

DARLO PLAY CENTRE

FAMILY HANDBOOK



Darlo Play Centre acknowledge the Gadigal of the Eora Nation as the traditional custodians of this place and as the traditional custodians of our land – Australia

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<https://www.darloplaycentre.com.au/>

This handbook provides with information about Darlo Play Centre that includes relevant policies and procedures. A complete set of policies and procedures is available in our Junior room.

DARLO PLAY CENTRE

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PHILOSOPHY

Our purpose is to optimise children’s innate affinity with learning to make choices, the basis of social wellbeing. We want children to discover what really interests them, and to get involved in their interests, whatever they may be.

Darlo Play Centre offers children a group context in which to do this. It is our priority to support children to make the most of the relationship-building they can do, because all their learning depends on their social skill. We provide three differentiated programs so children can do things they like doing. We respect children’s competence and we base everything we do on the assumption that children are ‘wired’ to seek quality outcomes. Our job is to facilitate and resource their projects and to scaffold their broadening interests.

Drawing on ‘Productive Pedagogies’ thinking, we leverage the knowledge children generate to make Darlo Play Centre a space that truly belongs to them. To succeed in this effort, we acknowledge the net of care consisting of families, and by extension, the school, that wraps our service in support. Darlo Play Centre owes its vigour to families. We respect that families know what works for their children. We see our service as partnering with this knowledge to help children become good at choosing what they do in their free time. We are committed to co-planning, co-programming and co-learning. We are attuned to children’s voices in this process.

Darlo Play Centre aims to model the principles and practices of sustainable living. We seek to lighten our ecological ‘footprint’, to be mindful of our heritage, to be respectful and appreciative of our differences, and above all, to celebrate children’s rights to enjoyment, education and choice of pathways connecting them to the future.

DARLO PLAY CENTRE

AIMS

Children in school age care settings are challenged to be curious about what is of interest to them while at the same time developing self-identity and social competencies.

(Adapted from Stig Lund, Danish National Federation of Early Childhood Teachers and Youth Educators and Nordic Teachers Council)

In school age care settings educators collaborate with children and young people to provide play and leisure opportunities that are meaningful and support their wellbeing, learning and development. School age care settings pay attention to the capabilities and curiosities of individual children and young people within a context that promotes collaboration and active citizenship. They celebrate diversity with children and young people and their families, and the opportunities diversity brings to know more about the world. Children and young people in school age care settings have choice and control over their play, leisure and learning as they collaborate with educators and their peers to extend their life skills and develop citizenship. (My Time, Our Place, Framework for School Age Care in Australia v2.0, 2022, p.6)

Darlo Play Centre aims to meet the five outcomes, which reflect quality service provision in the new frame that characterizes School Age Care places as ‘sites of learning’. These outcomes are the basis for the rationale of the Framework for School Age Care-*My Time, Our Place*. These include:

Outcome 1 : Children have a strong sense of identity

Outcome 2 : Children are connected with and contribute to their world

Outcome 3 : Children have a strong sense of wellbeing

Outcome 4 : Children are confident and involved learners

Outcome 5 : Children are effective communicators

More information on the Learning Framework is available at <https://www.acecqa.gov.au/nqf/national-law-regulations/approved-learning-frameworks>

We strongly encourage communication between families and educators to ensure continuity in what we are delivering to your child and acknowledge that the role of the educator is to work in partnership with families; children’s first and most influential educators.

DARLO PLAY CENTRE

CENTRE INFORMATION

Darlo Play Centre is a non-profit, community-based organization sponsored by the Darlinghurst Public School P & C Association Inc. (P&C) and is managed by a sub-committee of the P&C. Our Centre provides a Before and After School Care service to the children who attends Darlinghurst Public School, with up to 120 places available in both the morning and afternoon session.

Hours of Operation

Darlo Play Centre operates Monday to Friday for Before School Care (7:00am to 9:00am) and After School Care (3:00pm to 6:00pm) during the school term. Our Service is closed on NSW public holidays or during school holidays.

The session as listed :

Before School Care :7:00am – 9:00am
After School Care : 3:00pm – 6:30pm

The above hours are enforced. Late penalty fees apply. Should a family repeatedly collect children after closing, they may jeopardize their place at Darlo Play Centre, and notification may be made to Department of Community Services.

DARLO PLAY CENTRE

Board Management

Darlo Play Centre operates under the auspice of the Darlinghurst Public School P&C Association Inc. (P&C). The Association elects a sub-committee who are responsible for the management of the Centre and report back to the P&C on a monthly basis.

The Boards are listed as below :

Paul YARDLEY (P&C President)

Erica AYAD

Rachel BECK

Joel DICKENS

Our Teams

Darlo Play Centre is made up of a team of high-quality professional and experience educators that are committed to and passionate about school aged care.

Our Centre comply with the National Regulations for educator to child ratios across our Service to ensure adequate supervision is provided for all children. Our service meets the prescribed educator-to-child ratio of 1:15 at all times. And our services complies with the Working with Children Check as required.

Staffs are our key and valuable asset. All staff are encouraged and supported to attend professional training and development to further their knowledge and skills. Staffing is structured to afford a new model of permanent full time co-leadership.

DARLO PLAY CENTRE

Our Teams (Cont.)

Management structure and the team of Educators are summarized in the table below :

Centre Director (Nominated Supervisor)	Laurence Catzel
2IC (Nominated Supervisor)	Catherine Wong
Educational Leader	Laurence Catzel
Educators	Jack Baggott / Reilly Seet / Max Pearson / Laila Douglas / Miles Douglas / Lucas Pierce /Naomi Burgess / Polly Power / Joseph Coutts-Trotter

Our educators take into account children’s learning styles, abilities, interests, linguistic and cultural diversity and family circumstances when planning and implementing learning programs. We support and respect the history and backgrounds of Aboriginal and Torres Strait Islander people and aim to foster each child’s sense of identity.

NATIONAL QUALITY FRAMEWORK

Our Service complies with the Australian Government’s National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law and National Regulations, the National Quality Standard and a rigorous assessment and rating system. Our educational program and curriculum are based on the School Aged Care Learning Framework-*My Time, Our Place*.

We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our service to identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement.

Additional information about the NQF can be found at [ACECQA/nqf/about](https://www.acecqa.gov.au/nqf/about).

A copy of the National Quality Standard as well as the “*My Time, Our Place* Framework for School Age Care in Australia” are available for families to view in our Junior room.

REGULATORY AUTHORITY

Our Service is regulated by the national body for early education and care – the Australian Children’s Education and Care Quality Authority (ACECQA) as well as the state licensing department in NSW. To contact our Regulatory Authority, please refer to the contact details below:

NEW SOUTH WALES

Early Childhood Education Directorate

NSW Department of Education

Locked Bag 5107 PARRAMATTA NSW 2124

phone: 1800 619 113 email: ececd@det.nsw.edu.au

web: www.education.nsw.gov.au

OUR COMMITMENT TO CHILD SAFETY

Our Service is committed to ensuring the safety and wellbeing of children is maintained at all times whilst being educated and cared for by educators and staff at Darlo Play Centre. We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to comply with both the Child Safe Standards and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our staffs carry out their responsibilities as mandatory reporters as required by law under the Children and Young Persons (Care and Protection Act 1998) and maintain up to date with knowledge of child protection law.

Our staffs are recruited through a robust screening process to ensure they display the right personal qualities and experiences to provide high quality supervision and care to child in addition to holding a validated Working with Children Checks.

We have a zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegation or concern will be responded to promptly by management. We request that you contact our Centre Director if you have any concerns.

CODE OF CONDUCT

The Code of Conduct establishes the standards for all employees of our Service. Employees are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's Code of Ethics. The values that underpin our work ethic include equality, respect, integrity and responsibility.

EDUCATIONAL PROGRAM

At Darlo Play Centre, ‘the program’ is initiated at each individual child’s arrival in the care space and ends for each individual child when s/he exits the premises. In this interval, all activity constitutes ‘the program’, be it observable communally interactive, solitary, productive, spontaneous, mentored, pre-planned and resourced or less observable developmentally-driven social practice to attain connection to others.

Our program follows the *My Time, Our Place* Framework for School Age Care in Australia as per our programming policy. Flexibility in program delivery is contingent on children’s choices from a ‘palette’ of suggestions from educators and children. There are three daily ‘palettes’ of suggestions, differentially devised to anticipate how groups of children may relate to them. These groups comprise ‘Junior’, ‘Middle’ And ‘Senior’ cohorts, reflecting consideration of age/ability appropriate planning and socialisation groupings.

The experiences facilitated at Darlo Play Centre reflect children’s developing awareness of quality time-use from their perspectives. The choices children make are scaffold in Educator-child relationship practices and reflect children’s current interests. Children also make their choices on the basis of seeking skill development. The key skill presaging wellbeing outcomes is socialisation because learning is contingent on relationship. Darlo Play Centre does not provide formally structured, explicitly designated content for knowledge transfer or skill-building. However, intentional teaching is highly valued as a key practice, and is understood to include children teaching adults and each other, and adults teaching children and each other. Iterative cycles of reflections based on evidence of the quality of their socialisation skills are documented. Input from Educators, children and families is integral in this continuously improving cycle of co-learning. Its core strength is the prominence given to children’s voices.

Educators daily contribute to their program’s Floor Books, and these, along with Educators’ analyses of learning are available to view by children, their families, the Darlo Play Centre Board and the co-location school: Darlinghurst Public School. All parents (and children) are encouraged to make suggestions and become involved in the design of the program.

MY TIME, OUR PLACE

Fundamental to the Framework is a view of children’s lives as characterised by belonging, being and becoming. From before birth children are connected to family, community, culture and place. Their earliest development and learning take place through these relationships, particularly within families, who are children’s first and most influential educators. As children participate in everyday life, they develop interests and construct their own identities and understandings of the world.

BELONGING

Experiencing *belonging* – knowing where and with whom you belong – is integral to human existence. Children belong first to a family, a cultural group, a neighbourhood and a wider community. Belonging acknowledges children’s interdependence with others and the basis of relationships in defining identities. In early childhood, and throughout life, relationships are crucial to a sense of belonging. Belonging is central to being and becoming in that it shapes who children are and who they can become.

BEING

Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the here and now in children’s lives. It is about the present and them knowing themselves, building and maintaining relationships with others, engaging with life’s joys and complexities, and meeting challenges in everyday life.

BECOMING

Children’s identities, knowledge, understandings, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. Becoming reflects this process of rapid and significant change that occurs as children learn and grow. It emphasises learning to participate fully and actively in society.

DOCUMENTATION OF CHILDREN'S LEARNING

Children learning may be documented in a variety of ways to assist with ongoing reflection, evaluation and assessment of their strengths, interests, behaviours and relationships. Documentation may include:

- child's profile
- goals from families and educators
- observations
- objectives for further development
- work samples
- checklists

The individual child's documentation is maintained and used as a direct tool for critical reflection, evaluation and future planning within the Service's program. This makes the program reflect the value of individuality and is not to be used as a means of comparison between peers or stereotypes. You will be given your child's documentation/portfolio at the end of the school year or as they finish at the Service. This documentation will be used in parent/educator meetings throughout the year and is always available for you to review at your convenience.

FAMILIES AS PARTNERS

Darlo Play Centre respects parents as the primary carer and educators of their children. Our Educators encourage parents to spend time at Darlo Play Centre. We see our service as partnering with this knowledge to help children become good at choosing what they do in their free time. We are committed to co-planning, co-programming and co-learning by integrating families' perceptions and understandings to enrich the quality of children's experiences with us.

Darlo Play Centre appeals to families to provide feedback on policies and their implementation. We are exploring new ways of building the quality of communication between Darlo Play Centre and families. Our noticeboards in the Junior room, regular newsletters and Communications Centre in Xplor apps are only part of the information exchange and discussion that is so critical to our practice. Families are always welcome to share and talk to our Centre Director either by phone ([02 8283 0025](tel:0282830025)) or by email (admin@darloplaycentre.com.au).

If, for any reason you question or do not understand any aspect of the Service or your child's experience, we have a *Dealing with Complaints Policy* that supports all stakeholders in our community and like all policies, is available for families to consult and implement at any time.

COMMUNITY LINKS

Darlo Play Centre invites year 10 students from Sydney Grammar School and Sydney Secondary College who are Duke of Edinburgh Award candidates to join our centre as mentors for all of the children. For the last couple of years, Darlo Play Centre has made a Christmas trees for the young patients at Sydney Children's Hospital. We seek to develop our capacity to contribute to neighborhood projects and connect with our local area.

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ENROLMENT INFORMATION

Darlo Play Centre is open to children currently attending Darlinghurst Public School.

Prior to your child commencing at our Service, family will be required to complete an enrolment form, provide necessary documentation and pay the administration fee.

Families are charged a registration fee (\$50 for a year per family). Families pay two weeks' fees in advance and agree to comply with Darlo Play Centre's policies and procedures, which is available next to the sign in/out hub in our Junior room.

Darlo Play Centre accepts children with disabilities. Every effort will be made to meet the requirements of all children attending the Centre.

Regarding all allergy (mild or severe) or any behavior medically diagnosed, the enrolment forms must be completed in full, otherwise your child can't attend our Centre.

We operate with Educator-to-child ratios exceeding the minimum set by our regulators. At Darlo Play Centre children's needs and interests are continuously assessed, and our programs are adjusted accordingly.

Enrolment Form

Enrolment is needed every year.

Darlo Play Centre offers a registration period for Returning and New child(ren) every year. Registration for the following year opens in Term 4. Notification for the commencement of registration is sent to all families of the centre in Term 3. Priority of registration is given to returning child(ren) in the first week of Term 4 and open in week 3 Term 4 for new child(ren).

Annual registration fee of \$50 per family. But \$40 per family for early registration on or before 30 Nov.

1. New Child(ren)

New Child(ren) has to enrolled online for each child separately via the link below :

https://prodadmin.myxplor.com/enrollment_v2/centre/0If6gEUUxTnEcwPFzRZwQ

Details can also be found on our website.

2. Returning Child(ren)

Returning Child(ren) has to enrolled by completing the registration form (for returning Child).

Registration form can also be found on our website.

We will require a copy of your child's birth certificate or identity documents and immunisation history statement from the Australian Immunisation Register.

Please note, the names written on the enrolment form must match the names on your child's birth certificate to meet legal requirements.

If you require assistance completing the enrolment form, please contact our Centre Director or Nominated Supervisor for assistance.

Family Law and Access

Our Service will uphold any responsibilities or obligations in relation to Family Law and access to the service. We require certified copies of any court order, parenting orders or parenting plans, relating to your child and request that if situations change, a copy of the Court Order is provided to our Service. We will only allow children to leave the Service with the written permission of the custodial parent/guardian. Without a Court Order we cannot stop a parent collecting a child. All documentation relating to custody and access are held and maintained securely in accordance to our *Record Keeping and Retention Policy*.

Authorised Nominees

You will be requested to provide information about authorised nominees on your child's enrolment form. These are persons that you provide permission to:

- be an emergency contact
- collect your child from the Service
- provide consent for medical treatment for your child from a medical practitioner, hospital or ambulance service
- provide consent for the transportation of your child by an ambulance service
- provide consent to go on an incursion and/or excursion.

Please understand that it is essential we have up-to-date information on your child's enrolment record in case of an emergency. It is important that you notify the Centre Director, Nominated Supervisor (or Responsible Person) of any changes to enrolment information including:

- your residential address
- health of your child
- telephone/mobile numbers
- contact details for any parent or authorised nominee
- family changes (parenting orders)
- emergency contact information details etc.

Authorisations

The enrolment form will include additional authorisations for our Service to seek medical treatment and emergency transportation for your child if required. Authorisations will also be requested for permission to administer emergency medication to your child in the case of an asthma or anaphylaxis emergency (Ventolin or Epi-pen), permission to access medical treatment and transport in case of an emergency. Parents must also provide the name, address and contact details of any person authorised to authorise our service to transport your child or arrange transportation for your child. This may be for authorisation for your child to go on an excursion and/or for your child to be transported by our service.

Excursions/Incursions

As part of our program, we, on occasion will plan excursions within the local community and incursions at the Service. While these activities enhance the program, children's learning experiences and involvement in the community, they are optional. Safety is an essential part of all excursions and they are only undertaken after risk assessments have been conducted and risk management strategies implemented.

Written authorisation will be requested from parents prior to any activity and must be received by the Service before any child can participate in the excursion. During any excursion, attendance records are maintained accurately, a qualified first aid officer is always present, staff ratios based on the risk assessment are strictly adhered to as a minimum and children are supervised at all times. For further information, please refer to our *Excursion Policy*.

Photographs, social media, promotion

As part of the enrolment process, we will also ask for your permission to take photographs and video of your child during normal activities and excursions for sharing with our parent community through social media and/or to promote our Service to the community through marketing and promotional materials. Photographs and video may also be used as part of our observation and programming process.

Medical conditions – Allergies, Asthma, Diabetes or Epilepsy

It is vital that we are aware of any medical condition including diabetes, epilepsy, allergies, eczema, asthma, risks of anaphylaxis of your child including any potential triggers. Families are required to indicate any allergy or asthma on the enrolment form.

Our Service requires a Medical Management Plan and ASCIA Asthma/Anaphylaxis Action Plan to be completed by your General Practitioner to assist in managing your child's needs. This needs to be provided prior to your child's commencement at the Service. In consultation with our Centre Director, you will be asked to develop a Risk Minimisation Plan, Communication Plan and Permission to display Medical Action Plan to assist our educators and staff. Any prescribed medication that your child may require must be provided together with the Administration of Medication Record to be completed before attending at the Service.

To ensure the safety and wellbeing of your child, please update your child's Medical Management Plan/ Action Plan every 12-18 months or whenever a change in their medication or treatment occurs. (Australasian Society of Clinical Immunology and Allergy) (ASCIA).

Diagnosed disability or additional needs

If your child has a diagnosed disability or learning, behavioural or other diagnosed difficulty, please speak to our Centre Director before the enrolment. We provide a supportive and inclusive environment that allows each child to fully participate in quality education and care.

We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child to have equitable access to resources and participation. If your child has a National Disability Insurance Scheme (NDIS) package, we may need your consent to make contact with services and/or therapists who are working with your child to seek information regarding their learning plan to support continuity of learning.

Our Service may be able to apply for additional support through the [Inclusion Support Program \(SIP\)](#) to assist your child's access.

BOOKINGS, FEES AND ATTENDANCE

Permanent and Casual Bookings

Two types of bookings, Permanent (regular) and Casual bookings, are available at Darlo Play Centre :

Permanent Bookings are an ongoing booking that:

- remains the same from one week to the next
- are chargeable regardless of attendance (*unless you have provided the adequate notice, which is at least two weeks' notice by email*)
- must remain unchanged for a minimum of TWO weeks. **Two weeks' notice policy (by email) is applied for any change.**

Casual Bookings are one off bookings that:

- can be booked for emergency care. This is provided that we have vacancies. Booking has to be made by email or via our Xplor app, subject to availability. And email will be sent to confirm the casual booking. Note that booking request after 2pm on the requested day may not be accepted.
- can be cancelled at no cost, provided 24-hour notice via email is given.

Waiting List

Casual waiting list: We will create a casual waiting list for casual bookings that have been requested for a session that we are at capacity. If positions become available, we will allocate them in order of application. Email will be sent to confirm the booking.

Permanent waiting list: If you would like to increase your child/ren's permanent sessions but there are no permanent vacancies, your child/ren will be placed on a waiting list until a position becomes available. Email will be sent to confirm the booking.

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Fees

1. Annual Enrolment Fee :

Upon enrolment, you will be charged for the, non-refundable, annual enrolment fee.

Permanent (regular) booking	\$ 50.00 per family
Casual booking (only charged when booking started)	\$ 50.00 per family
Early Registration (on or before 30 Nov) – Permanent & casual	\$ 40.00 per family

2. Booking fee:

Below is our full fee schedule, before Child Care Subsidy (CCS) has been applied :

	Permanent (regular) booking	Casual Bookings
Before School Care	\$ 15.00 per child, per session	\$ 19.00 per child, per session
After School Care	\$ 33.00 per child, per session	\$ 39.00 per child, per session

3. Late Collection Fee:

Please be aware our Service closes at 6:30pm. In accordance with National Regulations and licensing, we are not permitted to have children in the service after 6:30pm. A late fee is incurred for children collected after 6.30pm.

The fee is \$35 per child for every 15 minutes or part thereof and will be added to your next account. The late fee is strictly adhered to, as staff members are required to remain at the Service until all children are collected.

If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children past the hour of 7:00pm, we may need to contact the Police or other authorities to take responsibility of your child.

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Payment Methods

Fees will be deducted fortnightly on Monday when booking starts. At all times families must have fully paid 2 weeks fees in advance of their children's bookings being booked. The payment that charged including the balance of current week booking plus a week in advance.

Payment method :

1. Direct debit

The primary carer, i.e Parent/guardian who claim CCS and registered in the system, is required to register and complete a Direct Debit form in the Xplor (home.myxplor.com) upon enrolment. They will be provided with individual log in details and families are reminded not to share passwords or log in details.

--> the following link will help in register the direct debit in the system :

<https://support.ourxplor.com/hc/en-us/articles/360022239971-Adding-Bank-Details>

Please note that additional charges will apply for any failed transactions as a result of insufficient funds.

2. Pay straight to our bank

Family can also pay straight to our bank account with details below :

Bank account name : Darlo Play Centre

BSB : 062 014

A/C No. : 00902055

*** If family has an issue with paying the fees, they will need to contact the Centre Director and/or a Management Committee member to discuss a payment arrangement.**

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Statement of fees

Statements can be checked by primary carer in Xplor apps and Xplor web (home.myxplor.com). Families are encouraged to check statements for any changes to CCS entitlements. If there is any discrepancy, please contact the Centre Director as soon as possible.

Child Care Subsidy (CCS)

Darlo Play Centre is an Approved Centre for Child Care Subsidy (CCS), with the **CCS Approval ID : 190017301K**.

Child Care Subsidy (CCS) offers assistance to families to help with the cost of child care aged 0-13 years. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- Combined annual family income
- Activity test – the activity level of both parents
- Service type – type of child care service and whether the child attends school

Families who wish to receive Child Care Subsidy as reduced fees must apply through the [myGov](https://my.gov.au) website. This includes completing the Child Care Subsidy activity test. Child Care Subsidy is paid directly to our Service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our Service and the subsidy amount received. This is called the '*gap fee*'.

On enrolment we will need the Customer Reference Number (CRN) and the Date of Birth (DOB) of the person (i.e. primary carer) linked with the child, along with the child's CRN and DOB so we can confirm the attendance and ensure that you are receiving the appropriate subsidy.

Primary carer has to confirm the CCS enrolment in both Xplor and Mygov every year by approving the Complying Written Agreement (CWA) via the Email Link that received, when booking starts.

For easy reference, please refer to the link below :

<https://support.ourxplor.com/hc/en-us/articles/360015429272-CWA-Approval-and-CCS-Enrolment-Confirmation>

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Complying Written Agreement (CWA)

A Complying Written Agreement (CWA) is an agreement between our Service and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and details of the fees to be charged. Before Child Care Subsidy can be paid, you must approve the enrolment information within the CWA via the [MyGov website](#).

Absences

Parent/guardians must notify the Service before 2:00pm if a child will be absent from an After-School care session. This is so that staff aren't searching the premises for a child that has been collected or was not at school. We encourage families to notify the Centre as soon as possible if your child will be absent for any day or session you have booked. It is recommended that absences are notified to the Centre by email or through our Xplor app.

Child Care Subsidy will be paid for any absence from an approved child care service your child attends for up to 42 days per child per financial year. The update can always be checked in the Centerlink. You can access your child's absence record on your online statement by selecting 'View Child Care Details and Payments' on your [Centrelink online account](#). You can also do this using the [Express Plus Centrelink mobile app](#).

If your child has not attended our Service for 14 continuous weeks, your child's enrolment will be cancelled, and Centrelink will stop paying your CCS subsidy. Child Care Subsidy (CCS) is generally not payable for absences on the first or last days of enrolment. If a child is due to start enrolment on a set date and does not attend, CCS will not be paid until the child physically attends. Also, if the child does not attend care on their last booked day, CCS may not be paid for any period after the child's last physical attendance at the service.

Withdrawal from care / Changing Booking Days

We require **2 weeks notice** to withdraw from care and/or change booking days for your child(ren) from any permanent booking. Notice must be provided via email or written notification. CCS guidelines will be followed once an enrolment is cancelled.

SERVICE POLICIES AND PROCEDURES

You will find a copy of our Service policies and procedures in the Service and office. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and Regulations and Family Assistance Law.

Educators cannot make exceptions for individuals unless the Director Centre or Nominated Supervisor do so on account of serious and/or extraordinary circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures meet family's needs and adhere to required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.

A copy of the Centre's Policy and Procedures is available for parents to view at any time, located next to the sign in/out hub in our Junior room. The policies cover all aspects of how the Centre is run, and we encourage parents and carers to read and become familiar with them.

ARRIVAL AND DEPARTURE

For safety and security reasons ALL children must be signed in on arrival and signed out on departure in our system, Xplor. Parent/carer/authorised person have to call our mobile **(0421 351 553) in the driveway gate in Barcom Ave to pick up/drop off the child. Our educator will sign in / out for the child(ren).**

No child will be allowed to leave our Service with a person who is not stated in the Xplor system, unless prior arrangements are made with the Centre Director or Nominated Supervisor and advice has been given in writing by email. The notification must have the specific FIRST and LAST name of the person, the mobile number and email. Photo identification, preferably a drivers' license, will be required for any person collecting children not known to educators upon collection.

No child is permitted to travel home or to another activity on their own, unless prior authorisation form has been submitted.

TECHNOLOGY, TELEVISION AND DEVICES (INCLUDING MOBILE PHONES)

Our Service encourages time outside and free play. We do the use technology to assist with the implementation of our program, activities and research. Children are able to access a range of technologies at the service to facilitate their homework and other areas of interest (such as, song requests during group musical games). This will always be carried out under staff supervision. We privilege the outdoor play and use technology such as 3D printing mainly to limit the screen time.

On occasion we may program a movie during quiet/rest time or wet weather. Consideration is made of the content and the suitability to the age of the children involved. All permitted media (films, music and games) are classified G or PG.

Mobile phones / tablets are not permitted to be used in our Service as we provide a balance of activities for students where a mobile device is not required. Some children with a disability or health condition, may rely on the use of a mobile device for support needs will be exempt from this restriction. Exemptions must be made to Management or the Approved Provider and clearly documented in the child's enrolment record.

HOMEWORK

We understand that many children may need to complete homework whilst in care. Whilst we do not offer a one-to-one homework/tutoring program, we support children by providing them with the space, staff support and resources to complete their homework.

If you would like your child to be encouraged to complete their homework, please notify the Responsible Person. Please note that educators will not force your child to do homework while in care.

FOOD / MENU

Darlo Play Centre provides a nutritious menu that has been developed in consultation with the Australian Dietary Guidelines. We provide Breakfast and Afternoon Tea.

The meals are carefully planned, varied and nutritious. The current weekly menu will be displayed in the Junior room and Kitchen. Children have the opportunity to contribute to the development of the menu by providing us with suggestions and feedback. We encourage families to do the same.

We cater to children's individual special dietary requirements by providing alternate options to what is being offered on the menu. Please ensure that your child's health, allergy and cultural dietary requirements are kept up to date to ensure that our team are providing appropriate food options for your child/ren.

PERSONAL POSSESSIONS

Darlo Play Centre discourages children from bringing sweets, gum and personally owned toys or e-devices to the Centre. Any such items children may bring for activity at school can be held in the office for safe keeping. Educators are not responsible for children's clothes, toys, e-devices or other personal possessions.

BEHAVIOUR GUIDANCE

Educators follow a *Behaviour Guidance Policy* that extends across the whole Service giving consistency of expectations. This policy allows children to develop self-discipline, respect for others, for property and respect for self, whilst learning to regulate their behaviour in different environments.

Our Service has a set of rules which we have developed along with the children and families. We use these rules as a point of reference to guide children's behaviour in a positive manner. This ensures that children have a clear understanding of the minimum expectations of their behaviour whilst in our care.

If you require further information on this policy, please ask educators and refer to the Policy manual.

PHYSICAL PLAY

Physical play includes activities that use physical movements to allow children to use their energy, enhance their concentration, co-ordination, motivation, learning and wellbeing. We feel that physical play is a vital part of everyday life and is especially important in an Out of School Hours Care (OSHC) setting given the amount of time children have been non-active in the classroom throughout the day.

Our Service provides children with a wide range of both indoor and outdoor physically active play based learning experiences.

Physical play provides children with the opportunity to:

- use their imagination
- foster self-esteem and confidence
- develop strong bones and muscles
- build resilience
- promote peer groups/friendships
- become more independent
- improve strength and balance
- test abilities and experience adventure
- challenge their fears
- develop flexibility and coordination
- improve spatial awareness
- develop and improve mathematical concepts
- be confident as they learn to control their bodies and understand their limits
- learn to cooperate and share with others
- promote healthy growth and development

SUSTAINABILITY

Our Service is passionate about sustainability. We believe in supporting children to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure and teaching.

In order to empower our sustainability program, we emphasise children's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, encouraging them to participate in a recycling program, using recyclable materials for art/craft resources, reducing energy and conserving water. We aim to provide children with the skills and knowledge required to become environmentally responsible.

Darlo Play Centre will incorporate care of the vegetable garden and its accompanying worm farms into program planning for sustainability. As the project develops, it will link with cooking and the menu, as well as recycling. We intend to learn how to obtain all our activity resources from used, recycled and donated materials with a view to recycling them again. The success of this goal will depend on the efficacy of our links with the local, neighborhood, school and parent communities.

EQUALITY

No person involved with the Centre, whether child, parent or staff, will be discriminated against on the basis of their cultural background, religion, sex, disability, marital status or income.

SUN SAFETY

Darlo Play Centre follows practices recommended by the Cancer Council in relation to sun protection for staff and children. Children and educators will wear hats and appropriate clothing when outside. Staff will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 30+), except (at the discretion of the Centre Director / Nominated Supervisor) when it is safe not to do so (early morning, late afternoon, winter months, etc).

Sun Hat

A sun protective hat must be worn every day when playing outside for protection against the sun (this can be their school hat). Please make sure to include it in your child's bag every day regardless of the weather conditions. Please note that educators will enforce the 'no hat, no outdoor play' rule and children will be instructed to play under shelter or indoors.

HEALTH AND HYGIENE

Our Service has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices.

All staff diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues. We request that all children and visitors to our service wash their hands or use the alcohol-based hand sanitiser upon arrival.

Our educators teach and model correct hand washing techniques to children and regularly clean and disinfect high touch objects throughout the service to reduce the spread of infection.

When should I NOT send my child to the Service ?

Darlo Play Centre cares for children before or after a busy and demanding day for the bodies and minds of our children at school. We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care.

To minimise the spread of infections and diseases, and maintain a healthy environment for all children, educators and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC)- *Staying Healthy in Childcare*. Our policies and procedures for *Sick Children* and the *Control of Infectious Diseases* are available for all families to view.

Please monitor your child's health and do not bring your child to the Service if they are suffering from an infectious disease/illness or are generally unwell.

If your child becomes ill whilst at the Service, we will contact you or an authorised nominee to collect your child. If your child is unable to be collected, educators will contact the child's emergency contact for collection. When your child is collected, you will be provided with an *Injury, Incident, Trauma and Illness Record* completed by the educator which includes information about your child's illness, their symptoms, general behaviour and any action taken. You will be requested to sign and acknowledge the details in this record. If your child becomes ill whilst at school and returns home, please ensure our Service is aware.

Your child should not attend the Service if they have had paracetamol within 24 hours for a temperature. Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. If your child has been vomiting or had diarrhoea, they will be excluded for 48 hours. For certain illnesses, a medical clearance certificate may be required before your child returns.

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Infectious Diseases

The National Health and Medical Research Council have supplied the following information regarding minimum exclusion period for children from an early childhood education and care service. Please inform staff if your child has any of the following so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained).

Recommended exclusion periods - Poster Staying Healthy: Preventing Infectious diseases in early childhood education and care services

CONDITION	EXCLUSION
Fever	At least 24 hours after the fever has reduced
Diarrhoea/Giardia	Excluded until at least 48 hours after the diarrhoea has ceased.
Hand, Foot and Mouth Disease	Until all blisters have dried
HIB	Exclude until medical certificate of recovery is received.
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.
Herpes/Cold Sores	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.
Influenza and flu-like illnesses	Colds with fever, nasal discharge, coughing, wheezing are excluded for the period of acute illness (Not including COVID-19)
Measles	Exclude for at least 4 days after onset of rash
Meningitis (Bacterial)	Exclude until well.
Meningococcal Infection	Exclude until adequate carrier eradication therapy has been completed.
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner).
Chicken Pox	Until all blisters have dried

DARLO PLAY CENTRE

Infectious Diseases (Cont.)

CONDITION	EXCLUSION
Poliomyelitis	Exclude for at least 14 days from onset. Readmit after receiving medical certificate of recovery.
Rubella (German Measles)	Exclude until fully recovered or for at least 4 days after the onset of rash.
Salmonella, Shigella	Exclude until diarrhoea ceases.
Streptococcal Infection (Including Scarlet Fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received.
Whooping Cough	Exclude the child for 5 days after starting antibiotic treatment.
Worms (intestinal)	Exclude if diarrhoea present.

Immunisation

When enrolling your child at our Service you will be asked to provide an Immunisation History Statement as recorded on the [Australian Immunisation Register \(AIR\)](#) to prove that your child is up to date with their scheduled immunisations. This statement is available through your online Medicare account through [myGov](#).

For eligibility for Child Care Subsidy and other family payments, immunisation must be in accordance to the National Immunisation Program (NIP) Schedule.

If your child is not fully immunised and an outbreak of a vaccine preventable disease occurs at the service, your child will be considered as not being immunised and will not be able to attend the service.

Medication

If your child requires medication whilst at our Service, you must complete an *Administration of Medication Record* to give your consent for an educator to administer prescribed medication to your child. Medication must be given directly to an educator for appropriate safe storage. Under no circumstances should medication be left in children's bags.

Educators can only administer medication that is:

- prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)
- in its original packaging and have the original label clearly showing your child's name
- before the expiry/use by date.

Upon collection of your child at the end of the day, you or an authorised person will be requested to sign the *Administration of Medication Form*.

Children may self-administer medication provided written authorisation is provided on the child's enrolment form. Medication must be provided to educators at the start of the session. An *Administration of Medication Record* must be completed at the start of the session and at the end of the session to acknowledge the dose and time medication was administered.

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Incidents, injury or trauma

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents. We always have an educator with a First Aid, emergency asthma, anaphylaxis management and CPR qualification on shift at all times we provide education and care to children.

In the event of a minor injury, first aid will be provided as required. An *Incident, Injury, Trauma and Illness Record* will be completed and when you collect your child, you will be notified about the injury and asked to acknowledge and sign the record. If your child injures their head, even if it is a small bump, you will be contacted to advise you of the injury. Our educators will continue to monitor your child closely and advise if you should come and collect them.

If an injury or incident is serious and we believe urgent medical attention is required, the Nominated Supervisor will contact an ambulance immediately. We will then attempt to contact a parent or guardian or an authorised nominee to advise of the situation. If you are unable to meet the ambulance at the Service, we will send one of our educators/staff members to accompany your child in the ambulance. Please note that Ambulance cover is the responsibility of each family.

An *Incident, Injury, Trauma and Illness Record* will be completed, and a parent will be required to acknowledge and sign this record. A copy of any documentation from the hospital or treating doctor will also be requested. Our Service will also be required to notify the Regulatory Authority in the event of any serious incident or injury. In these circumstances, you may be contacted by our Approved Provider and the Regulatory Authority to follow up the incident and actions taken by our Service.

SAFETY IN OUR SERVICE

Emergency and evacuation procedures

Our Service conducts risk assessments regularly and develops emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures to carry out emergency and evacuation drills. These may occur at any given time throughout the Before/After School Care session. Emergency and evacuation drills are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire (bush fire), lock down or flood. Under regulations, we are required to practice emergency and evacuation drills every three months. Educators are trained to use the fire extinguishers that are in the Service. An emergency evacuation plan and lock down procedure are displayed in every room and exit locations are clearly indicated.

Drop off and pick-up time

We ask that parents be extremely mindful of danger when arriving and departing from our OSHC Service and closely supervise your child/ren. Children will be effectively supervised at all times while attending the Service.

- Please always hold young children's hands in the carpark area
- Never leave a child or infant in the car unattended
- Always do a visual check around your vehicle before driving
- Please ensure children do not enter areas in the Service that are for adults/staff only.

DARLO PLAY CENTRE

Workplace Health and Safety

We are committed in providing an environment that is safe and healthy for every employee, volunteer, child, family and visitor. We have made every reasonable effort to minimise the risk of serious injury and request all persons to our Service to adhere to our policies regarding Workplace Health and Safety. Each morning and afternoon, our educators conduct safety checks of the indoor and outdoor environment and will alert management of any potential risk or hazard to children to ensure this is rectified before children use the equipment or area.

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Work health and Safety, please contact the Centre Director or Nominated Supervisor immediately.

Social Media

We use social media to communicate, share information and celebrate what is happening in our Service with enrolled families and our service community.

We promote safety and wellbeing of all children and are committed to ensure safe online environments when engaging in digital technology including social media. Our social media accounts are managed by the Nominated Supervisor, and we set the highest level of privacy and security settings on the accounts. Content is regularly scanned, and any offensive language or comments removed immediately, and these users blocked.

Photographs of your child will only be added if written authorisation has been provided on the enrolment form. We maintain appropriate privacy of families, children and educators by not publishing any personal information online.

Stay connected and find us on <https://www.darloplaycentre.com.au/>

Privacy and Confidentiality

We are committed to protecting the privacy and confidentiality of children, individuals and families and have policies in place to ensure strict confidentiality is maintained.

To plan programs for your child(ren), we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law.

However, staff will share information concerning individual children in order to ensure their safety (particularly in the case of medical conditions or allergies), and to provide appropriate programs and activities. They will not share this information with other children or parents.

Whilst the information you share with us is confidential, the staff at the Centre are 'mandatory reporters'. This means staff are required by law to present any information that may be told to them or observed by them, to the Department of Community Services (DOCS) and other prescribed mandatory reporting bodies in contact with your child, if a child's health or welfare is concerned. This information may not be discussed with the parent prior to or after reporting takes place.

We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time or request a copy of information in the file.

Privacy and Confidentiality (Cont.)

Our *Privacy and Confidentiality Policy* is available to view at any time. This policy sets out how we ensure our Service acts in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained and stored in accordance with Education and Care Services National Regulations and that all staff understand the requirements of the Notifiable Data Breaches (NDB) scheme. Any Privacy complaints will be managed promptly and in a consistent manner as outlined in our *Dealing with Complaints Policy*.

Our Service is required to keep and maintain detailed records about children, parents and staff in accordance with relative legislation contained in the National Law and Regulations and Family Assistance Law. We ensure all records are stored in a secure and locked location. We must keep records for the prescribed periods of times as legislated related to child enrolment, attendance, medication records, incident, injury, trauma and illness records, child assessments and any relevant legal information/documents. Full details about record keeping is available in our *Record Keeping and Retention Policy*.

COMPLAINT

We aim to ensure that parents feel free to communicate any concerns they have in relation to the centre, staff, management, programs or policies without fearing negative consequences. A formal policy is in place to handle grievances, but in general, parents who have a concern are encouraged to talk to the Co-ordinator who will arrange a time to discuss their concern and come to a resolution to address the issue. If the complaint is not handled to the parent's satisfaction at this level they should discuss the issue with a representative of the Management Committee, either in writing or verbally. The Committee will discuss the issue with the Co-ordinator and develop a strategy for resolving the problem. The parent's complaint will to be recorded and dated indicating the issue of concern and how it was resolved.

TRANSLATION AND INTERPRETER SERVICES

Does your family need translations? Download free information about child care in many different languages from <https://my.gov.au/en/languages> or call 131 450.

Contact the Director if you have any queries about the Centre.

Address and contact details

Darlo Play Centre

ABN: 32 104 371 994

130 Womerah Ave

Darlinghurst NSW 2010

Phone: 02 8283 0025

Director : Laurence Catzel

Email: admin@darloplaycentre.com.au

Website: <https://www.darloplaycentre.com.au/>