



After School Care

Wollondilly Anglican College

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# Parent/Carer Handbook

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## **About Us**

Little Elves After School Care is an after-school care service situated in the grounds of Wollondilly Anglican College. We are open Monday to Friday during school terms until 6pm.

The Approved Provider (owner) of the service is Jennifer Goddard. Jennifer has worked in childcare for a period of 26 years and holds a Bachelor of Teaching, Bachelor of Investigations, Advanced Diploma in Public Safety Management and a Diploma in Childcare.

Jennifer has 2 long day care centres in Bargo, Little Elves on Elvy Street and Little Elves Claremont on Claremont Drive. She also has before and after school care and holiday care at Bargo Public School.

Little Elves Childcare Centre Pty Ltd was first established in 2011.

The service phone number is 0487 001 779.

Jennifer's mobile number is 0418 814 031.

## **Meet our Educators**

Photos of our educators are on display within our service. Our Co-ordinator holds a Diploma in Childcare, a current First Aid, current CPR, Asthma and Anaphylaxis certificates. All educators hold a current Working with Children Check.

## **Code of Ethics**

Little Elves educators follow the NSW Childcare Code of Ethics. It is paramount for the protection and wellbeing of children. Speaking out or taking action in the presence of unethical practice is an essential professional responsibility. The Code of Ethics is on display in our service.

## **Little Elves Philosophy**

Little Elves After School Care educators provide children of school age with opportunities to maximise their potential and develop a foundation for further success in life. This is done by working in partnership with the children, their families, the community, Wollondilly Anglican and other local schools. We offer a safe environment that is of high quality and cost affective to families within our community. We incorporate the Early Years Learning Framework along with My Time, Our Place Framework for School Age Care, these frameworks guide our program and supports 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. Little Elves After School Care believe in play-based learning, children's choices and allowing the

children to develop life skills with a sense of enjoyment within our caring environment. Each child, their family and educators are treated as the unique individual that they are. The curriculum that we offer has been developed in a manner which offers multiculturalism, is non-sexist, shows no bias and shows diversity as equal value fostering each child as an individual developing self-esteem, confidence, independence, creativity and uniqueness. We support full inclusion of children with diverse abilities and disabilities, families and children from all backgrounds and including low socio-economic backgrounds regardless of ethnicity or religious beliefs. Our environment is a positive one that shows everyone the respect and dignity they deserve. We acknowledge the culture and history of the Australian Aboriginal and Torres Strait Islander Cultures who are the true owners of the land where our service is situated.

We follow the Reggio Emilia pedagogy and believe in group based projects that is child directed, we do this through making good use of spontaneous moments to scaffold children's development and follow up on their needs and interests. Little Elves After School Care is always under constant development and our goals are always open. These opportunities are significant to children's being, becoming, social and emotional skills and show achievement of learning outcomes.

Little Elves After School Care support Jean Piagets theory (1896-1980) that children are active learners and their development is influenced through interactions with family, friends and culture. We help the children to be able to do this by providing the concrete material to help them reach the correct conclusion.

### **Orientation**

We believe orientation is an important process where educators are able to obtain important information about your child's needs and those of your family. This process ensures any special requirements are catered for from the day your child starts. Please contact Jennifer, 0418 814 031 to organise a time if you are interested in this process.

### **Health & Hygiene**

Our service aims to promote and protect the health, safety and wellbeing of all of children, educators and families using procedures and policies to maintain high standards of hygiene and provide safe food to children. We also aim to reduce the risk of infectious diseases and illnesses spreading and following appropriate Work Health and Safety standards. The service follows best practices provided by 'Staying Healthy in Childcare 5<sup>th</sup> ed.'

## **Open Doors**

O - Our service can be accessed at any time for parental/family inspection

P - Please come and see how we help your child develop and grow

E - Entry by you any time shows that we are happy for you to see our practices at any time

N - Never leave your child in a centre unless you feel 100% competent in their ability to provide for your child.

D - Don't hesitate to ask us anything about your child, their development or our centre philosophy.

O - Our centre is proud of the quality of care we provide.

O - Our educators are qualified, trained, experienced and talented in many ways.

R - Rather than take our word for this

S - See for yourselves! Come and visit us anytime.

## **Arrival & Departures of Children**

- The service collects children from designated locations set by the school. This will always be done by two educators. The children will be safely walked back to our room. Our room is inside Warne Auditorium. When Warne is unavailable we will use White Cottage but we will notify you first.
- Upon arrival to collect your child/ren please collect them and sign the ipad on the way out (in case of an emergency please do this on the way out)
- When you sign your child out please make sure you take your child's bag and belongings home with you. No bags are to be left in the room overnight.
- All children must be collected by 6.00pm. If you are running late you must contact the Co-ordinator on 0487 001 779. Late fees are associated with the late collection of children. These are charged per child and are \$15 for every 5 minutes. If you cannot be contacted and the listed emergency contacts cannot be reached the owner of the centre will contact Family & Community Services to advise a child has not been collected. If you need to send someone else to collect your child that has not been previously identified to an educator you must contact the service and provide their details. Upon the person arriving photo identification will need to be provided prior to them being granted access to the child.

## **Fees and Bookings**

Fees can only be paid using the 'Debit Success' direct debit system. We are a cashless service. This is the only method of payment for safety reasons. Fees can be deducted weekly or fortnightly. A request to deduct the fees is sent to the bank on Friday morning and depending on the bank you are with it can be deducted immediately or can take a couple of days. Please make sure the money is available from Thursday evening until Tuesday morning. The costs associated with your fees bouncing are provided on the form. Failing to pay your fees puts your child's position at the centre in jeopardy. All public holidays and sick days must be paid for if you have a permanent booking. Pupil free days and school holidays are not charged. If you wish to cancel your enrolment a minimum of two weeks' notice applies and this information must be provided in writing to [littleelvesoosh@gmail.com](mailto:littleelvesoosh@gmail.com). You may be entitled to receive assistance from the Government to help pay your fees. This is known as Child Care Subsidy. Please register that your child is in care with Centrelink using mygov (Centrelink Family Assistance, 136150).

Permanent booking means you hold that spot until you choose to terminate. Your spot will always be available. If your child is absent for school please text the service number, 0487 001 779 so we know they are safe and do not need to be collected after school.

Casual booking means you do not pay for a permanent position but your place is only available if the service is not already full at the time of booking. Casual bookings can be done via text to Jennifer, 0418 814 031 (24-hour notice preferred unless an emergency). If you book a casual position and no longer require it you must notify us via text 0418 814 031 before 10am the day of or casual fees apply. Cancelling before 10am on the day means you are not charged. If your casual booking is urgent please text the service number, 0487 001 779.

Permanent booking prior to childcare subsidy is \$28.00 per afternoon and casual booking prior to the childcare subsidy is \$31.

If you have a question about your child's fees please contact Jennifer on 0418 814 031.

## **What should I pack in my child's bag each day?**

Please ensure your child has a hat and drink bottle for after school care.

## **Keeping Children Safe**

Little Elves provides a safe and caring environment for all children. We believe that the safety of children is paramount at all times and aims to protect a child's right to be safe from abuse of any kind. We are required by law to report signs of child abuse to Family and Community Services and we will always do this. If your child has been reported due to suspected child abuse you will not be informed if the owner and/or supervisor believes your child may be put at further risk of harm. Little Elves After School Care will liaise with Wollondilly Anglican College if they have concerns.

## **Community Involvement**

We are proud sponsors of a lot of local sporting teams, Bargo Show n Shine, Bargo Sports Club and Wollondilly Country Fair. Please contact Jennifer if you would like Little Elves After School Care to consider sponsoring your event.

## **Grievances**

The service's aim is to welcome parent's comments and concerns in any area of our work and encourage parents to speak with us if you have any concerns or comments that may help us improve our centre or our performance.

Any parent/caregiver with a concern or complaint in relation to the running of our centre either in administration or child interaction should do the following: Voice their complaint or concern with Jennifer (owner), write their complaint or concern addressing it to Jennifer. You will receive a personal response unless you have chosen to be anonymous, contact the Early Childhood Education & Care Directorate on 1800 619 113.

Parents can speak to any educator about a specific complaint or concern. The educator will put in steps to address your concern or complaint as quickly as possible. However, educators do reserve the right to have the complaint put in writing.

## **Sun Protection**

The service will use a combination of sun protection measures whenever UV Index levels reach 3 and above.

## **Shade**

Outdoor activities will be planned to occur in shaded areas when possible. Play activities will be set up in the shade and moved throughout the day to take advantage of shade patterns.

The service will provide and maintain adequate shade for outdoor play. Shade options can include a combination of portable, natural and built shade. Regular shade assessments should be conducted to monitor existing shade structures and assist in planning for additional shade.

## **Hats**

Educators and children are required to wear sun safe hats that protect their face, neck and ears. We encourage everyone to only wear a bucket hat. Please note: Baseball caps or visors do not provide enough sun protection and therefore are not recommended.

Children without a sun safe hat will be asked to play in an area protected from the sun (e.g. under shade, veranda or indoors).

## **Clothing**

If children get changed out of their uniform for after school care they will need to wear sun safe clothing that covers as much of the skin (especially the shoulders, back and stomach) as possible. Please note: Midriff, crop or singlet tops do not provide enough sun protection and therefore are not recommended.

## **Sunscreen**

All educators and children will apply SPF30+ sunscreen at least 20 minutes before going outdoors and reapply every 2 hours. Sunscreen is stored in a cool, dry place and the use-by-date monitored.

## **Medication**

If your child requires medication whilst at the service, a medication record must be filled out. The educator will check the medication is in its original packaging, a prescription label is on the medication, the medication is prescribed only for that child, the label shows how much dosage is required and the medication is in date. Please hand the medication to an educator and it will be placed in a locked container. Only prescription medication can be given.

## **Illness**

The supervisor of the service will ensure that a parent of a child is notified as soon as practicably possible and without undue delay if their child has become ill, involved in an incident or sustains an injury. Parents will be notified no later than 24 hours. An Incident, Injury, Trauma and Illness Record will be completed by an educator without delay. You are required to sign the form to acknowledge you have been informed of the incident. If you would like a photocopy of the completed form please ask.

## **Asthma**

The centre aims to provide appropriate attention and care to children with asthma and ensure that such children are integrated into all activities. We encourage play and exercise for children with asthma. All staff members will uphold and implement positive beliefs and values in relation to children with asthma to develop a sense of security and confidence. Educators will assist children with asthma, other children, visitors and families to understand asthma and medication in a positive manner. If your child suffers from asthma you must provide this information upon enrolment and provide the centre with your child's Asthma Action Plan provided by your Doctor. Jennifer will complete a risk minimisation plan and a communication plan with you prior to your child's first day.

## **Anaphylaxis**

Little Elves After School Care is a nut allergy aware service. Under no circumstances can anything containing nuts be brought into the service. The centre will minimise the risk of exposure of children to foods and other substances, which might trigger severe allergy or anaphylaxis in susceptible children.

Food allergies in children are common and are usually due to peanuts, other tree nuts (brazil, cashew, hazelnuts, almonds), fish, shellfish, eggs, wheat, milk, milk products, soy, seed and some fruits. Peanut allergy is the most likely allergy to need availability of adrenaline. Other substances to which children can have a severe allergic reaction are drugs (especially antibiotics and vaccines), bees, other insect stings, and some plants.

If your child suffers from anaphylaxis you must provide this information upon enrolment and provide the centre with your child's Anaphylaxis Action Plan provided by your Doctor. Jennifer will complete a risk minimisation plan and a communication plan with you prior to your child's first day.

## **Evacuation**

In the event that the centre needs to be evacuated or go into lockdown, we aim to conduct this in a rehearsed, timely, calm and safe manner to secure the safety of each person using the centre. The safety and wellbeing of each child, educator and person using the service is paramount above any other consideration in the time of an emergency or evacuation. Any other procedures will be carried out only if it is safe to do so. Every child is identified during a fire drill by using the Qikkids Kiosk ipad. This is why it is important to sign your children out when leaving.

## **Bushfire Policy**

Our service aims to keep all children and educator's safe at all times. Therefore, in the instance of a bush fire, the service will act at all times to protect the educators and children in line with recommendations and instructions from relevant emergency authorities. The Supervisor will remain in contact with the RFS, monitor the internet and listen to the radio during a bush fire emergency. If the centre receives information there is a bush fire approaching or in the vicinity where possible educators will contact families and request urgent collection of their child. If a family member cannot attend to collect and the centre has been ordered to evacuate the child will be taken by either the Owner or a Supervisor to a 'Safe Zone' being Tahmoor Town Centre or another place advised by an emergency authority at the time of evacuation. If your child is evacuated you will be notified by telephone and you will be provided with a mobile number of the owner of the centre. The service has in place a 'Bush Fire Survival Plan.' Should the Bush Fire Rating for our area be catastrophic we will not open. We will also not open if guided by the College, the RFS and or the council.

## **Nutrition**

Our centre aims to promote healthy lifestyles, good nutrition and the wellbeing of all of children, educators and families using procedures and policies. We also aim to support and provide adequately for children with food allergies, dietary requirements and restrictions and specific cultural and religious practices. Our weekly menu is on display. The weekly menu is designed in conjunction with the children and reflects multiculturalism. We value your input, if you would like to share a recipe with us we encourage you to do so.

## **Sustainability**

Sustainable practices are embedded into our service at Little Elves. We follow our environmental strategy at all times. We encourage families to be sustainable as well and encourage ideas from families on how to improve sustainability practices.

## **National Quality Framework**

The National Quality Framework (NQF) is the result of an agreement between all Australian Governments to work together to provide better educational and developmental outcomes for children using education and care services. The NQF is designed to give children the best possible start in life. It is a national system, designed to provide transparency and accountability. The framework is linked to the Early Years Learning Framework and My Time Our Place Framework.

The seven quality areas covered by the National Quality Standard are:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management

As part of the Australian Children's Education and Care Quality Authority we have developed a Quality Improvement Plan. If you think we could improve in an area please feel free to add it to our plan that is kept at our service. If you have identified strengths please feel free to also write it in.

For more information please speak to an educator or view the details on line at:

<http://www.acecqa.gov.au>

### **Policy and Procedure Manual**

Little Elves Policy and Procedure Manual is stored on the bookshelf in our room, this can be viewed at any time. Please see our Co-ordinator if you would like to view either a policy or procedure. Please email Jennifer if you would like a policy and or procedure emailed to you. Policy and procedures are reviewed on an annual basis and families are encouraged to have input into these. The policies or procedures up for review are displayed near the foyer.

### **Communication**

This can be done verbally or via email. If you have any questions or concerns you are welcome to contact Jennifer on 0418 814 031. Rude or offensive behaviour from a parent/carer or a child will be reported to the school and you may be asked to leave our After School Care Service.

### **Homework**

Children are encouraged to complete homework whilst at after school care and are provided with a quiet space to do so. This is encouraged but not compulsory.

## **Program**

Our program is on display within our service, we encourage the children and families to become involved. You will see on the program there are intentional teaching ideas, children's internet, educators input and community input. Learning stories (observations) will be completed on all transition children every month. These will be sent home during the year. Children's interests will form the basis of the program and this will be documented.

## **Vacation Care**

Little Elves offers vacation care for all children in kindergarten to year 6, this service is called Little Elves OOSH and is situated in the hall at Bargo Public School. The service opens at 6.30am and closes at 6.15pm. Educators from Little Elves After School Care service will work at this location during the holidays. Childcare subsidy applies to fees (for those entitled). Bookings for vacation care are done via email [littleelvesoosh@gmail.com](mailto:littleelvesoosh@gmail.com). All cancellations and non-attendances for vacation care attract the formal daily fee. The program becomes available one month prior to the holidays. This service runs off the public-school holidays.

## **Thank you**

We thank you for choosing Little Elves After School Care, we hope you and your child/ren enjoy their time with us.