



OOSH NEWCASTLE GROUP PARENT HANDBOOK



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About Our Services

Welcome to OOSH Services by Larissa Issah and our OOSH team

We are delighted to welcome you and your family to our before and after school care services. This handbook provides essential information to help you prepare for your child's introduction to our OOSH services, and we are excited to be part of your child's educational journey.

Our services are located in the following areas:

- Arcadia Vale
- Blacksmiths
- Coal Point
- Glendale East
- Marks Point
- Merewether Heights
- Mount Hutton
- Wangi Wangi

Each location is staffed by a dedicated, highly qualified team of educators committed to providing high-quality care for your children. Our services meet the required staffing ratios and comply with all regulations governing childcare. We employ educators with diverse qualifications and a passion for working with children, ensuring that your child's care is both safe and enriching. Additionally, we also employ casual educators who are currently undertaking professional development in the sector.

We take pride in working within all relevant childcare regulations to ensure the safety and well-being of every child in our care.

We look forward to partnering with you and supporting your child's growth and development at our OOSH services.



Our Mission at Arcadia Vale, Blacksmiths, Coal Point, Glendale East, Marks Point, Merewether Heights, Mount Hutton, and Wangi Wangi OOSH Services

At our OOSH services, we are dedicated to providing the highest quality of care for school-aged children. Our goal is to create a happy, safe, and relaxed environment where children aged 4 to 12 can feel at home. With our friendly and caring staff, we strive to nurture a warm, home-like atmosphere that supports each child's development.

We understand the challenges families face, particularly when work commitments extend beyond school hours. That's why we offer before and after school care, ensuring your child is supported in a safe and enjoyable environment while you manage your daily responsibilities.

Each child is unique, with their own talents, learning styles, and personalities. Our qualified staff are committed to understanding and meeting each child's individual needs, fostering an environment where their social, emotional, physical, and physiological needs are fully supported. The activities we provide are not only fun but also engaging and stimulating, promoting both learning and play in a balanced way.

We also offer a variety of delicious afternoon teas and breakfast options, with a focus on healthy eating. To ensure the safety and well-being of all children, we have a strict NO NUTS and no nut products policy in place at our OOSH services.

Service Locations Include:

Arcadia Vale OOSH

Located in Arcadia Vale Public School
In OOSH Room, Entry off Short Street
Glade Street, Arcadia Vale NSW 2283

Phone: 0413 427 002

Email – arcadiavale@ooshnewcastle.com.au

Blacksmiths OOSH

Located in Blacksmiths Public School Hall
Amaroo Street

Blacksmiths NSW 2281

Phone: 0433 604 423

Email – blacksmiths@ooshnewcastle.com.au

Coal Point Public School

Located in Coal Point Public School
Coal Point Road, Coal Point NSW 2283
OOSH Room next to staff Car Park and School Canteen

Phone: 0423 226 090

Email coalpoint@ooshnewcastle.com.au

Glendale East OOSH

Located in Glendale East Public School Hall
8 Margot Avenue, Glendale East NSW 2285

Phone: 0431 860 342

Email – geast@ooshnewcastle.com.au

Marks Point Public School

Located in Marks Point Public School in OOSH room near canteen
Entry off Ashley Street, Marks Point NSW 2281

Phone: 0423 638 232

Email – mpoint@ooshnewcastle.com.au

Merewether Heights Public School

Located in Merewether Heights Public School
Off Scenic Drive, Merewether Heights NSW 2291

Phone: 0412 787 605

Mount Hutton Public School
Located in Mount Hutton Public School Hall
12 Dunkley Parade, Mount Hutton NSW 2290
Phone: 0431 411 758/ 4948 0276
Email – mthutton@ooshnewcastle.com.au

Wangi Wangi Public School
Located in Wangi Wangi Public School Hall
37 Dobell Drive, Wangi Wangi NSW 2267
Phone: 0466 806 441
Email – wangi@ooshnewcastle.com.au

Best Time to Speak to a Staff Member

Our dedicated team is here to assist you with any questions or concerns you may have. However, due to our busy schedules, there are times when we may not be able to respond immediately.

Operating Hours:

- **Monday to Friday (During the School Term):**
 - **Morning:** 6:30am – 9:00am
 - **Afternoon:** 3:00pm – 6:00pm

Optimal Times to Contact the Centre:

- The best times to call are **7:00am – 8:00am** or **4:00pm – 6:00pm**. During these times, our Centre Managers will be available to assist you.
- If you are unable to reach us, please leave a message, and we will get back to you as soon as possible.

Busy Times:

- Please note that transition times (when children are being dropped off or picked up from school) can be especially busy, and our educators are focused on the children at these times.

Unavailable Hours:

- We are unable to respond to calls, emails, or messages during **public holidays** or **centre closures**, such as the Christmas/New Year shutdown.

We appreciate your understanding and patience, and we look forward to assisting you!



Method of Payments

We accept the following methods of payment:

1. **EFTPOS via Square Account**
2. **Direct Debit through the OWNA App**
3. **Internet Bank Transfer directly to our account.**

Our bank account details are provided on your invoice each week. Please find the account details for each OOSH below:

Arcadia Vale OOSH

BSB: 650 000

Account Number: 567 671 008

Blacksmiths OOSH

BSB: 650 000

Account Number: 552 669 407

Coal Point OOSH

BSB: 650 000

Account Number: 568 897 703

Glendale East OOSH

BSB: 650 000

Account Number: 527 157 506

Marks Point OOSH

BSB: 650 000

Account Number: 521 936 904

Merewether Heights OOSH

BSB: 650 000

Account Number: 970 426 002

Mount Hutton OOSH

BSB: 650 000

Account Number: 502 692 318

Wangi Wangi OOSH

BSB: 650 000

Account Number: 541 743 405

Payment Due Dates:

- **Weekly Invoices:** Statement of Accounts are available to all families every week. You can look this up on your app. Payments are due by **Thursday night** each week.
- **Casual Families:** Casual families must pay for care by **Friday morning** each week. Failure to do so will result in the suspension of future bookings until the account is paid in full.
- **Permanent Families:** Any permanent families that fall behind by more than two weeks will have care suspended until the outstanding fees are paid.
- **Vacation Care:** Vacation care fees are required to be paid **upfront**. Payment must be made either before arriving at the centre or upon arrival.

No Fees, No Childcare Policy:

We operate a strict no fees, no childcare policy. Full details of this policy can be found in our **Fees Policy**.

We appreciate your understanding and timely payment.



Hours of Operation

Before and After School Care (During the School Term)

Our services are available at the following locations: Arcadia Vale, Blacksmiths, Marks Point, Mount Hutton, Merewether Heights, Glendale East, and Wangi Wangi.

- **Before School Care:** 6:30am – 9:00am
- **After School Care:** 2:30pm – 6:00pm

Vacation Care

- **Available at:** Coal Point, Marks Point, Merewether Heights, Mount Hutton, and Glendale East OOSH.
 - **Arcadia Vale and Wangi Wangi OOSH will share Vacation Care across both sites during each holiday period.**
 - **Vacation Care Hours:** 6:30am – 6:00pm
-

Rationale

As professionals, our aim is to meet the needs of families in our community—whether they work, study, or have other commitments. We operate our services during hours that allow parents to transition smoothly from their workplace or place of study to our centre.

Our centre is open for the entire school term year, including all pupil-free days.

Service Closures

- The centre will be **closed** on designated public holidays. Parents will be notified in advance of these closures.
- **No charges apply** for public holidays during school holidays.
- **Charges apply** for public holidays that fall during term time.
- We also close annually during the **Christmas/New Year** period, typically into early January.
 - **No charges apply** during this closure period.
 - The specific calendar dates for these closures will be advertised each year, so families can plan accordingly.

Review of Operating Hours

We review our operating hours annually to ensure they continue to meet the needs of all families.



Current Fees and Charges

Before School Care

- **Permanent Booking:** \$23.00 per child
- **Casual Booking:** \$26.00 per child

After School Care

- **Permanent Booking:** \$25.00 per child
- **Casual Booking:** \$28.00 per child

Yearly Enrolment Fee

- **\$25.00 per child**
This fee is charged at the end of February each year. If your enrolment occurs after February, the enrolment fee will be added to your account upon registration.
-

Vacation Care Fees

- **Centre Day:** \$80.00 per day per child
- **Workshop Day:** \$90.00 per day per child
- **Excursion Day:** \$100.00 per day per child

These fees are applicable before any Child Care Subsidy is applied.

Child Care Subsidy

You may be eligible for the Child Care Subsidy, which can reduce your fees. With a high subsidy level, you could pay as little as:

- **\$5.00** for Before School Care
- **\$6.00** for After School Care
- **\$15.00 per day** for Vacation Care

If you would like an estimate of your account, please feel free to ask at the centre, and we can provide a personalized calculation based on your subsidy.



Centre Philosophy

At OOSH Newcastle Group, we are committed to delivering the highest standards of care and service to meet the needs of all children in a safe, stimulating, and supportive environment. We are excited to integrate ourselves into the vibrant culture of the broader school community by building strong relationships with both staff and families, offering reliable Out of Hours Care.

Central to our philosophy is our dedication to providing a quality program designed to challenge, teach, and enrich children through fun and engaging activities for children aged 5 to 12. We recognize that each child is unique, and this is reflected in our programming, which allows children the autonomy to choose and customize how they spend their time at OOSH. By providing opportunities for exploration, experimentation, and social interaction, we foster the development of confident and independent individuals.

We believe that children require a strong support network to grow and develop a sense of belonging. Therefore, we encourage both children and parents to be actively involved in the planning, implementation, and evaluation of our program. This collaboration ensures that our service meets the needs of the school community. Our program is guided by the **National Framework of My Time, Our Place**, which outlines the learning outcomes for all children, helping them become active and engaged members of society.

Children are shaped by their experiences, so we strive to offer positive, enriching experiences that celebrate diversity and build upon each child's skills and knowledge. Our goal is to foster a strong sense of identity and well-being in every child. Above all, we aim to support the well-being of our children through caring relationships grounded in respect and the appreciation of all cultures.

Our Goals

- Provide a **friendly, caring, and safe** environment that delivers high-quality care for children.
- Create a **welcoming environment** for staff, parents, and children, and foster collaborative relationships with the local community.
- **Promote health and well-being** by offering nutritious snacks, modeling healthy eating habits, and providing opportunities for physically active play.
- Acknowledge that **children are capable, resourceful, and active contributors** to their own learning.

- Recognize the **uniqueness** of each child and encourage their **sense of identity and well-being**.
- Emphasize the importance of **play and leisure** as essential components of learning, fostering growth in physical, social, emotional, personal, creative, cognitive, and linguistic areas.
- Build **positive relationships** with local schools and services within the community.



Priority of Access

We aim to provide care for all school-aged children during their time outside of school hours. While we do not discriminate against any families in need of care, priority of access will be determined according to our guidelines and the placement on our waiting list.

We care for many children with diverse special needs and do have a limit on the number we can support each day. This ensures that all children are provided with fair and equitable care. Once we reach our limit for children with special needs, we may have to refuse further placements if staffing capacity is exceeded.

Preparing for Your First Day

Orientation

We encourage all parents to spend some time at the centre with their child before enrolment to support the transition into before and after school care. This time allows your child to explore the environment, get comfortable with the routine, and build trusting relationships with the teaching team, all with your support. It also provides you with the opportunity to meet the educators, understand the program, and form a partnership with us.

What to Expect

Each child's first day is unique, and the time it takes for children to settle will vary. For many, this may be their first experience away from family and home, and we recognize that this is an important transition. We will do our best to make it a positive experience.

Generally, the first day is filled with new and exciting experiences, and children are often happy and engaged. We recommend that you inform your child when you will be leaving and when you will return. If you are concerned, you are always welcome to call us, and we will contact you if necessary.

During the first days at OOSH or Vacation Care, the focus of the program is on providing a caring and secure environment where children can become confident and independent. We introduce basic routines and help the children establish a safe, cooperative play environment.

What to Expect

Our OOSH morning program offers a variety of activities for children to enjoy as they start their day. From **7:00 am onwards**, we will have **Breakfast Club** available for those who need breakfast. The Breakfast Club runs until **8:00 am** and is designed for early starters.

- **For children arriving after 8:00 am**, please ensure they have already had their breakfast at home.

Breakfast Options Include:

- **Cereal** (with a variety of choices)
- **Toast** (Plain or Raisin) with various toppings such as:
 - Grilled Cheese
 - Vegemite
 - Honey
 - Jam

Beverages:

- Chilled Water
- Milk

We encourage the children to provide us with feedback on the breakfast options they prefer, so we can ensure the meals are enjoyable for everyone.



Arrivals and Departures

On Arrival Each Day:

- **Sign in your child** using the OWNA app. You can either use the iPad located inside the OOSH room on the desk or your own phone through the app. Signing in is an essential part of our record-keeping for emergency and funding purposes, so please ensure you sign in electronically upon arrival.
- **Hand any medications** to the educators and complete the necessary form on the OWNA app.
- **Apply sunscreen and/or mozzie repellent** to your child if needed.
- **Encourage your child to greet the educators** and other children as they arrive.
- **Discuss any relevant information** about your child's needs with the educators, ensuring they have the information to provide the best care.



On Pick Up Each Day

1. **Sign out your child** using the OWNA app, either on the iPad in the OOSH room or through your own phone. Please make sure to inform an educator that you are picking up your child.
2. **Check the communication day board** for any important updates.
3. **Ensure your child has collected their personal belongings.**
4. **Collect any art and craft** projects your child has made.
5. **Encourage your child to say goodbye** to the educators and staff before leaving.

Authorised Pick-Up

Children can only be collected by their parents or another authorized person listed on the enrolment form. If someone else is picking up your child, they will be asked to provide proof of identity (e.g., a driver's license or photo ID) before the child is released to them. This applies to anyone not already known to staff as a regular pick-up person.

Please Inform Us If:

- **Anyone other than the nominated person** on the enrolment form is picking up your child.
- **Your contact details or emergency contact details have changed.**
- There is a **change in access or custody**; staff cannot follow instructions without supporting legal documentation.
- If a **regular person** (who collects your child regularly) is picking up, please ensure they are added to your OWNA account by signing in and updating the details.



Absences

If your child will be absent on an enrolled day, please notify us as soon as possible. Staff ratios and the day's program are based on the attendance rolls, so timely communication helps us maintain the quality of care.

If your child has a **contagious disease** (e.g., COVID-19, Chicken Pox, Conjunctivitis, or any other viral infection), please inform us promptly. Children must remain at home for a period of **24 to 48 hours** before returning to school and OOSH. This helps prevent the spread of illness and allows us to notify other families of the infectious disease so they can take necessary precautions.

Learning Environments

At Arcadia Vale, Blacksmiths, Coal Point, Glendale East, Marks Point, Merewether Heights, Mount Hutton, and Wangi Wangi OOSH, we believe that the learning environment should inspire growth, development, and creativity through play and exploration. Our environments are designed to be peaceful, attractive, and welcoming to children, parents, and educators alike.

Our spaces are flexible and adaptable to meet the changing needs of the children, supporting their ongoing development.

We value the inclusion of cultural items or features from both educators and families, which help represent the diverse interests and cultures within our community, fostering a strong sense of belonging. We also encourage parents to share their child's interests with us, so we can incorporate them into our program.

Both our indoor and outdoor areas are designed to encourage interaction, with a variety of play spaces where children can engage with each other. We like to think of our OOSH as a fun and welcoming "home away from home," where children enjoy a playdate with their school friends and explore new activities together.

Framework



My Time, Our Place Framework

At our OOSH, we follow the **My Time, Our Place Framework** for school-age children, in accordance with current government regulations. This framework helps guide our service in meeting the required regulations, laws, and principles for working with children. It ensures our programs are tailored to accommodate the needs and developmental stages of the children attending our care.

The framework aims to provide school-age children with opportunities to engage in leisure and play-based experiences that are responsive to their interests, needs, and choices. These activities contribute to their ongoing development, fostering a well-rounded experience during out-of-school hours.

As part of our program, we take photos of the children engaged in activities. These photos are used in our daily post documentation and help us plan future activities. If you have any concerns about your child's photo being taken, please feel free to speak with our staff.



Care of Children - Meals

We provide a variety of meal options to ensure that children have nutritious and satisfying choices throughout the day.

Breakfast

We offer an assortment of breakfast options, which were detailed earlier.

Afternoon Tea

Our afternoon tea menu is varied and reflects the seasons. During the warmer months, we offer lighter, refreshing options such as:

- Dips and crackers with veggie sticks
- Assorted yoghurt
- Corn chips with salsa
- Crispbread with various toppings

In the cooler months, we serve heartier, comforting foods, including:

- Lasagne
- Vegetarian fried rice
- Nachos
- A variety of pastas
- Soups
- Other cooked options

These meals are designed to provide children with a substantial snack, especially during the colder months, when parents may have later dinners or smaller snacks due to their busy schedules.

Dietary Requirements

We cater for specific dietary needs, including religious or cultural requirements, to ensure that all children can enjoy their meals in a way that respects their individual needs.



Maintaining Home Language

We encourage and support all families to continue communicating with their children in their home language. We believe that maintaining a child's home language is important for their sense of identity and well-being.

We invite families to share any resources in their home language—such as books, music, or cultural materials—that can help both our staff and the children learn more about your culture and language. This not only enriches our program but also fosters an inclusive environment where diversity is celebrated.

Feedback from Families

At our OOSH, we highly value feedback from families and consider it an essential part of maintaining and improving our service. Your thoughts and suggestions help us ensure we are meeting the needs of all children and families.

We conduct online surveys every few months, inviting families to share their feedback on areas such as food, routines, programming, and other operational aspects. This helps us make informed decisions to improve our service.

If you have any questions, concerns, positive feedback, or suggestions for improvement, please feel free to schedule a meeting with the supervisor. We will listen to your feedback and take the appropriate action, in line with our complaints policy.

OOSH Facebook

Our OOSH Facebook page is a secure platform where families can share suggestions, feedback, and stay updated. We also post pictures, updates on activities, and highlights of the children's experiences at OOSH on a daily basis.

Our Facebook pages are a closed group that we monitor who is in and it is not posted publicly.



Child Protection

Ensuring the safety and well-being of children is a shared responsibility within our community. We are committed to providing an environment where children can develop free from abuse and neglect. If you believe a child is at risk of significant harm, please contact the Community Services Helpline at 132 111.

All staff working in children's services are **Mandatory Reporters**, which means that if we suspect a child is at risk of harm—whether disclosed by the child, parent, or another party—we are legally required to report this to Community Services.

We take child protection very seriously and are committed to acting in the best interests of the children under our care.



Policies and Procedures

Our OOSH has an extensive list of policies and procedures that guide our commitment to providing high-quality care and practice. These policies are available for you to review at any time. Simply ask one of our educators to email you a copy or access them via the OWNA Software platform, where they are available to all families.

Our policies are reviewed annually, and we encourage active parent involvement and feedback. Your input helps us improve and ensure that our practices are aligned with the needs of the children and families we serve.

The following is a list of the policies available for review:

- Acceptance and Refusal of Authorisations
- Infectious Diseases
- Administration of First Aid
- Management of Animals
- Behaviour Management
- Media and Technology
- Child Safe Environment
- National Quality Framework (NQF)
- Community Participation
- Payment of Fees
- Dealing with Medical Conditions
- Photography
- Delivery and Collection to and from Service
- Priority of Access
- Emergency Management and Evacuation
- Responsible Person
- Enrolment and Orientation
- Sleep and Rest
- Environmental Sustainability
- Staffing Arrangements
- Excursions
- Sun Protection
- Family Involvement and Communication

- Supervision
- Food, Nutrition, and Beverages
- Transportation
- Governance and Management
- Health and Safety
- Water Safety
- Incident, Injury, Trauma, and Illness
- Inclusion

Health and Safety



Health and Safety

At our OOSH, we prioritize the health and well-being of all children, staff, and families. We implement the following procedures to help maintain a clean and safe environment:

Hand Sanitising & Hand Washing Hand sanitising stations are available throughout the centre for both staff and children. We encourage everyone to wash their hands in the following situations:

- On arrival to and departure from OOSH (if necessary)
- After blowing noses
- Before and after preparing food
- Before and after assisting with changing children
- After cleaning
- Before and after attending to a sick child or dealing with cuts, abrasions, nosebleeds, etc.

Immunisation Immunisation is a simple, safe, and effective way of protecting children from diseases. If an outbreak of an infectious disease occurs at OOSH that can be prevented by immunisation, children who are not immunised will be required to stay at home during the outbreak, even if they are not showing symptoms. This directive comes from the Public Health Unit to ensure everyone's safety.

Please note that full fees are still applicable for the period of exclusion for Permanent bookings.

Smoke-Free Environment In line with National Regulations, our OOSH is a smoke-free environment, including the car park and footpath.

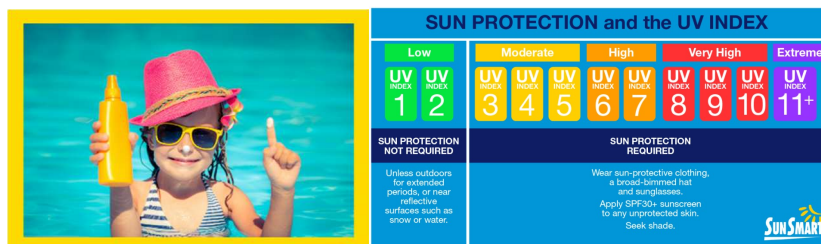


Evacuations and Emergencies

Our service has a comprehensive evacuation plan that is practiced regularly with the children to ensure their safety. The attendance register is used as a roll during these drills, so it is important that you always sign your child in and out.

If you are at the service during an evacuation drill, we ask for your cooperation by following the staff's directions to ensure the process runs smoothly.

Evacuation plans are displayed at exit points around the centre. We encourage you to familiarize yourself with these plans to know what to do in the event of an emergency.



Sun Safety

We are a SunSmart OOSH, certified by the Cancer Council. In alignment with our commitment to sun protection, all children must wear a hat when outside if the UV rating is 3 or above.

- **Vacation Care:** Children must bring their own hats from home.
- **School Term:** Children can wear their school hats.

We ask that children wear sun-appropriate clothing (e.g., short or long sleeves, no shoestring straps or singlet tops) when not in school uniform.

All children, staff, and visitors will apply SPF 50+ broad-spectrum, water-resistant sunscreen before going outdoors and reapply it every 2 hours.

Our service strives to educate children on long-term sun-safe behaviours. The playground is well-shaded with cover and trees, and our program is designed to minimize children's exposure to the hot sun.



Sick Children and Exclusion Guidelines

At OOSH, we prioritize the wellbeing of all children. Unfortunately, we do not have the resources to provide one-on-one care for sick children. As such, children who are unwell or contagious must stay at home.

Parents will be contacted to collect their child if symptoms like fever or signs of contagious illness are observed. Please ensure your emergency contact details are up-to-date.

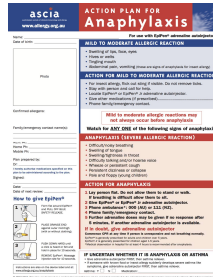
We follow the National Health and Medical Research Council's "Staying Healthy in Childcare" exclusion guidelines. Children with the following symptoms cannot attend OOSH:

- Fever
- Vomiting
- Respiratory infections
- Diarrhoea
- Immunisation-preventable diseases
- Untreated transmissible skin infections
- Any other suspected infectious illness

Children must be symptom-free for the recommended period before returning to OOSH. For certain infectious diseases like chicken pox, a doctor's certificate may be required.

It is at the supervisor's discretion to exclude a child who is unable to participate in the normal routine and activities of the OOSH. If your child has been unwell or taken medication before their attendance, please inform educators in advance.

If your child has been diagnosed with an infectious illness by a medical practitioner, please notify us so we can display a fact sheet to inform other families and help prevent further outbreaks.



Anaphylaxis

Anaphylaxis is a severe, potentially life-threatening allergic reaction that can be triggered by various allergens. To ensure the safety of all children in our care, we have implemented a strict no-nut policy. This means that foods containing nuts, nut-related ingredients, or products are not allowed at our service.

Children identified as having anaphylaxis will have an Anaphylaxis Action Plan completed by their parent or guardian. A sample of this form is available for reference.

If any other food items need to be excluded due to allergies, a notice will be posted at the entrance to the service. For more information, please refer to our detailed Anaphylaxis Policy.

Medication Authorization
 Form must be completed by the parent before medication will be dispensed.

Child's Full Name: _____
 Name of Medication: _____
 Prescription Number: _____ (Date of Expiry: _____)
 Name of Doctor: _____ (Date of Expiry: _____)
 Name of Pharmacist: _____ (Date of Expiry: _____)
 Name of Supplier: _____ (Date of Expiry: _____)
 Name of Dispenser: _____ (Date of Expiry: _____)
 Name of Receiver: _____ (Date of Expiry: _____)
 Name of Administerer: _____ (Date of Expiry: _____)
 Name of Observer: _____ (Date of Expiry: _____)
 Name of Assessor: _____ (Date of Expiry: _____)
 Name of Approver: _____ (Date of Expiry: _____)
 Name of Authorizer: _____ (Date of Expiry: _____)

Please print your name and address on the back of this form.

Medication Form

If your child is well enough to attend but is completing a course of antibiotics or any other prescribed medication, please provide the medication to the teaching team and complete the appropriate medication form. The medication must be in its original packaging with the doctor's prescription label, clearly displaying the following information:

- Doctor's name
- Child's name
- Medication name
- Dosage amount
- Frequency and time of administration
- Expiry date

Alternatively, medications can be provided in a labelled Webster pack from the pharmacy. Parent instructions must match the instructions on the medication container.

Educators will administer the medication at the appropriate time, and two staff members will check and witness the administration. For long-term medications, please provide a letter from your doctor outlining the health condition, purpose of the medication, administration instructions, and any special action plans (e.g., for allergies, asthma, or anaphylaxis).

Medication will only be administered if it is in the original packaging, as distributed by the pharmacy, with the required details.

Medication forms are completed via our OWNA software.

Please refer to our full Medication Policy for further details.

Illness

If your child becomes ill while attending OOSH, we will contact you as soon as possible to make arrangements for your child to be collected. Educators will complete an illness form outlining the actions taken, which you will be required to sign when picking up your child.



Asthma

If your child suffers from asthma, we require you to provide a Ventolin inhaler (or other prescribed asthma medication) with your child's name clearly labeled on it. Additionally, we ask that you provide an Asthma Action Plan, which will be kept at the centre in case it is needed during your child's attendance.

If your child uses any other asthma medications, please provide detailed information on the dosage, frequency, and any known asthma triggers. This ensures that our staff can respond appropriately and effectively if needed.



First Aid

In the event of an accident or injury, an Accident Injury Form will be completed by the educators. Parents will be informed of the incident at pick-up time, or if the situation is urgent, as soon as possible. Parents will be asked to sign the report, which will then be kept in the child's file, and a copy will be made available to you upon request.

If an injury requires hospital or medical treatment, parents will be notified immediately, and an ambulance will be called if necessary. All educators, volunteers, and students are trained in and follow our injury procedures in accordance with our policy. At all times, there are at least two educators on duty with a current first aid qualification.

Complaints or Praise.

Feedback and Complaints

If you have any issues, concerns, or would like to compliment any aspect of OOSH Newcastle services, please follow the steps outlined below:

1. **Initial Contact:**

Please speak to the service educators or the Service Manager. They can schedule a suitable time to meet with you and discuss your concern.

2. **Escalating Concerns:**

If you do not receive a satisfactory resolution from the meeting, please put your concern in writing to:

Larissa Issah

Nominated Supervisor

OOSH Newcastle Group

Email: larissa@ooshnewcastle.com.au

(Please include "Attention to the Nominated Supervisor" in the subject line)
Direct Contact Number: 0406 315 922

3. Further Communication:

If the issue remains unresolved, you may contact the Regional Operations Manager (Hunter/Central Coast) at the Department of Education and Communities/Early Childhood Education and Care Directorate:

Telephone: 02 49 851 433
Email: ececd@det.nsw.edu.au

4. National Body:

National Feedback and Complaints Helpline: 1800 619 113
Australian Children's Education & Care Quality Authority (ACECQA):
<https://www.acecqa.gov.au/>

5. Department of Education:

NSW Department of Education – Early Childhood Education Regulation and Compliance: <https://education.nsw.gov.au/early-childhood-education/regulation-and-compliance/how-to-give-feedback-or-make-a-complaint>



Thank You

Thank you for taking the time to familiarize yourself with this handbook.

If you require any further information or assistance at any time, please do not hesitate to reach out to your Centre Manager or Assistant Coordinator.

Our entire OOSH team looks forward to welcoming you and your children. We are excited to work with you to create a positive, safe, and enjoyable experience for your child.

