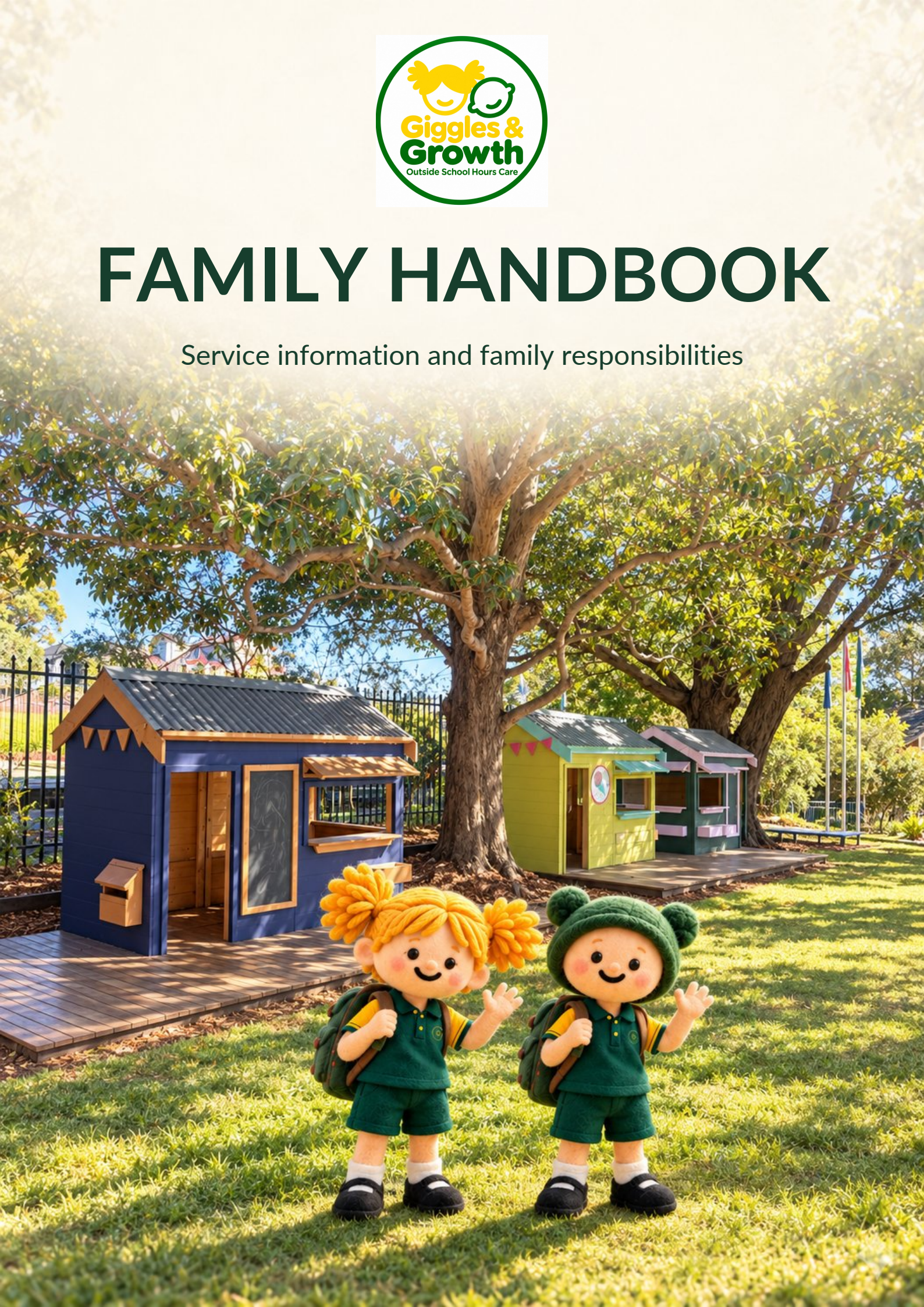
Giggles & Growth
Outside School Hours Care

FAMILY HANDBOOK

Service information and family responsibilities



Welcome

Our Family Handbook provides important information to support you and your child's transition into care at Giggles & Growth OSHC. We encourage families to read the handbook and ask any questions to ensure a clear understanding of how our Service operates. We value open communication and welcome families to visit and engage with our Service.

Our Philosophy

A place to belong

At Giggles & Growth, we want every child to feel safe, confident and connected to the people and environment around them.

Children's safety, rights, wellbeing and best interests are the paramount consideration in everything we do. Educators and leaders share responsibility for protecting children and acting on concerns.

Respect, equity, inclusion and positive relationships guide our practice. We recognise children as capable learners and value their interests, abilities and perspectives. Children's voices and choices shape our play and leisure program, guided by the Early Years Learning Framework and My Time, Our Place.

We recognise families as children's first educators and partner with families, schools and our community. We want our service to feel like an extension of family, offering warm relationships and professional care families can trust.

We value diverse cultures and Aboriginal and Torres Strait Islander perspectives, care for our environment and reflect together to continually improve our practice.



Created August 2026 | Review due August 2027

SERVICE INFORMATION

Our OSHC Service caters to preschool-aged and primary school-aged children during Before School Care and After School Care, and primary school-aged children and young people (5 to 12 years) during Vacation Care.

We are open Monday to Friday for Before School Care and After School Care during the school term. Our OSHC Service operates Vacation Care during the school holidays, Monday to Friday.

Our OSHC Service is closed on NSW public holidays. Notice will be provided to families when these closures occur.

BEFORE SCHOOL CARE: 7.00am to 9.30am

AFTER SCHOOL CARE: 3.30pm to 6.00pm

VACATION CARE: 7.30am to 4.30pm

SERVICE TYPE: Privately owned and operated Outside School Hours Care (OSHC) Service.

CONTACT INFORMATION

Before and After School Care Room Contact Number: 0449 542 463

Giggles & Growth Director Contact Number: 0407 026 309

Email: info@gigglesandgrowth.com.au

Website: www.gigglesandgrowth.com.au

OWNERSHIP STRUCTURE

Our Service is privately owned and operated by Bluegum Family Day Care Pty Ltd, trading as Giggles & Growth.

MANAGEMENT STRUCTURE

Approved Provider: Bluegum Family Day Care Pty Ltd

Nominated Supervisor: Moustafa Nehme

Assistant Director: Zahra Anani

Educational Leader: Moustafa Nehme

OUR COMMITMENT TO CHILD SAFETY

Our OSHC Service is committed to ensuring the safety, wellbeing and protection of all children and young people while being educated and cared for by educators and staff at Giggles & Growth. We are committed to providing a child safe environment that promotes children's safety and wellbeing and minimises the risk of abuse, harm and neglect. We recognise our responsibilities and statutory obligations under the NSW Child Safe Scheme and Reportable Conduct Scheme and are committed to implementing the NSW Child Safe Standards throughout our policies, procedures and practices to prevent, identify, respond to and report concerns relating to child abuse, harm and neglect.

Our staff carry out their responsibilities as mandatory reporters in accordance with the Children and Young Persons (Care and Protection) Act 1998 (NSW) and maintain an up-to-date understanding of child protection law, including when and how to make a report.

All staff, educators, volunteers and students engaged by our Service are required to complete the mandatory National Child Safety Training applicable to their role. Nominated Supervisors and persons in day-to-day charge must also complete approved child protection training in accordance with section 162A of the Education and Care Services National Law (NSW) and the NSW Government Protocol.

Our staff are committed to providing high-quality care and maintaining appropriate supervision of children at all times. All staff engaged in child-related work are required to hold and maintain a valid Working with Children Check (WWCC) in accordance with NSW requirements.

Giggles & Growth has zero tolerance for child abuse, neglect, harm or inappropriate behaviour towards children. Any allegation, disclosure, concern or suspected breach of child protection requirements will be taken seriously and responded to promptly in accordance with our policies, procedures and legal obligations.

Parents, carers, children, staff and members of the community are encouraged to raise any child safety concerns with the Nominated Supervisor or Approved Provider.

We aim to ensure our OSHC Service is a tobacco, vape, drugs and alcohol-free environment at all times in accordance with legislative requirements. Smoking or vaping is not permitted in or on surrounding areas of the Service by educators, staff, parents or visitors.

Our Service adopts and aligns with legislative requirements for taking images or videos of children. (See Safe Use of Digital Technologies and Online Environments Policy for more details on this.

Our Service is required to display our quality and compliance history from the past two years. This includes our current National Quality Standard (NQS) rating, any compliance actions, and any prosecution information (if applicable). This information is shared to promote transparency and to help families stay informed about the regulatory compliance of our Service.

PARAMOUNT CONSIDERATION

We believe that children's safety, rights, and best interests are the paramount consideration for all Service operations, decisions and functions. Our Service ensures that child safety, wellbeing and best interests take priority over all other considerations, including financial interests or other obligations of management, and are embedded in our daily practices, policies and procedures.

CODE OF CONDUCT

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

OUR EDUCATORS AND STAFF

Our OSHC Service is made up of a team of high-quality professional educators that are committed to and passionate about school aged care. Our staff promote the human rights, safety and wellbeing of all children and consider and respect the diverse backgrounds and needs of children.

We create an environment that promotes and enables children and young people's participation and is welcoming, culturally safe and inclusive for all children and their families.

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.

All staff are encouraged and supported to attend professional training and development to further their knowledge and skills.

NATIONAL QUALITY FRAMEWORK

Our OSHC 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, Education and Care Services National Regulations, the National Quality Standard (NQS) and a rigorous assessment and rating system. Our educational program and curriculum are guided by the approved learning frameworks: My Time, Our Place – Framework for School Age Care in Australia V2.0 for school-aged children, and Belonging, Being and Becoming – The Early Years Learning Framework for Australia V2.0 for preschool-aged children.

Families are welcome to provide feedback and suggestions for improvement. Additional information about the NQF can be found at ACECQA/NQF/about.

REGULATORY AUTHORITY

Regulatory authorities administer the NQF in each state and territory, usually as part of that state or territory's education department or agency. The regulatory authority in each state/territory has day-to-day contact with Services and ensure compliance with the NQF.

NEW SOUTH WALES

NSW Early Learning Commission

Phone: 1800 619 113

Locked Bag 5107 PARRAMATTA NSW 2124

NSW Early Learning Commission email: information@earlylearningcommission.nsw.gov.au

EDUCATOR TO CHILD RATIOS

We comply with the Education and Care Services National Regulations for educator to child ratios across our Service to ensure adequate supervision is provided for all children and young people. Our Service meets the prescribed educator-to-child ratio of 1:15 at all times for school aged children and 1:10 for our preschool aged children. Ratio numbers are adjusted based on activities (e.g. excursions) where need be,

EDUCATIONAL PROGRAM

Our educational program provides children with opportunities to learn, play, explore and develop in a safe and engaging environment.

Our program is guided by the Australian Government approved learning frameworks, with a separate framework applying to our school-aged and preschool-aged children.

SCHOOL-AGED CHILDREN – MY TIME, OUR PLACE V2.0

Our program for school-aged children is guided by My Time, Our Place – Framework for School Age Care in Australia V2.0 (MTOP).

MTOP recognises the importance of play, leisure and recreation during the school years and is centred around belonging, being and becoming.

Belonging – feeling connected to family, friends and community.

Being – enjoying the present, developing interests and exploring the world.

Becoming – continuing to learn, grow and develop throughout childhood.

PRESCHOOL-AGED CHILDREN – EARLY YEARS LEARNING FRAMEWORK V2.0

Our program for preschool-aged children is guided by Belonging, Being and Becoming – The Early Years Learning Framework for Australia V2.0 (EYLF).

The EYLF supports children's learning, development and wellbeing during the early years and is also centred around belonging, being and becoming.

Belonging – developing connections with family, community, culture and place.

Being – experiencing childhood, exploring and making meaning of the world.

Becoming – developing identity, knowledge, skills and capabilities as children grow.

CHILDREN'S LEARNING AND DEVELOPMENT

Our educational program supports children's learning, development and wellbeing and is guided by the five learning outcomes of the relevant approved learning framework.

These outcomes support children to develop:

- A strong sense of identity
- Connections with and contribution to their world
- A strong sense of wellbeing
- Confidence and involvement in their learning
- Effective communication skills

DOCUMENTING LEARNING

Children's learning and experiences may be documented as part of our ongoing planning cycle. Educators use observations, children's interests, participation, feedback and other relevant information to inform program planning and reflection.

Documentation may include observations, photographs, children's work, program reflections and other records of learning and experiences.

Families are encouraged to share information about their child's interests, experiences and needs. This supports communication between families and educators and helps inform our educational program.

Documentation is used to support planning and reflection and to recognise each child as an individual. It is not used to compare children with their peers.



COMMUNICATION

We work in partnership with you and your family. We support and encourage communication with your child's educators about your child's unique needs and their general enjoyment of the time spent at our OSHC Service. Everybody has a preferred time and method of communication. Sometimes, mornings and afternoons can be a little rushed, and not the best time to discuss your child's experiences and enjoyment at the OSHC Service. You are encouraged to talk to our nominated supervisor to arrange to meet your child's educator at a mutually convenient time.

Our OSHC Service uses the OWNA app to provide real time updates about your child.

ENROLMENT INFORMATION

Before your child commences at our Service, families are required to complete the enrolment process and provide all required information and documentation.

Please ensure all information provided is accurate and kept up to date. If you require assistance with enrolment, please contact our Nominated Supervisor.

ENROLMENT DOCUMENTATION

As part of enrolment, families may be required to provide:

- your child's birth certificate or identification documentation
- Medicare details, where applicable
- immunisation information
- details of any medical conditions, allergies or additional needs
- medical management or action plans, where required
- details of parents/guardians, emergency contacts and authorised nominees
- copies of any relevant court orders, parenting orders or parenting plans.

Please notify the Service whenever your child or family's circumstances or contact information changes.

FAMILY LAW AND ACCESS

Families must provide the Service with current information about any court orders, parenting orders or parenting plans that affect the care or collection of their child.

The Service will follow applicable court orders and legal requirements when determining access to or collection of a child.

Please provide updated documentation whenever arrangements change.

INCLUSION OF ALL CHILDREN

We are committed to providing an inclusive environment for children attending our Service.

Families are encouraged to discuss any disability, additional need or support requirement with the Nominated Supervisor so relevant information can be considered as part of the enrolment and care arrangements.

Where appropriate and with family consent, we may work with relevant professionals or support services involved with your child.

Eligible children may also be supported through the Australian Government's Inclusion Support Program (ISP).

AUTHORISED NOMINEES

Families are required to nominate people who may be authorised to act on their behalf in relation to their child.

Depending on the authorisation provided, an authorised nominee may be permitted to:

- collect your child from the Service
- consent to medical treatment or ambulance transportation
- authorise excursions
- authorise transportation.

It is important that authorised nominee and emergency contact details remain current.

AUTHORISATIONS

During enrolment, families will be asked to provide the authorisations required for the care of their child. This may include authorisations relating to:

- medical treatment and emergency transportation
- excursions and regular outings
- transportation
- photographs and videos
- other activities or circumstances requiring parental authorisation.

Additional authorisation may be requested when required.

TRANSPORTATION

Where transportation is provided, families will be informed of the relevant arrangements and required authorisations.

Written authorisation is required for regular transportation and other transportation arrangements in accordance with applicable requirements.

Please refer to our Safe Transportation Policy for further information.

EXCURSIONS, INCURSIONS AND REGULAR OUTINGS

Excursions, incursions and regular outings may be offered as part of our program.

Families will be provided with relevant information and asked to provide authorisation where required before their child participates.

Please refer to our Excursion Policy for further information.

PHOTOGRAPHS, VIDEOS AND SOCIAL MEDIA

During enrolment, families will be asked to provide consent regarding photographs and videos of their child.

Depending on the consent provided, photographs or videos may be used for purposes such as documenting children's experiences, sharing information with families through OWNA, or Service promotion and social media.

Families may withdraw their consent by notifying the Service in writing.

Images and videos of children will only be taken, accessed, used and stored in accordance with the Service's policies and applicable requirements.

Families are asked not to photograph or record other children while at the Service without appropriate permission.

MEDICAL CONDITIONS

Families must inform the Service of any medical condition that may affect their child, including allergies, asthma, anaphylaxis, diabetes or epilepsy.

Where required, a current medical management or action plan must be provided before the child commences care.

Families may also be required to work with the Service to develop appropriate risk minimisation and communication arrangements.

Any required medication must be provided in accordance with the Service's medication and medical conditions procedures.

Families must notify the Service of any changes to their child's medical condition, medication, treatment or medical management plan.

FEES, CCS AND BOOKINGS

Current fees, session prices and applicable charges are available on the Giggles & Growth website:

Fees & Pricing:
https://gigglesandgrowth.com.au/pricing/

Families can enrol through:

Enrolment:
https://gigglesandgrowth.com.au/enrolment-form/

Fees displayed on our website are before the application of any Child Care Subsidy (CCS) entitlement.

STATEMENTS AND PAYMENT OF FEES

Families can access their account information and statements through OWNA and are encouraged to regularly check their account, including the application of CCS.

Fees are payable by direct debit and are deducted fortnightly. Families can also make one off payments via the OWNA app and make direct bank to bank transfers. Credit card payments are also accepted. Families are responsible for ensuring sufficient funds are available and that outstanding gap fees are paid.

If you believe there is an error on your account or statement, please contact the Service.

CHILD CARE SUBSIDY (CCS)

Child Care Subsidy (CCS) may reduce the cost of care for eligible families.

Families are responsible for applying for CCS and ensuring the information provided to Centrelink and the Service is correct, including the relevant Customer Reference Numbers (CRNs) and dates of birth.

CCS is generally paid directly to the Service and applied as a reduction to the family's fees. Families are responsible for paying the remaining amount, known as the gap fee.

Families are responsible for maintaining their CCS eligibility and notifying Centrelink of relevant changes to their circumstances.

COMPLYING WRITTEN ARRANGEMENT (CWA)

A Complying Written Arrangement (CWA) is the agreement between Giggles & Growth and the parent/guardian setting out the arrangements for care.

The CWA includes information such as the child's details, commencement date, booked sessions and applicable fees.

Families must ensure their enrolment and CWA information is correct and complete any required confirmation through myGov/Centrelink so CCS can be applied.

ABSENCES

Families must notify the Service as soon as possible if their child will be absent from a booked session, particularly for After School Care, so educators are aware that the child is not expected to arrive.

Absences should be notified through OWNA.

Booked sessions remain chargeable when a child is absent. CCS may apply to eligible absence days in accordance with Australian Government requirements.

Families should also be aware that CCS may not be payable in some circumstances, including where a child does not physically attend at the beginning or end of an enrolment.

FEES IN ARREARS AND FINANCIAL SUPPORT

Families are responsible for keeping their account up to date and paying all required gap fees.

Where fees become overdue, the Service will contact the family to arrange payment. Continued non-payment may result in debt recovery action and/or suspension or cancellation of care.

Families experiencing financial difficulty are encouraged to contact the Service as early as possible. Where appropriate, a payment arrangement may be considered.

Some families experiencing particular circumstances may also be eligible for Additional Child Care Subsidy (ACCS).

WITHDRAWAL OR REDUCTION OF PERMANENT BOOKINGS

Families must provide two weeks' written notice to withdraw their child from care or reduce permanent booked days.

Families should be aware that CCS may not be payable for booked sessions after their child's last physical attendance, except where permitted under CCS requirements.

SERVICE CLOSING TIME AND LATE COLLECTION

After School Care closes at 6:00 pm. Children must be collected before the Service closes.

Late collection fees may apply where a child is collected after closing time. Current late collection charges are available on our Fees & Pricing page.

If a child has not been collected and we are unable to contact a parent/guardian or authorised nominee, the Service will follow its late collection procedures, which may include contacting relevant authorities where necessary.

PERMANENT AND CASUAL BOOKINGS

Permanent bookings are recurring bookings that remain in place from week to week. Fees apply to permanent booked sessions regardless of attendance.

Casual bookings may be requested when families require additional or occasional care and are subject to availability.

Bookings and changes are managed through OWNA.

WAITING LIST

Where a requested session is at capacity, families may be placed on a waiting list.

Places will be offered as they become available, taking into consideration the Service's enrolment and access requirements.

VACATION CARE

Giggles & Growth provides Vacation Care during NSW school holiday periods.

Vacation Care programs and booking information are released to families prior to each holiday period. Programs may include a range of activities, incursions, special events and other experiences.

Bookings are completed through OWNA and are subject to availability. Any additional information or authorisations required for particular activities will be provided to families as applicable.

Current Vacation Care fees are available on our Fees & Pricing page.

SERVICE POLICIES AND PROCEDURES
You will find a copy of our Service policies and procedures in our service. To ensure easy accessibility for our families. 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 NQF and Family Assistance Law.

Educators cannot make exceptions for individuals unless the nominated supervisor or management 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.



FAMILY CONDUCT GUIDELINES

Giggles & Growth OSHC is committed to providing a safe, respectful and welcoming environment for children, families and staff.

Families are expected to:

- Communicate respectfully with children, staff and other families.
- Respect the privacy and confidentiality of others.
- Share relevant information that may assist us in supporting their child.
- Raise concerns or complaints respectfully through the appropriate Service processes.
- Refrain from aggressive, abusive, threatening or inappropriate behaviour.

Detailed concerns should be discussed privately with the Nominated Supervisor at an appropriate time.

Serious or ongoing breaches of these expectations may result in further action, including restrictions on access to the Service or a review of the child's enrolment.

ARRIVAL AND DEPARTURE

For safety and security reasons ALL children must be signed in on arrival and signed out on departure using our service issued iPad on the sign in desk. We are required by legislation to always maintain our attendance record. This record may be used in the event of an emergency at the Service.

No child will be allowed to leave our Service with a person who is not stated on the enrolment form, unless prior arrangements are made with the nominated supervisor and advice has been given directly by the primary care giver. Photo identification will be required for any person collecting children not known to educators. No child is permitted to travel home or to another activity on their own.

TECHNOLOGY AND DEVICES

Our OSHC Service encourages the use of technology to assist with the implementation of our program, activities and research. Children and young people are able to access a range of technologies at the Service to facilitate their homework and other areas of interest. This will always be carried out under staff supervision. 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 or electronic devices are not permitted to be used in our Service as we provide a balance of activities for students where an electronic device is not required. Some children and young people with a disability or health condition, may rely on the use of an electronic 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 and young people 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 service director. Please note that educators will not force your child to do homework while in care.

FOOD/MENU

A weekly menu will be on display on the notice board. 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.

BEHAVIOUR GUIDANCE

Our educators use positive behaviour guidance to support children to develop self-regulation, respect and positive relationships.

Clear expectations are developed with children and used consistently across the Service. Where additional support is required, educators will work with the child and family to develop appropriate strategies or an individual behaviour guidance plan.

Where a child's behaviour presents an ongoing risk to themselves or others, the Service may review their enrolment after appropriate support strategies and consultation with the family.

Inappropriate discipline is strictly prohibited at all times. Further information is available in our Behaviour Guidance Policy.

PHYSICAL PLAY

Physical play includes activities that use physical movements to allow children and young people 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 OSHC 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
- roster 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

Giggles & Growth OSHC encourages children to care for the environment through simple, everyday sustainable practices.

Children are encouraged to correctly separate waste using our red general waste bin and yellow recycling bin. Educators support children to understand what can be recycled and why reducing waste is important.

We also encourage children to reuse materials wherever possible. Recyclable and reusable items may be incorporated into art, craft, construction and other activities, helping children see how everyday materials can be given another purpose rather than thrown away.

Through these practices, children develop an understanding of recycling, reducing waste, reusing resources and taking responsibility for their environment.

SUN SAFETY

Children and educators follow sun-safe practices when outdoors, including wearing sun-protective hats and appropriate clothing.

SPF50+ broad-spectrum, water-resistant sunscreen is available at our Sun Smart Station. Sunscreen is used in accordance with parent/guardian consent provided during enrolment. Children are encouraged to apply

their own sunscreen where appropriate, with educators providing supervision, reminders and assistance as required. Sunscreen is reapplied in accordance with the manufacturer's directions.

Children should bring a sun-protective hat each day, which may be their school hat. This applies across Before School Care, After School Care and Vacation Care.

Our "No Hat, No Outdoor Play" rule applies when sun protection is required. Children without an appropriate hat will remain indoors or in a suitably protected area.

PARENT PARTICIPATION AND FEEDBACK

Our OSHC Service has an Open-Door Policy and actively seeks and encourages families to be involved in the Service. This can range from evaluating and adding input to your child's program and observations, volunteering within the Service and sharing skills and experiences that the children and the program will benefit from and providing feedback.

We respect that time is limited for most families, and we ask that you inform us as to your preferred way of communication. We can arrange meetings with your child's educator at a time that suits you throughout the year and offer email, calls and face to face communication. We seek input from families on all aspects of the Service but in particular, your child's goals, observations and program.

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. Copies of our policies are available in the OSHC room.

FAMILY INVOLVEMENT

We welcome and encourage the involvement of all parents/families at our Service. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge. There are many ways for your family to be involved. We understand that our busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated. Here are just a few ideas.

YOUR OCCUPATION OR HOBBY

You are the most important person in your child's world. We welcome all parents to the Service to talk about their occupation or hobby (e.g., music, craft, cooking). Everything parents do interest children, and these talks are the best educational resources you can provide for the Service. We use information that has come from discussions about occupations and hobbies in our program and the ideas explored which can turn into interest projects providing valuable learning.

YOUR HOME CULTURE

We aim to foster relationships among families and community and invite you to share aspects of your culture, history, language and celebrations with our Service. Your involvement greatly assists us to enrich the lives of all our families and children.

READING

Children love to be read to. If you or your child's grandparent/s have the time, please contact your room educators to organise a day for reading. We love grandparents visiting our Service.

RECYCLABLE ITEMS

We are always on the lookout for recyclable items for the rooms. Empty food containers, ribbons, wrapping paper, towel tubes (not toilet or egg or milk because of hygiene and allergy issues) paper or anything interesting from your work is much appreciated.

SUGGESTIONS

Parents/guardians are welcome to visit or call the Service at any time. If you have any suggestions or ideas on how we best can work together in the Service, please let us know.

If you have any concerns, please see your child's educator or the nominated supervisor. We have a grievance/complaints procedure if you would like to formally raise any concerns.

COMMUNITY & FAMILY LINKS

Our community noticeboard keeps families informed about Service programs, menus, upcoming events, notices and important updates.

Our Parent Hub provides families with access to a range of community and family resources, including health and wellbeing information, child safety and child protection materials, Munch & Move resources, local services and family support information.

Families are encouraged to access these resources and speak with an educator if they require further information or assistance connecting with relevant services.

PARENT HUB

Our Parent Hub provides families with easy access to helpful information, resources and support. It is designed to strengthen connections between families, our Service and the wider community.

Families can access resources relating to children's health and wellbeing, safety, development, learning, community services and family support.

The Parent Hub is regularly updated with relevant information, and families are encouraged to explore the resources available or speak with our team if they require further information or support.

HEALTH AND HYGIENE

Our OSHC 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. 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?

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

Our Service cares for children and young people before or after a busy and demanding day for the bodies and minds of our children at school and during vacation care. 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. Our policies and procedures for Dealing with Infectious Diseases is available for all families to view.

If your child becomes ill whilst at the Service, we will contact you or an authorised nominee to collect your child within a 30-minute time frame where possible. 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 notified.

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 had diarrhoea and/or vomiting, they will be excluded until there has not been any diarrhoea or vomiting for at least 24 hours. For certain illnesses, a medical clearance certificate may be required before your child returns.

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 infectious diseases so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained).

Exclusion for common or concerning conditions (Australian Government, National Health and Medical Research Council, Staying Healthy 6th Edition 2024)

IMMUNISATION – PRESCHOOL CHILDREN

This section applies to preschool-aged children attending our Service.

Families may be required to provide their child's Australian Immunisation Register (AIR) Immunisation History Statement as part of the enrolment process.

Families are responsible for ensuring their child's immunisation information is up to date. Immunisation requirements may also affect eligibility for Child Care Subsidy (CCS) and other family assistance payments.

If an outbreak of a vaccine-preventable disease occurs, children who are not immunised may be excluded from the Service for the period advised by the relevant health authority.

MEDICATION

If your child requires medication while attending our Service, you must provide the required authorisation before educators can administer it.

Medication must be given directly to an educator on arrival. It will be stored safely and securely in the appropriate medication storage area or, where applicable, in the child's designated medication pouch. Medication must never be left in a child's bag.

Educators can only administer medication that:

- is authorised in accordance with the Service's medication procedures
- is in its original packaging
- has the original pharmacy or manufacturer's label and, where prescribed, clearly displays the child's name and dosage instructions

• is within its expiry or use-by date.

Where a child requires medication during both school and OSHC hours, arrangements may be made for educators to take or collect the medication from the school office.

Essential medication, such as asthma inhalers, adrenaline auto-injectors (EpiPens) or medication required for diabetes management, must be available whenever the child attends the Service. Families are responsible for ensuring the Service has an adequate and current supply of the required medication.

Educators will complete the required Administration of Medication Record when medication is administered. Parents or authorised nominees may also be required to acknowledge the administration of medication when collecting their child.

Where a child is authorised to self-administer medication, the required written authorisation must be provided. The medication must still be provided to an educator at the beginning of the session and the required medication records completed.

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. First Aid kits are located at OSHC Service. Parents or authorised nominees will be notified of all occurrences or alleged occurrences of incidents, injuries, trauma or illnesses, and asked to acknowledge and sign an Incident, Injury, Trauma and Illness Record within 24 hours.

If an injury or incident is serious and we believe urgent medical attention is required, the nominated supervisor/responsible person 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 the cost of 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 within 24 hours. 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 rehearsals. These may occur at any given time throughout the Before/After/Vacation School Care session.

Emergency and evacuation rehearsals are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as lock down or fire evacuation drill. Under regulations, we are required to practice emergency and evacuation rehearsals every three months.

An emergency evacuation plan and lock down procedure are displayed in every room and exit locations are clearly indicated. Educators will follow the instructions of emergency services and the regulatory in times of emergencies.

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 and young people will be effectively supervised at all times while attending the OSHC Service.

- Please always hold young children's hands in the carpark area
- Be alert of reversing drivers in the car park as it is very difficult to see small children
- Use the kerbside, rear passenger door
- 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.
- Please do not allow other your children not attending the service to enter before you and ensure you accompany all family members with you while entering and exiting the service.

WORKPLACE HEALTH AND SAFETY

We are committed to 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 nominated supervisor immediately.

PRIVACY AND CONFIDENTIALITY

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

Information, including personal information (addresses, telephone numbers, email addresses) will not be disclosed to any individual without obtaining prior written permission of the respective person, including educators, staff, family members and parents. Families must ensure they do not share data or personal information of other family members, children or staff members from the Service with anyone, including other families of the same Service. (See Privacy and Confidentiality Policy).

Families may request access to information held about themselves or their child. Records are securely maintained and retained in accordance with legal requirements.

For further information, please refer to our Privacy and Confidentiality Policy.

PRIVACY STATEMENT

Our OSHC Service Giggles and Growth will not use personal information for any purpose that is not reasonably required for the appropriate or effective operation of the Service. The privacy of all information provided is paramount which we as a Service will protect at all times.

Personal information gathered by the Service may be accessed by and exchanged with staff educating and caring for a child by administrative staff or for legal requirements. Personal information collected may include, medical information, income and financial details, contact information, children's developmental records, legal information, employment/martial information, qualifications, staff entitlements, and information required under NQF legislation.

We may disclose personal information where we are permitted or obligated to do by Australian law. This may include

- Government employees
- Authorised officers during assessment and rating
- Software companies that provide computer based educational programs which use children's personal information
- Lawyers in relation to a legal claim
- Debt collection agency where fees are outstanding
- Officers carrying out an external dispute resolution process
- Protecting individuals from serious misconduct or to prevent a serious threat to a life, health or safety.

Our OSHC Service will gather written authorisation prior to disclosing personal information. This may include, displaying medical plans or early intervention services. We are committed to safeguarding and protecting the privacy of personal information and adhere to the Australian Privacy Principles. By providing our service with personal information, you consent to the collection, storage and use of personal information in the ways described in our policy and collection statement.

THANK YOU

Thank you for choosing Giggles & Growth.

We value the trust you place in us to care for your child and look forward to working in partnership with your family.

Our aim is to provide a safe, welcoming and enjoyable environment where every child feels supported, included and valued.

We look forward to being part of your child's journey.

