



# Parent Handbook

## Outside School Care NT

THE RIGHT CHOICE FOR AFTER SCHOOL AND VACATION CARE

VERSION SEP 2017

## Working Together

Introduction to our philosophy and system

**Outside School Care NT** is a Territory owned and operated provider of after school, before school and vacation care programs.

We focus on providing high quality care programs to Schools and parents in the Darwin and Palmerston area.

Our teams deliver fun and stimulating activities in safe environments that meet or exceed **National Quality Framework (NQF) standards**.

### Your child's safety is our No 1 priority

Providing a safe and secure environment underpins everything we do. Our mature teams are fully engaged with the children in our care- we don't accept passive supervision.

All our teams hold current working with children clearances and supervision certificates and are trained in supervisory and behaviour management techniques as well as having first aid, asthma and allergy awareness training.

### Serious about fun

Whilst we pride ourselves on mature supervision, we make sure our teams still retain that special sense of fun and they are all "children at heart". They know that after a long day at school, after school care should provide a pleasant change of routine and offer different experiences. Our teams don't stand by and watch, they are involved and participate in all the fun as well!

### Active engagement with the Community

We aim to be at the center of the school community. Our friendly staff are engaged with the school and parent community at each of our sites.

This active engagement means there is a continuity of care from school to after school care ensuring good communication and leading to the best quality of care.



### Our Philosophy

At **Outside School Care NT** we aim to be the leading provider of outside school hours care in the Darwin and Palmerston area by providing quality consistent care in line with National Quality Standards and Framework.

We believe in providing support to our families and assist in contributing to the long term developmental goals of the children in our care. We provide the opportunity for children learn to through their interests and play. We aim to give them a better start in life and prepare them for life by instilling a positive understanding of the community and environment in which they live.



Our programming activities comply with the requirements of the National Quality Framework.

Example (left): A Learning story documenting children's activities at after school care.



# The National Quality Standards

The National Quality Framework aims to raise quality and drive continuous improvement and consistency in education and care services and school age care.

National Quality Framework: Quality Areas

QA1	Educational program and practice
QA2	Children's health and safety
QA3	Physical environment
QA4	Staffing arrangements
QA5	Relationships with children
QA6	Collaborative partnerships with families and communities
QA7	Leadership and service management

Our staff are recruited and trained on the basis that they have the skills, knowledge and (most importantly) the aptitude to implement the requirements of the **National Quality Framework** and the Seven (7) Quality Areas.

In addition to the mandatory **Working with Children Check Clearance** (OCHRE card), all staff hold or are working towards their CERT III/Diploma in a child care related subject.

We are committed to only recruiting those staff who can demonstrate that they have a long term interest in working in the child care sector. We want people working for us who are truly engaged in the activities and supervision that is provided.

The cornerstones of our business model are:

**Blended teams** – Our site teams have a blend of youth and maturity

## OUR COMMITMENT TO YOU

We aim to provide a high quality program with activities that are supervised at all times, appropriate for school age (and pre-school) children and that meet or exceed the **NATIONAL QUALITY STANDARDS** which includes the National Regulations.

Our goal is that each of our services attain an Excellent rating.

**Focus on Regulatory Frameworks best practice** – Our Policies and procedures and daily practice involves complying with all regulatory requirements and ratios at all times.

**On-going Training** – that intentionally follow MTOP, EYLF and NQF frameworks



**OUR TEAMS ARE FULLY INVOLVED WITH CHILDREN. WE DON'T ACCEPT PASSIVE SUPERVISION**



The new National Quality Standard brings together seven key Quality Areas that are important to outcomes for children.



## QUALITY SPORTS AND TOY RESOURCES



ALL PARENTS  
WISH FOR  
QUALITY, SAFE,  
STIMULATING  
OUTSIDE  
SCHOOL CARE  
FOR THEIR  
CHILDREN –  
AND KNOW THE  
DIFFERENCE  
WHEN IT IS  
PROVIDED

## Resources and Programming

An overview of our resources and program delivery

We ensure that each of our sites is supplied with a large range of sporting, educational and leisure time resources.

### Quality Resources for Quality care

We know that after a long day a long day at school, after school care should provide a pleasant change of routine, and offer a range of different experiences.

Our teams don't stand by and watch, they are involved and participate in all the fun as well!

That is why we ensure that each of our sites is supplied with a large range of sporting, educational and leisure time resources.

Whether it is soccer, basketball, tennis (with a table or without!) there is always a range of sporting resources available for your child to benefit from (either individually, or as part of our group activities).



### EYLF Program Software

Our programming follows the NQF, MTOP and EYLF Frameworks.

To help us with this, we use the Kidsoft EYLF

(Below: An example of a learning story completed using our online based EYLF software)



software which allows our Educators to develop and document fun learning activities, as well as provide you with detailed information about what your child has been doing; and how this relates to age appropriate learning outcomes. Even having fun can be educational!



Each site has a computer available to staff to allow observations and reflections to be recorded as they are taking place.

### Online Parent Portal

Each parent has the opportunity to download a portfolio of completed projects and learning stories relating to their child using their own secure access to our parent portal.

The **Parent portal** allows and provides a convenient way to receive your weekly customer statement as well as any other important documentation or notifications. No need to worry

about where you saved an email or placed a newsletter!

Unlike other providers, we focus on and specialise in the provision of **outside school hours care (OSHC)**.



# After School Care Programs

Offering a quality change of routine

Our primary duty of care is to maintain the highest level of safe supervision of children in our care.

We do this – ensuring that they have as much fun as possible through the use of varied and structured programs.

## Activities

Our daily programs are varied weekly to suit the season or interests of children and include both group and individual activities.



## Structure and routine

We believe that a structured approach to our activities and programs ensures that children both learn a routine and have the opportunity to enjoy a variety of different activities.

After arrival and sign in, children are able to enjoy different group activities before having 'their say' in a regular group discussion time which aims to identify what they would like to see on both the snack menu and upcoming activities.

After afternoon snack, children can engage in individual activities or play or resume their group activities – flexibility and choice is provided.

(Below: Learning how to prepare and cook plantain bananas – cultural awareness)



## HEALTHY SNACK MENU INCLUDED

An afternoon snack menu is provided at after school care (ASC), while a morning and afternoon snack is provided during vacation care.

We ensure that each week a varied, tasty and healthy selection of snacks are provided – that are never boring.

We also make sure that children with allergies and intolerance' to certain foods are catered for

**Each week** – we email parents with the upcoming week's menu – so you have a chance to provide input about your child's dietary needs.

Activities include:

GROUP SPORTS: Football, Basketball, Tennis, Pool

COOKING

ARTS and CRAFTS

TOYS and BOARD GAMES

BOOK CORNER

Whether your child likes to get involved in a group game of 'footy' or prefers some quiet time curled up with a good book! We have the resources and staff who can cater for their interests.





# Vacation Care Programs

Making Vacation Care a holiday at home

**Vacation Care Programs** are held at all our school sites for a minimum of **ten (10) weeks** during the calendar year.

Please check your individual school for site specific details.

Opening times for vacation care are from 06:30am to 6.00pm each day (except public holidays).

Additional vacation care service days are provided when a **pupil free day** is notified by the relevant school.

Every week of vacation care has a *theme* which reflects the children's requests or interests.

'**Mr Big Ticket Events**' are held each week. These special events are held on-site or include excursions to local Parks and attractions.



*The "Bouncy Castle – Obstacle Course"*



*An example of a weekly Vacation Care Program*

Recent excursions have included trips to Territory Wildlife Park and a private guided tour of Crocodylus Park – with the opportunity for children to hold crocodiles and snakes.

Our aim is to make vacation care as varied and as fun as possible so that children consider their time with us a 'holiday at home'.



Morning and afternoon snack menu is provided during vacation care.

A range of outside and indoor activities are provided.

For more detailed weekly program of events taking place during vacation care, download from our website or contact your site director.



*Showing how the Croc bites at Territory Wildlife Park*



# Fees and Bookings Information

Overview of our fees and assistance you can receive

## Bookings and Fee Management Policy Overview

Outside School Care NT (OSC-NT) services are offered to clients on a user pays principle. The policy (below) aims to provide a clear set of guidelines for the charging, payment and collection of fees, which underpin the viability of the service.

## Permanent and casual bookings

### Permanent Bookings

Enrolments for permanent ongoing care are classified as booked hours of full-time care.

### Casual Bookings

Casual Bookings are made at the service's discretion. A casual booking does not guarantee a place at the service and will be subject to availability

## CHARGING POLICY

**Bond of \$250 is requested before your bookings can be confirmed.**

**Fees Paid Two Weeks in Advance**

Child care fees are billed at the end of the current week of care being used but must also be paid two weeks in advance. The booked session fee hours are charged **not** the actual hours used. When a parent/s pays fees, the amount is to be recorded and entered into the computer system

For more details on our Bookings and Fee Management Policy as well as Government produced factsheets on financial assistance that you may be entitled to receive, please download from our website or ask your Centre Director for an Enrolment Pack.

## You only pay the "Gap Fee"

Contact your Centre Director to find out how much deduction you would receive from our full session fees. Nearly every family will receive some benefit or rebate to assist with fees.



## CHILD CARE

**BENEFIT:** ALL FAMILIES CLAIMING CCB FOR APPROVED CHILD CARE MUST HAVE THEIR INCOME ASSESSED BY FAO, AS CCB IS A PAYMENT BASED ON FAMILY INCOME.

**CCR:** (50% CHILD CARE TAX REBATE) IS NOT MEANS TESTED. MOST FAMILIES ARE ELIGIBLE AND WILL RECEIVE A 50% DISCOUNT ON THEIR FEES.

## FEE INFORMATION\*

**After School Care: \$25.50 per day - with bus pick up \$28.50**

**Vacation Care: \$55.00 per day.**

**Excursion and Incursion days \$65.00**

**Before School Care: \$15.00 per day**

Child Care Benefit (CCB) and Child Care Rebates (CCR) will apply to almost every family. How much you will actually pay as a "Gap" payment will depend on you and your family's financial situation.

\*correct at September 2015



### Outside School Care NT (OSC-NT) Fee Discounts and other charges (at September 2015)

Discount or Fee	Flat rate or Percentage applied
Multi Child Discount	5% discount applied if you have two (3) or more children attending the service at the same time
Holiday Discount	50% (conditions apply)
Late Collection/ pick up Fee	\$5 for first 15 mins and additional \$5 per additional 15 minute period or part thereof

# Enrolment and Policies

How to enroll your child and an overview of key policies



Our Policies and procedures have been developed in line with recommendations outlined in the **National Quality Standards**.

The **policies** and **procedures** covered include (but are not limited to) the following:

*Enrolment & Fee Policy*

*Registration and child collection*

*policy*

*Parent Handbook*

*Quality Improvement Plan Policy*

*Child Health & Safety*

*Accident & illness Policy*

*Incident Reporting Procedure*

*First Aid Policy*

*Allergies & Asthma*

*Management Policy*

*Sun Protection & Outdoor environment Policy*

*Local Emergency Policy & Procedure*

*Food Safety, Handling & Nutrition Policy*

*Behavior Management & Bullying Prevention Policy*

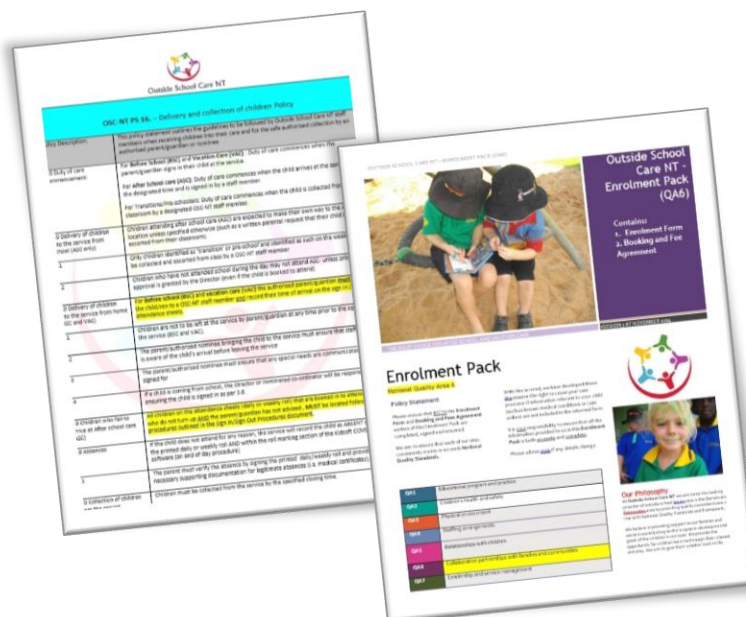
*Runaways and unaccounted-for children Policy*

*Social Inclusion Policy*

*Programs & Activities*

*Program Development*

*Child Observation & Evaluation Policy*



WE AIM TO BE  
OPEN AND  
TRANSPARENT IN  
OUR DEALINGS  
WITH FAMILIES  
AND SCHOOLS AT  
ALL TIMES.

ALL POLICIES AND  
REGULATORY  
APPROVALS ARE  
AVAILABLE TO  
REVIEW.

## ENROLING YOUR CHILD

Download an **Enrolment Pack** from our website ([www.outsideschoolcare.com.au](http://www.outsideschoolcare.com.au)) or ask your Director for a printed version.

Please complete and sign all parts of the Enrolment Pack and return to one of our sites or email to [Office@outsideschoolcare.com.au](mailto:Office@outsideschoolcare.com.au)

We cannot accept your child without receiving a completed Enrolment Pack.



# Contact Us

The key ways of contacting the right person at Outside School Care NT

## CONTACTS

General Enquiries: [office@outsideschoolcare.com.au](mailto:office@outsideschoolcare.com.au)

Kieran Joyce - Site Manager: 0499 994 158

[compliancemanager@outsideschoolcare.com.au](mailto:compliancemanager@outsideschoolcare.com.au)

Ashlea Crellin - General Administration Manager:  
0437 095 254

[accounts@outsideschoolcare.com.au](mailto:accounts@outsideschoolcare.com.au)

School site specific enquiries:

[rosebery@outsideschoolcare.com.au](mailto:rosebery@outsideschoolcare.com.au) 0438 978 812

[gray@outsideschoolcare.com.au](mailto:gray@outsideschoolcare.com.au) 0417 355 805

[oshc@kormilda.nt.edu.au](mailto:oshc@kormilda.nt.edu.au) 049 9975 048

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