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SAMPLE

PARENT HANDBOOK

Welcome to the Name of Service. We aim to provide your child/ren with care of the highest possible standard within a safe, secure and stimulating environment.

This handbook has been created as a guide for new families to the service.

Please read this handbook thoroughly and keep for future reference. A full copy of the policy and procedures that guide our staff in the management of our service is available from the Coordinator.

The Coordinator is available to answer any questions or concerns you may have. Please call name to book a time or speak to name when you collect your child/ren.

We hope you and your child/ren enjoy the time spent in our service.

1 INTRODUCTION

1.1 BACKGROUND

In response to the community needs of the..... area, the..... Primary School has established and operates an Out of School Hours Childcare (OSHC) Service. The service incorporates Vacation Care, Curriculum Day Care, Before School Care and After School Care.

The service operates to provide high quality childcare in a safe, enjoyable and caring environment. This service is provided at minimal cost and enables parents to pursue options leading to employment, training, recreation and the pursuit of personal interests.

The service includes a wide variety of activities that are prepared and implemented in a friendly environment, which accounts for children's social, emotional, intellectual, language, physical and creative needs. In this way the service endeavors to complement the school's activities and be consistent with the school's policies and practices.

Name of Service prides itself on being an exemplary service, a model for other schools and agencies.

1.2 SERVICE PHILOSOPHY AND GOALS

To provide a quality primary school-aged childcare service for name of service which is community-based, flexible and meets each child's need for care in a creative, stimulating, safe and secure environment before and after school and during school holidays.

The philosophy is implemented by the following goals:

- To offer a flexible service that responds to the care and recreational needs of all children during their middle childhood years
- To provide an environment for children that:
 - is both safe and challenging
 - fosters individuality, recognising their needs and interests
 - promotes their physical health and well being
 - acknowledges the importance of the middle years of child development
 - values the benefit of play in both structured and self directed experiences
 - fosters a spirit of equity and inclusion
- To ensure that the service accurately reflects the needs of children and parents by:

- acknowledging the importance of parents in providing direction for the service
 - encouraging comments and feedback from all parents
 - acknowledging and being sensitive to the cultural backgrounds of families
- To meet the National Standards for Childcare
 - Strive to achieve the highest level of quality as determined by the Outside School Hours Care Quality Assurance System. NCAC, Quality Practices Assurance System.FamFFFF
 - To ensure that staff are able to:
 - fulfill the role and responsibilities they are employed to undertake
 - have their needs met

Purpose

To respond to community needs in providing OSHC for children of Primary School and, if places permit, other neighbouring schools.

Guidelines

- To operate an Out of School Hours Care Program to cater for students attending Primary School and, if places permit, other schools in the area.
- The program complements the school's activities and is consistent with its Charter. To ensure that principles of respect for others, (both staff and students,) and the school are adhered to. To promote responsibility for oneself, for others and recognise the rights of staff and students.
- For the program to be a highly valued resource of the school and one which widely informs the community.
- The Program Coordinator will liaise with and report to the Out of School Hours Childcare Program Committee.
- The service will operate in accordance with the expectations of the National Standards for Out of School Hours Services.
- The service will register with the National Childcare Accreditation Council (NCAC) to participate in the Out of School Hours Quality Assurance System. The service will strive to meet the highest level of Quality Assurance.

1.3 SERVICES PROVIDED

The name of service operates on a non-profit basis and was established in The..... Primary School is the sponsor of the service however the management of the service lies with the Outside School Hours Care (OSHC) Committee of Management. A Coordinator is employed to operate the service on a day to day basis.

Before School Care

The Before School Care Service operates fromam toa.m. each weekday during school terms for ? weeks of the year. A healthy, varied breakfast is provided each morning as part of the service. This service is funded by the Commonwealth Government to provide Child Care Benefit to families.

After School Care

The After School Care Service operates frompm top.m.. each weekday during school terms for ? weeks of the year. A nutritious snack is provided after school as part of the service. The service also provides an extensive program of creative and recreational experiences for the children. This service is funded by the Commonwealth Government to provide Child Care Benefit to families.