not fully immunised and an outbreak of a vaccine preventable disease occurs at the service, your child will be considered as not being immunised and will not be able to attend the service.

Medication

If your child requires medication whilst at I2LG Service, you must complete an *Administration of Medication Record* to give your consent for an educator to administer prescribed medication to your child. Medication must be given to directly to an educator for appropriate safe storage. Under no circumstances should medication be left in children's bags.

Educators can only administer medication that is:



- prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)
- in its original packaging and have the original label clearly showing your child's name
- before the expiry/use by date.

If the child is also required to take the medication during school hours, an educator will take/collect the medication to/from the school office.

Any child's prescribed medication such as asthma inhalers, adrenaline auto injectors (EpiPen) or Insulin (for diabetes), must accompany the child each day to I2LG Service or parents ensure our Service has adequate supplies of the required medication at all times. Prescribed medication can be sorted at the service by placing in a snap lock bag with your medical plan and clearly label with child's name.

Upon collection of your child at the end of the day, you or an authorised person will be requested to sign the *Administration of Medication Form*.

Incidents, injury or trauma

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents. We always have an educator with a First Aid, emergency asthma, anaphylaxis management and CPR qualification on shift at all times we provide education and care to children.

In the event of a minor injury, first aid will be provided as required. An *Incident, Injury, Trauma and Illness Record* will be completed and when you collect your child, you will be notified about the injury and asked to acknowledge and sign the record. If your child injures their head, even if it is a small bump, you will be contacted to advise you of the injury. Our educators will continue to monitor your child closely and advise if you should come and collect them.

If an injury or incident is serious and we believe urgent medical attention is required, the Director will contact you immediately. If we cannot contact a parent or guardian, we will attempt to contact an authorised nominee for consent. Where you or your authorised nominee cannot be contacted, we may call an ambulance. If you are unable to meet the ambulance at the Service, we will send one of our educators/staff members to accompany your child in the ambulance.

Please note that Ambulance cover is the responsibility of each family.



An *Incident, Injury, Trauma and Illness Record* will be completed, and a parent will be required to acknowledge and sign this record. A copy of any documentation from the hospital or treating doctor will also be requested. Our Service will also be required to notify the Regulatory Authority in the event of any serious incident or injury. In these circumstances, you may be contacted by our Approved Provider and the Regulatory Authority to follow up the incident and actions taken by our Service.

Safety in our Service

Emergency and evacuation procedures

I2LG Service conducts risk assessments regularly and develops emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures to carry out emergency and evacuation drills. These may occur at any given time throughout the Before/After/Vacation School Care session. Emergency and evacuation drills are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire (bush fire), lock down or flood. Under regulations, we are required to practice emergency and evacuation drills every three months.

Educators are trained to use the fire extinguishers that are in the Service. An emergency evacuation plan and lock down procedure are displayed in every room and exit locations are clearly indicated.

Workplace Health and Safety

We are committed in providing an environment that is safe and healthy for every employee, volunteer, child, family and visitor. We have made every reasonable effort to minimise the risk of serious injury and request all persons to our Service to adhere to our policies regarding Workplace Health and Safety.

Each morning and afternoon, our educators conduct safety checks of the indoor and outdoor environment and will alert management of any potential risk or hazard to children to ensure this is rectified before children use the equipment or area.



We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Work health and Safety, please contact the Nominated Supervisor immediately.

Social Media

We use social media to communicate, share information and celebrate what is happening in I2LGService with enrolled families and our service community.

We promote safety and wellbeing of all children and are committed to ensure safe online environments when engaging in digital technology including social media. Our social media account (In2 Learning Gippsland) is managed by Director and Program Managers and we set the highest level of privacy and security settings on the accounts. Content is regularly scanned, and any offensive language or comments removed immediately, and these users blocked.

Photographs of your child will only be added if written authorisation has been provided on the enrolment form.

We maintain appropriate privacy of families, children and educators by not publishing any personal information online. <https://www.facebook.com/groups/3204690122942142>

Privacy and Confidentiality

We are committed to protecting the privacy and confidentiality of children, individuals and families and have policies in place to ensure strict confidentiality is maintained.

To plan programs for your child/ren, we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law. We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time or request a copy of information in the file.

Our *Privacy and Confidentiality Policy* is available to view at any time. This policy sets out how we ensure I2LG Service acts in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained and stored in accordance with Education and Care Services National Regulations and that all staff understand the requirements of the Notifiable Data Breaches (NDB) scheme. Any



Privacy complaints will be managed promptly and in a consistent manner as outlined in our *Grievance Policy*.

I2LG Service is required to keep and maintain detailed records about children, parents and staff in accordance with relative legislation contained in the National Law and Regulations and Family Assistance Law. We ensure all records are stored in a secure and locked location. We must keep records for the prescribed periods of times as legislated related to child enrolment, attendance, medication records, incident, injury, trauma and illness records, child assessments and any relevant legal information/documents. Full details about record keeping is available in our *Record Keeping and Retention Policy*.



Parent Acknowledgement

I/We have read this handbook carefully. I/We understand the commitment that you are undertaking and our responsibilities to I2LG Service.

I/We have completed the enrolment form for I2LG Service. I/We have read and agree to comply with the requirements set out in this handbook and in the Service's policies.

Family Name	
Parent Name/s	
Child/ren's Name	
Parent Signature	
Parent Signature	

Please list what skills talents, interest and culture that you and your family (not forgetting grandparents) could share with the Service and any interest your child/ren may have.

Have you completed the orientation evaluation? Please circle

Yes / No

Thank you.