



FAMILY HANDBOOK

Out of School Hours Care

St Mary's OSHC Manly

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Dear Families,

We welcome you and your child to our Out of School Hours Care (OSHC) service. The service is operated by CatholicCare Diocese of Broken Bay.

Please take some time to read this handbook as it contains information which is important and useful to families. It is also useful to store this handbook, along with the enrolment pack in a safe place to refer to in the future. It contains information about the OSHC service, fees, settling into the centre, what to bring, policies centre and more information relating to the service.

Parent and educator interactions are an integral part of an effective curriculum that leads to the best experiences and learning opportunities for your child. We value any ideas, suggestions or feedback families have and encourage you to talk to educators and discuss these further.

If you have any queries regarding the information in this handbook, please do not hesitate to speak with the Coordinator of the service.

We look forward to working with you to create an environment of warmth, care, respect and learning for your child.

Sincerely,

[Patricia Downey

Coordinator St Mary's Outside School Hours Care OSHC]

ALWAYS WAS, ALWAYS WILL BE ABORIGINAL LAND 

CatholicCare would like to acknowledge the traditional custodian of the land on which our Services are located. We pay respect to Elders, both past and present, and extend that respect to any Aboriginal or Torres Strait Islander person present within our Services

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1. Welcome to CatholicCare Diocese of Broken Bay

CatholicCare Diocese of Broken Bay (CatholicCare) is a not for profit, non-government, social care organisation that has provided professional services to the people of the Catholic Diocese of Broken Bay since 1987.

Our Vision

We strive for a world where people are safe, well, and connected with each other in inclusive communities.

Our Mission

We support and enrich the lives of individuals and families. We live out the Gospel by walking alongside people to find and build solutions to their needs. We deliver evidence-based services, and do so with commitment, regardless of the difficulties faced.

To this mission we bring a long history of service and faith, the resources of dedicated staff, volunteers and partners, a willingness to go beyond essential care, and persistence in supporting justice and wellbeing for all.

Our Values

FAITH

Our work at CatholicCare is inspired by the mission and values of the Catholic Church. We serve those in need with compassion, respect and dignity.

COURAGE

We are inspired by the courage demonstrated by our clients. We stand up for what is right and are willing to face difficult and uncomfortable situations in order to make a positive impact on the lives of those we serve.

COMPASSION

We are conscious of the challenges our client's face, and we are dedicated to delivering solutions in an empathetic, inclusive and responsive manner.

EXCELLENCE

We strive for excellence in all we do. We act ethically and with integrity, we exceed expectations and act on evidence of what works. We provide high quality services that meet the evolving needs of our community.

RESPECT

We respect the dignity and worth of all people and embrace difference. Our door is open to all regardless of age, ability, ethnicity, gender, sexuality or religious beliefs.

SOCIAL JUSTICE

We strive for equity and opportunity for all. We give a voice to those in need and hold the poor and vulnerable in our hearts. We are committed to empowering marginalised groups to achieve their full potential.

Further information about CatholicCare can be found at <https://www.catholiccaredbb.org.au/>

2. Children's Services at CatholicCare

CatholicCare provides high quality services that ensure the people we serve are safe, happy, healthy and included. Our dedicated teams of educators embrace a child's right to play and facilitate rich learning environments which are relevant, meaningful and full of possibilities.

3. Our Teams

The Coordinator is the Nominated Supervisor who is responsible for the overall operations at the service, including the educational program, staff management, and compliance with regulations, policies and procedures.

'Responsible Persons' are members of our teams with appropriate experience and qualifications that can be placed 'in charge' when the Coordinator is absent.

The Educational Leader provides curriculum direction and guidance to all educators and has oversight of the educational programs and practice. Each service has a dedicated Practice Manager who visits the service regularly to support and mentor the education team and to oversee the service provision. They work with the Coordinator and the centre in areas of compliance and ensure quality programs and practice are being implemented.

The CatholicCare Head Office is the registered Provider, giving specific expertise and is led by the Executive Team. The team provides governance and leadership support along with internal functions support such as HR, Finance, Payroll, Marketing and Safeguarding systems. This allows our staff to focus on what they do best – providing wonderful programs for your child.

Further information about the team can be found in the service's foyer.

4. Our Philosophy

We acknowledge the Guringai people as the traditional owners of the land on which we gather to play each day and pay our respects to the Elders past and present.

At St Mary's the physical and emotional wellbeing of the children in our care is our priority. We foster the children's curiosity by resourcing our service with a variety of toys and activities. providing fun learning fun experiences through science, the Arts and physical activity. Our dedicated team of Educators are committed to facilitating planned and spontaneous play possibilities that help to challenge, support, and inspire every child in our care.

We strive to ensure every Child, Parent and Educator attending our service feel valued and included. We aim to maintain positive communication with our families and assist them in all the ways that we can.

It is our hope that when parents and caregivers leave the children in our care, they have peace of mind knowing that their child will be treated with kindness and respect, and that protocols are in place to protect them from harm in accordance with the National Quality Standards.

Our Educators are committed to working hard to create a feeling of acceptance and a sense of belonging for all the children who attend our service. Our Educators speak and act with kindness and compassion, respecting the diversity of the unique and varied cultural traditions, language, backgrounds, and abilities of all our children and their families. At St Mary's we continue to explore different ways to support, celebrate and be curious about the world and its cultures.

At St Mary's we promote care and respect for every Child, Educator, the school, our beautiful church, and the environment. It is expected that friendship and kindness be extended towards everyone. We encourage environmental awareness and caring for our school and equipment. Every day we aim to provide the children with fresh and healthy food choices, consideration is given to the children's likes and dislikes and to ensuring these food choices are in line with the Australian Dietary Guidelines, recognizing healthy emotions require a healthy diet.

We endeavour to provide consistency of staffing and routine. We value the evolution of our program and support this by encouraging input from the children their parents and our Educators.

"Children are not a distraction from more important work. They are the most important work"

C.S. Lewis

5. Relationships with Families

Our services have an "open door" policy. Whilst we understand your work commitments will make it difficult; you are always welcome to visit and spend time at the service and to be involved in ways such as:

- Sharing an interest with the children
- Doing experiences with the children such as cooking
- Providing feedback, ideas and input into the curriculum
- Reading stories

As much as possible, educators will aim to involve families in curriculum feedback. They will do this by:

- Talking with families and gaining their feedback about their child's interests, relationships with peers, involvement in experiences and progress in the program.
- Encouraging families to make suggestions about relevant experiences for children.
- Asking families for their feedback on the curriculum as a whole.
- Making families aware that they are welcome to spend time observing and participating in the program whenever they wish.

6. Child Safe Standards

The Child Safe Standards provide a benchmark against which organisations can assess their child safe capacity and set performance targets. The Standards provide tangible guidance for organisations to drive a child safe culture, adopt strategies and act to put the interests of children first, to keep them safe from harm.

The 10 Child Safe Standards are:

1. Child safety is embedded in organisational leadership, governance, and culture.
2. Children participate in decisions affecting them and are taken seriously.
3. Families and communities are informed and involved.
4. Equity is upheld and diverse needs are taken into account.
5. People working with children are suitable and supported.
6. Processes to respond to complaints of child abuse are child-focused.
7. Staff are equipped with the knowledge, skills, and awareness to keep children safe through continual education and training.
8. Physical and online environments minimise the opportunity for abuse to occur.
9. Implementation of the Child Safe Standards is continuously reviewed and improved.
10. Policies and procedures document how the organisation is child safe.

Each service completes a self-assessment on their environments, practices and knowledge when working through the self-assessment tool. These are used to guide the teams to areas of high priority. The areas are then used to review and develop actions to improve.

7. Our Education and Learning

The National Quality Framework applies to all Pre-schools, Out of School Hours Care services, Long Day Care and Family Day Care services in Australia. Its aim is to raise quality and drive continuous improvement in children's services.

The National Quality Framework includes:

- A national legislative framework that consists of the Education and Care Services National Law and Education and Care Services National Regulations.
- National Quality Standard: These Standards sets out the national benchmark for the quality of education and care services. There are seven (7) Quality Areas.
 - QA 1 - Educational program and practice
 - QA 2 - Children's health and safety
 - QA 3 - Physical environment
 - QA 4 - Staffing arrangements
 - QA 5 - Relationships with children
 - QA 6 - Collaborative partnerships with families and communities
 - QA 7 – Governance and Leadership
- An assessment and rating system. Services are assessed and rated against each of the seven (7) Quality Areas.
- A regulatory authority in each state and territory that have primary responsibility for the approval, monitoring and quality assessment of services. In New South Wales this is the Department of Education and Communities.
- A national body that guides the administration of the National Quality Framework to ensure consistent implementation across states and territories. This is the Australian Children's Education and Care Quality Authority (ACECQA).

Up to date information about the National Quality Framework can be accessed on the ACECQA website www.acecqa.gov.au

Families and educators will work in partnership to support children's development and learning in a nurturing and supportive environment. In doing so we believe that learning takes place when experiences are meaningful, real and engaging. This means that we will place importance on the day-to-day experiences of being together, playing, interacting, communicating and doing, as well as spontaneous and unexpected events that occur. The educators have an important role as facilitators of learning. This role includes setting the scene for the curriculum, providing experiences throughout the day, documenting life in the service and evaluating what has taken place. The curriculum will also be underpinned by [Belonging, Being and Becoming: The Early Years Learning Framework \(EYLF\)](#), and for our OSHC services [My Time, Our Place: Framework for School Age Care in Australia](#).

Guiding principles

The two frameworks are underpinned by a combination of principles, practices and learning outcomes for young children. These include:

Principles

- Secure, respectful and reciprocal relationships
- Partnerships
- Respect for diversity
- Aboriginal and Torres Strait Islander perspectives
- Equity, inclusion and high expectations
- Sustainability
- Critical reflection and ongoing professional learning
- Collaborative leadership and teamwork

Practice

- Holistic, integrated and interconnected approaches
- Collaboration with children and young people
- Play, leisure and intentionality
- Learning environment
- Cultural responsiveness
- Continuity and transitions
- Assessment and evaluation for wellbeing, learning and development

Learning Outcomes

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators.

During the enrolment process the Coordinator will discuss the way in which Educators go about planning for your child's learning and the types of documentation they will be keeping. This documentation will be available for you to view and make contributions to, on an ongoing basis. Educators will value any feedback, ideas and contributions you have about the curriculum and your child's learning.



TERM 2 WEEK 8



Monday

Queens Birthday

Long Weekend

No School :(



Tuesday

Men's Health Week

Decorate our hall for our Royal Banquet

Welcome to our Royal Banquet
Enjoy this delicious feast for our Queen

Design the Queen's Cake and Gown for her
Royal's birthday.

Wednesday

Nature Photo Day

Gardening Club

Queen Pageant/Parade for the Queen's
Birthday (Aisling)

Discussion over the Queen's pets and
favourite animals
Colour in the Queen's Corgi)



Thursday

Men's Health Week

Create Stress balls for our fathers

Create Queen Elizabeth II Family Tree

Make Lego Designs of the Queen's
Castle.

Make Playdough, to create our Union
Jack, (Ava RW)

Friday

King/Queen for the Day

DIY your own crowns and castles
(Use recyclable parts and the
nature around us)

Royal Word Game



8. Sustainable Practices

Our services are committed to teaching children about environmental stewardship and sustainability. The support of families is very important in reinforcing this message and some initiatives are joint projects between educators and families. Examples of maintaining sustainable practices might include:

- Minimising paper usage by utilising email to send newsletters, daily diaries and other family communication.
- Turning lights off whenever possible.
- Limiting use of the air conditioning system when possible.
- Providing paper recycling bins in the centre.
- Encouraging families to bring items from home which can be reused for art projects.
- Monitoring water play activities and limiting the replenishment of water.
- Establishing a garden which is hardy and needs limited water when possible.
- Science projects about environmental sustainability.



9. Family Responsibilities

By enrolling in a CatholicCare service, you are agreeing to abide by our Policies and Procedures which are in our Policy Folder. This is available for you to view at any time at the service.

We welcome and encourage family feedback and input into these reviews.

We value our relationships with both the children and families. We ask that you take the time to read our Family Code of Conduct, which is displayed in our service's foyers.

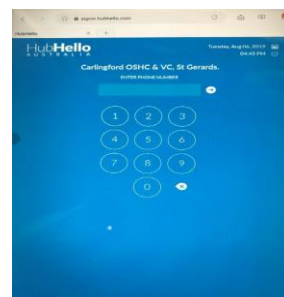
9.1. Arrival and Departure

CatholicCare Children's Services are committed to the safety and protection of all children. We have procedures in place for the safe arrival and departure of children at the centre.

Under the legislation that governs all OSHC services, you must record your child's attendance by signing in and out using our digital kiosks. This is linked to the 'session of care' you have enrolled in and any Government entitlements you are eligible for. Your child's sessions of attendance are submitted to the Federal Government each week.

We use an electronic sign in to sign the children in and out of our care. The sign in tablet is located at the entrance to the centre for easy access to parents. Below are instructions on how to use it:

1. Parent enters mobile phone number and pin (if it is your first time then make up a pin but ensure you remember it as this is the pin you will use from now on).
2. All the children you have enrolled that day will be listed.
3. Parent then selects either 'sign in', 'sign out' or 'absent' for each child.
4. Click save once all children have been signed in/out or cancel if a mistake is made and start again.
5. Once you select save at the bottom the tablet will return to the menu with the phone pad again, ready for the next parent.
6. If you are unable to sign in/out for any reason, please ask staff for assistance or sign in/out on the paper roll which is located next to the tablet.



Please note:

- Children must be signed in and out at time of arrival and departure.
- Children may only be collected by a parent, (except a parent who is prohibited by a court order from having contact with the child), a legal guardian, or those listed as approved nominees in line with relevant and legislative requirements. Approved nominees are listed on the child's enrolment form, and other responsible persons nominated by the parent on a case-to-case basis, where written permission is given. Written permission is ideally a signed letter provided to the centre in advance however in the case of an emergency or unexpected last-minute change to collection arrangements, a written message to the service's mobile phone or email will suffice.
- If the responsible person is under 18, expressed written consent must be given by the child's parent. Under no circumstances will CatholicCare Children's Services release a child to a person under the age of 16 years old.

Refer to the *Delivery and Collection of Children* and *Safe Arrival and Departure of Children (OSHC)* Policies for further information. It is important that you read these policies because they contain our procedures for ensuring your child's safety when they arrive and leave the service.

Each OSHC service will do their own risk assessment for Arrivals and Departures for Before School Care, After School Care and Vacation Care. This will inform their procedure based on any risks identified.

Fee Payment

Your Coordinator will be able to advise you of the current service's fees and booking details.

Fees are invoiced fortnightly in advance and payments must be paid according to the due date. Refer to the *Fee Policy* for further information. All Gap Fees must be paid through an electronic payment method – Direct Debit, BPay or Credit Card.

NO CASH WILL BE ACCEPTED UNDER ANY CIRCUMSTANCES.

Please note - Fees apply for the days your child is permanently booked into the service (including public holidays). This includes days when children are away on holidays during term time and days when children are away due to ill health. Parents receiving Child Care Subsidy can use their Absences during this time.

If fees are overdue by more than two (2) weeks, the Coordinator will request immediate payment to ensure your child's enrolment is not cancelled. If there are outstanding fees by more than two (2) weeks after receiving the invoice, parents will receive an overdue notice. Parents should advise the Coordinator at the earliest possible opportunity if they have difficulty in paying fees.

A payment plan option is available for families experiencing financial difficulties.

Vacation Care Fees

Vacation Care Fees will be invoiced within the fee payment fortnightly cycle. If you have booked your child into vacation care however need to cancel the booking, a minimum 2 weeks notice is required. If your child does not attend a booked day, we regret that you will be invoiced for the day.

Please read the *Fee Policy* for information about fees for the service. There is also information about how to pay your fees. If you are experiencing difficulty in paying your fees, please speak to the Coordinator and a payment plan may be developed on a case by case basis.

Late collection

All children need to have been collected no later than the service's specified closing times. Please contact the service immediately if you are running late. A late fee will apply for repeat occurrences.

Child Care Subsidy

You may be eligible for subsidies to assist in reducing your fees such as the Child Care Subsidy (CCS), which is available at our services. The percentage of CCS you will receive is calculated according to your estimated annual family income, level of approved activity and type of childcare. To receive the CCS, you must create or update your family account with Centrelink (Department of Human Services) online prior to your child's first day of care. If you do not do this, you will pay full fees for care. To receive your entitled CCS, you must sign your child in and out of the service each day at our digital kiosks and confirm any absent days upon return. Children are entitled to 42 absent days per financial year. The Family Assistance Office outlines exceptions to the 42 allowable absences in a financial year, if your child requires more absent days. Any fees applied to your account due to late collection of your child are not subject to CCS. Refer to the *Child Care Subsidy & Enrolment Policy* for further information.

CCS and Immunisations

In order to receive CCS your child must be up to date with their immunisations according to the National Immunisation Schedule Program. Your service Coordinator will take a copy of your child's immunisation history status letter for our records. For any subsequent vaccinations your child receives, please inform your service Coordinator.

Changes to booking or ending of care

For any changes in bookings, a minimum of two (2) weeks' written notice is required. This ensures that we can roster according to the changes made and provide the appropriate notice to our teams. If two (2) weeks' notice is not given, regular fees will be applied.

If you need to end your care arrangements with us, two (2) weeks' notice is needed.

If you wish to change from a permanent booking to a casual booking, the same notice period applies.

Please note - In line with the Australian Government Cessation of Care policy, your child **MUST** attend their final day of care to be signed out, or a parent **MUST** come to the service to sign them out on the last day, otherwise your Child Care Subsidy entitlements will be ceased from the last day of your child's attendance, and you will incur full fees on your account. If you have any questions about this government requirement, please speak with your Service Coordinator. From 11 July 2022, the Department of Education have implemented the following: a child who hasn't used care at least once in the 26 weeks after enrolment will no longer be eligible for CCS.

Families will need to submit a new CCS claim if the child re-commences care after 26 weeks and will need to sign a new Complying Written Agreement (CWA).

The 26-week rule may affect a family's entitlement to the higher CCS for 2nd or more children. If a standard rate child's CCS eligibility ends, Services Australia will reassess all other children in the family to determine:

- The new standard rate child.
- New subsidy rates.

If you have any questions, please direct them to [Services Australia](#).

If your child is going to be absent

If your child will be late or absent on their day, please contact the service and inform them as soon as possible to assist educators in the organisation of the day. If educators do not know your child will be late or absent they will expect them to be waiting at the afternoon pick up location. If your child is not there, educators will start searching for them, calling parents and emergency contacts. The police will be contacted if there is no response from yourself or your emergency contacts. You may be charged a non-notification of absence fee.

We request that you contact the service no later than 2:30 PM on the day of your child's absence.

If you are intending to take holidays, please notify educators ahead of time.

Keeping information up to date in case of emergencies

It is essential that we have your most up to date contact information. If any of your details change, including address, telephone number and emergency contacts please let the Coordinator know as soon as possible.

It is important that emergency contacts are informed of your intention to list them so they too can advise you of changes to their details.

10. Policies and Procedures

A complete copy of all the policies and procedures is available to families at the service. Please ask the Coordinator or one of the educators where they are located. The policies and procedures are regularly reviewed and updated for them to take account of current research, recommendations and practices. Educators and families are able to be involved in these reviews. However, if at any time, you have feedback on any of the policies you can talk to the Coordinator or send your feedback via email to the centre email address.

10.1. Children with Medical Conditions

If your child has a medical condition, you will be asked to provide the centre with the following required information.

1. Completed Action Plan signed by your GP.
2. Signed Risk minimisation and Communication plan, which is provided to you by your OSHC service Coordinator.

Any child with a medical condition that does not have these documents cannot attend the centre.

You must read the attached *Medication Management Policy* for your information.

10.1.1. Medical Conditions including Asthma and Anaphylaxis

CatholicCare Children's Services are committed to having systems in place to effectively manage medical conditions. We will provide children, educators and families with up-to-date information about allergy management. The services are committed to ensuring the health and safety of persons with asthma, diabetes and other medical conditions.

If your child has a medical condition, such as anaphylaxis, asthma, diabetes, epilepsy or Coeliac disease, the Coordinator will work with you to develop a Risk Minimisation Plan to ensure day to day practices are in place to support your child. To ensure the safety and wellbeing of your child please talk with us immediately if there are any changes to your child's medical needs.

Refer to the *Managing Asthma, Allergies, Anaphylaxis, Diabetes and Other Medical Conditions Policy* for further information.

10.2. Hygiene Practices

We follow thorough, best practice procedures to ensure a clean, hygienic centre is maintained for you and your child. Please support this by always washing your and your child's hands when you arrive and leave the service. Hand sanitiser is available for your use.

10.3. Illness

CatholicCare Children's Services creates an environment that supports the health and wellbeing of all children and adults. This includes having procedures in place to determine whether children are well enough to attend the service, and that staff and educators are well enough to be providing care. It also includes using infection control measures such as washing hands effectively and advocating for the positive benefits of immunisation.

If your child arrives at the service sick or becomes unwell during the day you will be contacted and asked to collect your child. Your assistance in this matter is greatly appreciated in our efforts to reduce the incidence of illness at the service.

For further information see *Illness and Infectious Diseases Policy*.

10.4. Immunisation

CatholicCare aims to minimise risks, complications and the spread of vaccine preventable diseases, by encouraging children and educators to have up to date immunisations that are in accordance with the [National Immunisation Program Schedule](#). It will also keep up to date records of children's and educators' immunisations. These records will help educators to put in place strategies to control the spread of infectious diseases during outbreaks in the service.

Families must provide confirmation of their child's immunisation status (Immunisation History Statement) to the service before a child can begin attending. Please bring your child's updated Immunisation History Statement to the service after each vaccination to ensure our records are kept up to date.

Refer to the *Immunisation Policy* for further information.

10.5. Accident and Incidents

CatholicCare puts great emphasis on the safety and well-being of children, families, employees and visitors who access the service. CatholicCare Children's Services have procedures in place so that immediate aid can be provided in case a child in care suffers from an incident, illness, injury or trauma which occurs either during their stay at the service, or directly because of their stay at the service.

This includes:

- Having the necessary documentation that is duly signed by a parent or legal guardian.
- Ensuring educators are familiar with the relevant procedures.
- And actions are in accordance with CatholicCare policies.

Upon enrolment, parents will be requested to complete an authorisation form that allows educators to seek and obtain medical treatment or transportation by ambulance for their child or children as necessary. Suitably stocked first aid kits are stored for easy access by adults, but inaccessible to children. Resuscitation flow charts and telephone numbers for emergency services are displayed in appropriate and prominent areas within the children's services.

Refer to the *Incident, Injury, Trauma and Illness Policy* for further information.

10.6. Medication

Medication may be administered on the advice of a medical professional.

Only medication with a dispensing label will be administered and must contain the following details:

- Your child's name
- The name of the medication
- The dosage and dosage instructions
- The doctor or pharmacist's name
- The date issued
- The expiry date

A Medication Authorisation Form must be completed and signed by you, or the person delivering your child to the centre, and signed on collection of your child.

Refer to the *Medication Policy* for further information.

10.7. Medical Conditions including Asthma and Anaphylaxis

CatholicCare Children's Services are committed to having systems in place to effectively manage medical conditions. We will provide children, educators and families with up-to-date information about allergy management. The services are committed to ensuring the health and safety of persons with asthma, diabetes and other medical conditions.

If your child has a medical condition, such as anaphylaxis, asthma, diabetes, epilepsy or Coeliac disease, the Coordinator will work with you to develop a Risk Minimisation Plan to ensure day to day practices are in place to support your child. To ensure the safety and wellbeing of your child please talk with us immediately if there are any changes to your child's medical needs.

Refer to the *Managing Asthma, Allergies, Anaphylaxis, Diabetes and Other Medical Conditions Policy* for further information.

10.8. Nutrition

You will note that all food required for your child during Before and After School Care is provided. Our aim is to provide children with an environment where they can enjoy and learn about nutritious food. They will be encouraged to eat food from the food groups recommended by Nutrition Australia and to develop good eating habits. These foods will support children's overall health, including dental health.

During Vacation Care children will need to bring enough food for the day. Ideal food to include in a lunch box are fresh fruit, vegetables, crackers, cheese, sandwiches, yoghurt and rice cakes. Food will be stored appropriately while at the service.

Refer to the *Nutrition and Food Policy* for further information.



11. What to bring to our OSHC Services

Before and After School Care

- A sun safe hat for outdoor play - (this should be a board brimmed hat with a brim size of 6cm, or a legionnaire hat or bucket style hat with a brim size of 5cm).
- A filled water bottle. This is useful when children are engaged in active outdoor play.
- Raincoat/umbrella during wet weather.

If your service provides Vacation Care

- A sun safe hat for outdoor play (this should be a board brimmed hat with a brim size of 6cm, or a legionnaire hat or bucket style hat with a brim size of 5cm).
- Suitable shoes for running and outdoor play (closed-in shoes are preferred).
- Enough food for morning tea, lunch and afternoon tea (please speak with our Coordinators about our *Nutrition and Food Policy*).
- Change of clothes in case they become wet or soiled.
- Raincoat/umbrella during wet weather.

Refer to the *Sun Protection Policy* for further information.

Recommended clothing

For children to be able to participate fully in the day's activities it is important they are wearing appropriate clothing that is suitable to the season, comfortable, non-restrictive and safe for play (including messy play). Closed in, non-slip shoes are the safest shoes for children to engage in play.

Treasures from home

Occasionally children may be invited to bring special items, books or toys to the centre. These are to be kept in their bag until needed and requested by the educator.

When items are brought to the centre, regardless of efforts made by educators, there is the risk that these items may be lost, broken or damaged. Therefore, besides the instances mentioned above, the service asks that you ensure your child does not bring personal items of value to the centre. This also, applies to smartwatches - the service discourages their use and cannot be responsible for the content your child accesses, nor can we take any responsibility if the smartwatch is lost or damaged. We ask you that you inform your child to turn the watch off whilst attending the OSHC and not to wear the smartwatch during Vacation Care.

If your child requires the smartwatch for a medical condition, such as diabetes, please discuss this with the Coordinator at the service.

12. Feedback and Complaints

CatholicCare is committed to the fair and effective resolution of any complaints you may have. If you have any concerns, please do not hesitate to discuss with the Coordinator.

If you wish to speak directly to the **Practice Manager or Senior Manager at Head Office**, please refer to the notice board at the centre for contact details or phone: **9481 2600**.

CatholicCare hope you and your
child enjoy the experiences of the
OSHC service