

PARENT/CARER INFORMATION BOOK



Delacombe Primary School - 110 - 120 Greenhalghs Road - Delacombe VIC 3356

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Servicing - Delacombe Primary School - Lumen Christi Primary School - St Aloysius Catholic Primary School





Welcome to DASH

Please take the time to read this handbook as it provides you with important information about our Program.

We aim to nurture and care for children in a safe and supportive environment while recognising and respecting that parents/carers are primarily responsible for the upbringing, protection, and development of their children. We welcome and encourage open, honest discussion between staff and Families. We hope this information assists in providing a positive experience for your child/ren.

Please feel free to contact the program if you have any questions.

Introduction

DASH Care is an integral part of Delacombe Primary School and the local community. The service aims to provide high level quality care for all children, allowing them to learn, develop friendships and have fun. We are guided by the Framework for School Aged Care (My Time, Our Place) and the National Quality Standards Framework in the development of a program that meets the needs of children in our care.

Each Child as an Individual

We welcome all children and families to the service and recognise each child as an individual with important skills and abilities. We aim to implement well balanced and meaningful programs that develop all aspects of the child (physical, social, emotional, cognitive, and creative) and reflect the interests of our children. We look to give our children opportunities to exercise choice and build confidence and independence. We recognise the importance of learning through play, as this provides children with opportunities to discover, create, improvise, and imagine. Children will be encouraged and supported to develop respectful relationships. Program planning will accommodate the need for students to rest and relax.

The Environment

Our aim is to provide a safe, nurturing and stimulating environment, where all children feel a strong sense of belonging. We are committed to being consistent and fair in our expectations of children's behaviour and to guiding children in a positive way. We are also committed to keeping children safe from harm.

Partnership with Families

DASH Care seeks to support families and caregivers in their role as primary caregivers. We aim to work collaboratively with families and believe that children benefit when there are strong links between home and the service. We will foster a strong partnership with families through mutual trust, open communication and collaboration, which will result in continuous improvement of the service. We are committed to our families having easy access to DASH care staff and opportunities for open discussions relevant to the service.

Staff

Our aim is to employ staff who will:

- Engage with the children whilst supporting and encouraging them through a range of experiences.
- Relate easily to the children and families, being sensitive to their needs.
- Model positive behaviours always.

We are committed to ensuring our staff are given opportunities for professional development and are supported so they grow as leaders. This will enable us to maintain a high standard of care. We encourage our staff to be life-long learners who strive to improve their practice. We are committed to providing opportunities for DASH Care staff to work collaboratively as a means of learning from each other and helping to shape the service.

Overview of the Service Provided

Our service aims to provide quality: -

- Before School Care: 6:30 am - 8:40 am
- After School Care: 3:20 pm - 6:00 pm
- Curriculum Day Care: 7:30 am - 6:00 pm (Delacombe PS students only)
- Vacation Care: 7:30 am - 6:00 pm
- Open all school holidays (excluding public holidays and the break between school closing in December and the week after New Years Day)
- Early finish days - as needed and subject to availability
- Curriculum day care - as required, usually 7:30am-6pm (Delacombe PS students only)

The service is situated in the Delacombe Primary School Kitchen and Library area (DASH entrance is located to the right of the school's main entrance). The program accesses other areas of the school, both indoors and out as required to provide children with adequate areas to enjoy a diverse range of activities.

Our staff provide the children with a wide range of recreational and educational activities which are designed to be fun, stimulating, and safe.

Children will often get an opportunity to exercise some choice from a wide range of activities including:

- Indoor/ Outdoor play (weather permitting)
- Structured or unstructured play
- Individual or group time
- Active or passive play





National Quality Framework

In our everyday practices, our programs are guided by the National Quality Framework (NQF). The NQF governs all early childhood and school aged education and care services in Australia. The framework is overseen by the Australian Children's Education and Care Quality Authority (ACECQA) and ensures all services operate to high quality standards.

The following legislation applies to our service:

- The Education and Care Service National Law Act 2010
- The Education and Care Service Regulations

Enrolment

Those thinking of enrolling their children in DASH Care are welcome to speak with program staff to book in a time to visit the program.

When you are ready to enrol we ask that you complete an enrolment expression of interest form for each child you wish to enrol, before attending DASH Care.

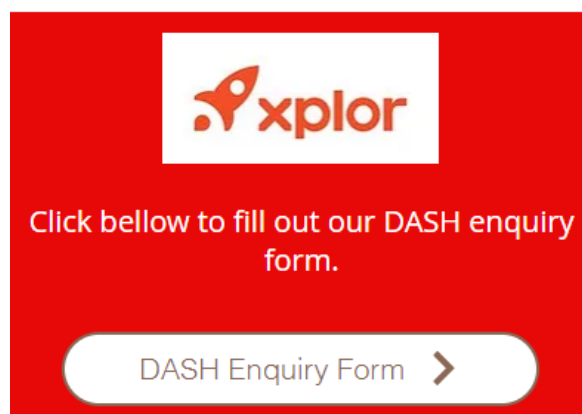
This form can be found on the school website www.delacombeps.vic.edu.au, under the tab 'More', click on 'DASH CARE' and fill out the form attached (one form per child).

This will then generate a profile for your child in Xplor and email you a digital enrolment form.

It is your obligation to ensure that any changes to your details are updated through the Xplor app you will be directed to download.

The coordinator and staff have access to a wide range of personal information. Please be assured that all staff acknowledge and respect the privacy rights of our children, families, and staff. All personal information is stored appropriately.

Parents of children attending After School Care from surrounding schools must also complete an Application for Permission to Travel form. This form is sent out with the enrolment form.



Orientation

An orientation visit is required for all families before commencing care. This allows the children to see that DASH Care space and meet the staff, gives the staff a chance to meet the children and become familiar with them, and for families to go through any accompanying paperwork you may need to fill out.

Should you decide to enrol your child in DASH Care, please let us know if your child will need extra support transitioning into the program. In these circumstances we are keen to discuss transition options with parents. This may include having the child spend some time at the program with you before starting officially. We are eager to help as we want all children to be comfortable at DASH Care from day one.

Immunisation

It is expected that all children attending OSHC be fully immunised, and an immunisation certificate be provided. Children must be immunised for you to receive the Childcare Subsidy.

Session Fees

Hours of operation

- Before School Care: 6:30am – 8:40am
- After School Care: 3:20pm – 6:00pm
- Vacation Care/Student Free Days: 7:30am – 6:00pm
- End of Term Care: 1:30pm - 6:00pm
(start times may vary in line with school finishing times)
- Parent Teacher Interview Care: 1:00pm – 6:00pm
(start times may vary in line with school finishing times)



Planned Closures (Christmas/New Year break)

- Fees (before CCS or AAC are applied)
- Before School Care – \$25.00
- Before School Care with bus travel – \$35.00
- After School Care DPS- \$30.00
- After School Care with bus travel - \$40.00
- Vacation Care – \$65.00
- Vacation Incursion Day - \$80.00
- Vacation Care Excursion Day - \$90.00
- Student Free Day- \$65.00
- End of Term Day- \$55.00
- Parent Teacher Interview Day- \$55.00



Other days may be added as the need arises.



Late pick-ups and charges

Delacombe Primary School Outside of School Hours Care reserves the right to implement a late collection charge when parents/guardians are frequently late in collecting a child from the service. This charge has been set at a level determined by the Outside of School Hours Care subcommittee of the School Council. This fee is \$15 when collection is 10 minutes late and then \$1 per minute thereafter.

Childcare Subsidy

For parents/guardians to receive the Childcare Subsidy, you are required to: -

1. Include a Centrelink Reference Number (CRN) for both yourself and child/ren when completing the online enrolment form.
2. Log on to Centrelink once your booking has been processed to confirm the enrolment with our service.
3. Digitally sign the CWA on your Xplor application

Priority of Access

Existing bookings will be re-offered to families currently attending at the end of each year. Vacancies will be offered to siblings of existing families and then to new families, following the priority of access guidelines set out by the Australian Government and our DASH 'Enrolment and Orientation Policy'.

Bookings

Permanent bookings Please email or speak to our DASH Coordinators or DASH administrator to add a recurring booking for your child. Recurring bookings are offered places before casual bookings. making a recurring booking, means you do not need to book each day individually through the Xplor app.

Casual bookings can be made through the Xplor app. **Bookings must be made by 3pm the day before care is required.** A signed and completed enrolment form and orientation visit must have been completed before making bookings.

If your child/ren will not be attending their booked session, please notify our service by: -

- Marking your child absent through the Xplor app.
- Emailing dash@delacombeps.vic.edu.au (Only 24 hours prior to the booking)
- Calling 0436 405 784

Attendance and collection of children

- Parents/ carers must enter the DASH building with their child and sign them in each morning.
- A daily attendance record is kept of all children attending the program.



- Children may only attend the program after all the necessary paperwork has been completed and a DASH staff member lets you know that you are ok to start making booking.
- Children will only be permitted to leave OSHC with people previously authorised on the enrolment form unless prior arrangements have been made with the program coordinator in writing. Parents/Guardians can add Hub Guests in their Xplor Home app as persons they give permission to sign their child in and out of the service.
- Children must be signed in and out using the iPad located in the foyer. Only authorised people over the age of 18, who have their own login details can sign the children in and out. **Failure to sign children in/out correctly may affect Childcare Subsidy.**
- Delacombe Primary School Students
 - Children attending After School Care must go straight to the Kitchen room immediately after the bell rings at the end of the school day and see a staff member to be signed in.
 - Children can be collected from the classroom if pre-arranged with the coordinator.
- Children Attending from Other Schools
 - Students will be collected by the bus service at a designated place each day. It is important that students make their way to that place promptly.

Accounts

- The fee schedule and payment process will be fully explained to families during the enrolment process.
- Families will be given a minimum of 14 days of notice of any fee increase.
- Details of individual's accounts and all completed forms kept by the service will remain confidential and stored properly. Families may access their own records upon request.
- A statement will be issued to families via email each week or upon request. Statements can also be viewed on the Xplor app.
- Families are required to pay the gap fee shown on the invoice each Friday and not allow fees to fall more than two weeks into arrears.
- If accounts are not paid in full each week, bookings may be cancelled.
- Parents/Guardians with overdue fees will be encouraged to discuss any difficulties they may be experiencing and make suitable arrangements for payments to be made via a payment plan.
- **Debit Success is our preferred method of payment.**
- The DASH Fees policy is available to read on the website. <http://www.delacombeps.vic.gov.au/>



Accidents and Injuries

Your child's safety is important to us. DASH staff have appropriate first aid training. Should your child have an accident whilst in our care we will: -

- Assess the injury and administer appropriate first aid if necessary.
- If the injury is determined to be serious, you will be contacted to collect your child immediately.
- Your child will be monitored and kept comfortable until you or your designated representative arrives.
- An accident report will be completed and made available for you to sign.
- **If deemed necessary, an ambulance will be called.**

Please Note – In the event that an ambulance is called, the parent or guardian will be responsible for costs incurred. We strongly recommend that you arrange ambulance cover.

Illness

Please do not send your child to DASH Care if they are unwell. In some cases, you may be asked to provide a clearance certificate from your doctor to enable the child to return to the service. Children who are ill are not able to remain at DASH Care. If your child becomes ill during a session, you will be contacted to collect, or arrange for the early collection of your child.

Medications

Medications to be administered by DASH Care staff: -

- Must be handed to a staff member upon arrival and the necessary paperwork completed.
- Be in its original packaging or labelled container.
- Will be checked by two staff members prior to being administered.

Allergies and Medical Conditions

If your child has an allergy or medical condition you will be required to provide us with up-to-date details as necessary, the appropriate management plan and medication. Arrangements for storage of regular or responsive medication (e.g., EpiPens, asthma relievers, hay fever medication, etc) can be made with staff and held at DASH if they are needed.

Staff with anaphylaxis and CPR training are always on duty and a defibrillator is located within the school's office.



Custody / Court Orders

It is the obligation of parents/guardians to provide us with up-to-date copies of any Court Orders. Staff can only act on conditions set out on Court Orders when they have the relevant paperwork.

Issues or concerns

If at any time you have any concerns or issues, we recommend the following steps are followed:

1. Discuss your concerns with the educator involved.
2. Discuss your concerns with the coordinator.

If you feel that your grievance has not been resolved, you should make an appointment with the school principal or forward the details of your complaint in writing.

Suggestions, compliments, or complaints pertaining to the operation of the DASH program should be made in writing to: The Principal – Delacombe Primary School, 110 Greenhalghs Rd, Delacombe, 3356.

Staff

The OSHC program is staffed in accordance with the ratio requirements specified by the National Standards Framework for school aged care and best practice principles.

Management

The Delacombe Primary School Council and the school Principal oversee the running and management of the OSHC program, while the coordinator manages and implements the program. All correspondence relating to the program can be addressed to the DASH CARE Coordinator or DASH Care Administrator

Our Programs

Our weekly programs are designed to engage and educate children in a range of activities and experiences. Programs are themed around various topics which incorporate the interests and needs of the children.

The following procedures are completed by coordinators on a weekly basis: -

- Large group/small group or individual child observations.
- Discussions held with children to plan and decide on the activities, meals, and experiences for the following week.
- Prepare and display the devised program for the following week.
- Implement the weekly program as planned.
- Evaluate the effectiveness of the program at the end of the week.

Our programs aim to assist in the development of children's self-esteem and confidence, while promoting socialisation, resourcefulness, responsibility, and respect. The program, at various times includes: -

- Creative activities
- Cooking
- Reading
- Music & Science
- Outdoor/Physical activities



Vacation Care will also include excursions and incursions. Please feel free to discuss any suggestions you may have with our coordinator.

If your child is booked in on the days when an excursion is planned, you will receive specific information about what the children need to bring /wear and whether additional costs apply. You will also be required to complete and sign an excursion permission form.

Meals and Snacks

Meals and snacks offered at our OSHC are designed to promote a healthy and nutritional diet. Children receive food at the following times: -

- [Before School Care](#) - Breakfast is provided with toast and low sugar cereals offered
- [After School Care](#) - Afternoon fruit and a special second's snack
- [Vacation Care / Pupil free days](#) - Afternoon fruit.
- Water is always made available.

Special dietary requirements can be catered for. If preferred, your child may bring their own snack.

Children are encouraged, when appropriate, to be involved in the planning and preparation of food. Our weekly menu is displayed on our Information Board.



Diversity

We encourage and support children and families with diverse backgrounds. We welcome family input and encourage the sharing of cultural information, skills, and talents.





Personal items

Please name everything! We do not encourage children to bring toys, equipment, or games to DASH. We have enough to occupy the children at each session. We cannot take responsibility for any personal items that children might bring to the program.

Hygiene and Safety

Health and safety are a priority of DASH. Staff have completed training in Food Handling and meals and snacks are prepared and eaten in a hygienic environment. Children are reminded to wash their hands at regular intervals and appropriate times during each session. Equipment is checked and maintained regularly. Children are expected to respect the equipment and environment and be involved in tidying and storing items as they are used.

Sun Smart Policy

During Terms 1 and 4 all children **must** wear a hat when outdoors. The 'no hat, no outside play' rule applies in these terms and over the Vacation Care periods that adjoin them. Sunscreen is available and staff will assist children to apply it if needed.

What to bring to DASH

- Sun Smart Hat during Terms 1 and 4
- Water Bottle
- Suitable footwear for the activities planned.
- Suitable clothing for the activities planned and weather and UV rating (no sleeveless tops or dresses would be preferred)
- Change of clothes – just in case
- Lunch and snacks if attending for a longer day. Afternoon fruit is always provided at DASH.
- Your own sunscreen if you cannot use the brand, we have a DASH.
- Medication you may need whilst at DASH Care (a form is required when leaving medication)



Communication

Communication is vital in the day to day running of DASH. Please feel free to talk to any of the staff members if you need to pass on information regarding your child. It always helps us to be aware of any issues or worries you may be experiencing.

We can be contacted on: DASH Mobile – 0436 405 784, DASH Email - dash@delacombeps.vic.edu.au or Delacombe Primary School - 5335 6103. Any communication to these will be responded to promptly.

There is a DASH page included in our weekly school newsletter, which helps keep everyone up to date.

The school website has a page dedicated to DASH, which includes relevant and useful information.

The DASH 'Education Program' is recorded in the big book that can be found at the entrance to the program. Parents are welcome to stop and have a browse to catch up on what the children have been doing. Feel free to add any feedback or notes.

All students have a personal online portfolio which can be found in the "Learning" section of your My Home app. Here you can view photos, art works and observations by educators about your child and updates about what has been happening in the program. These too are a good way of keeping track of what your child has been doing at DASH.

Please remember to update any changes to phone numbers, email addresses, emergency contacts or other details relative to your family.

Evacuation Procedures

Staff and children participate in Emergency Drills each term. These help to ensure that in the event of an emergency, we can follow procedure safely, effectively and in a speedy manner. Should a drill or evacuation occur while you are in attendance, please follow the instructions of our staff.

A detailed copy of our Evacuation Procedure can be viewed at any time.

Behaviour and Discipline

Acceptable standards of behaviour are needed to ensure that all children and staff can enjoy their time at DASH Care and remain safe. Appropriate standards and discipline will be applied, using positive guidance to encourage acceptable behaviour.

The DASH Express (based on the Delacombe Express) is our behaviour model that all children at DASH are expected to follow.

Children at DASH are expected to always demonstrate the 4 whole school values of Delacombe Primary School - Kindness, Respect, Resilience, Growth.

We aim to: -

1. Ensure the Program rules and Values are clear, child focused and known.
2. Ensure that the children clearly understand Program rules and Values are praised for following and upholding them and are aware of the consequences of breaking or not upholding them.
3. Remind and guide children when rules are broken, or values are not upheld.
4. Initiate a short time away from an activity if necessary.
5. Ask the child to complete a reflection about their behaviour.
6. Arrange for a discussion between the coordinator and parents if a child is deliberately and continuously breaking the rules.



We look forward to seeing you all at DASH.

**VIC KIDS
EAT WELL**

**WE'RE PROUD TO BE
PART OF THE MOVEMENT**



**DASH IS BOOSTING HEALTHY FOOD
AND DRINK OPTIONS**



**ALL KIDS DESERVE THE OPPORTUNITY FOR A
HEALTHY START**

vickidseatwell.health.vic.gov.au

Vic Kids Eat Well is supported by the Victorian Government, and delivered by Cancer Council Victoria, in partnership with Nutrition Australia.

