

OSHC PARENT HANDBOOK



CARMEL & CO GYMNASTICS

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CARMEL & CO GYMNASTICS OSHC SERVICES

Our OSHC Vacation Care Service aims to provide parents with quality care for their Primary School aged children. A large part of our program is based on gymnastics, which is often referred to as the foundation of all sports. Children will gain strength, balance, flexibility and co-ordination in a fun, safe and friendly environment.

Service	When	Times	Cost	CCB approval ID
Vacation Care	Week days *	7:30am – 6:00pm	\$45 less CCB	1-AUI5N4

JOINING CARMEL & CO GYMNASTICS OSHC

There have been some recent changes in Australia's CCMS (Child Care Management System) It is no longer necessary for parents to contact the Family Assistance Office and register to use our service. Parents must only fill out an enrolment form, and the rest is done electronically. Our staff will be notified of your CCB subsidy, which parents may have elected to claim as reduced fees, or a lump sum at the end of the financial year.

Generally, if you receive Family Tax Benefit, you are eligible for CCB (Child Care Benefit) If you know both your own, your partners and your child's CRN (Customer Reference Number) then you only need complete the enrolment form and attach your child's immunization records.

If you don't know, or don't have CRN's for both Parents and your child, we recommend you contact the Family Assistance Office on 136 150. Even if you don't wish to claim CCB as reduced fees, you may still be eligible to claim them as a lump sum at the end of the financial year. We'll also need to know CRN's so you're eligible for the quarterly rebate of 50% out of pocket expenses from the Government. *If we don't have your CRN's up front, we will be unable to back date your child's attendance later, and therefore you will not be able to claim fees.*

Please take the time to read this handbook. It explains our rules, policies and procedures, as well as your obligations as a parent/guardian.

SIGN IN AND SIGN OUT

Parents need to sign their children in and out of the centre at the time of arrival and departure. This procedure is a legal requirement as it is linked to your childcare benefit payments. Your co-operation in this matter is appreciated.

FEES POLICY

- Parents are required to complete an OSHC enrolment form before attending the service for the first time. This will enable administration to estimate their fees for the entire vacation Care period. We do this by submitting enrolment information through DEEWR's CCMS (Child Care Management System)
- Parents are required to pay this estimate to confirm their booking. We do not accept tentative bookings without payment.
- Refunds or credits are not given for cancellation of bookings, however we do offer make up days, which must be used within the same vacation care period. (for example the Winter vacation period)
- Once all Vacation Care Attendances have been submitted, processed and finalized by DEEWR (after the Vacation care Period), Administration will email a DEEWR Statement outlining both Parent and Centrelink contributions.

Late Pick up Fees

- Parents/Guardians will be charged a late collection fee of \$10 for every 10 minute block, or part thereof, that they are late in picking their child up from Vacation Care services. The Parent/Guardian responsible for paying the fees will be charged this amount – not the person collecting the child (the emergency contact/authorized pick up)

PRIORITY OF ACCESS POLICY

This policy covers the three levels of priority that our OSHC services follow when allocating positions in our before and after school care, and vacation care services as outlined below:

- Priority 1 -** First priority is given to children at risk of serious neglect or abuse.
- Priority 2 -** Second priority is given to a child of a single parent who satisfies, or of both parents who satisfy, the work/training/study test under section 14 of the Family Assistance Act 1999.
- Priority 3 -** Third priority is given to any other child.

Within each of these main categories above, priority is also given, in no particular order to:

- Children in Aboriginal or Torres Strait Islander Families;
- Families which include a person with a disability;
- Children in families on lower incomes
- Children in families with a non-English speaking background;
- Children in socially isolated families;
- Children of single parents.

In some circumstances, when OSHC services have no vacancies left, a child who is already in care but is a Priority 3 may be required to leave the service to make a room for a child of a higher priority.

For this to occur, Parents/Guardians must have been made aware of this policy at the time of enrolling their child, and they must be given 14 days notice in writing. This is the law.

IMMUNISATION AND HEALTH RELATED EXCLUSION POLICY

All children using our OSHC services must be immunised against the following **Vaccine preventable diseases** as per the National Immunisation Program Schedule. They include:

- Haemophilus influenzae type b (hib) infection
- Measles
- Mumps
- Poliomyelitis
- Pneumococcal conjugate
- Pneumococcal C
- Varicella (Chicken Pox)
- Rotavirus
- Rubella (German measles)
- Diphtheria, Tetanus and acellular pertussis
- Pertussis (Whooping Cough)
- Hepatitis B

If children are not immunised they will not be eligible to claim CCB. In special circumstances, a child may not be able to receive a particular immunization. In this case the exemption must be medically approved and we will need a written confirmation of this.

Please attach a copy of your child's immunisation statement to your enrolment form.

The following table provides the exclusion periods for various conditions. Parents must adhere to this to prevent other children and staff from becoming infected. Children who show symptoms of any of these conditions will be sent home.

Disease	Exclusion time
Chicken Pox	At least 5 days after the first spots appear or when blisters have all crusted.
Conjunctivitis	Until discharge from eyes has ceased.
Diarrhoea	Up until diarrhoea has stopped.
Diphtheria	Until medical officer certifies recovery.
German Measles (Rubella)	Until child has fully recovered, and for at least 4 days after rash appears.
Glandular Fever	Not necessary to keep children home but some children with glandular fever are too sick to attend school.
Hand, Foot and Mouth	Until blisters have dried.

Head lice	Until hair has been treated. Solutions available from pharmacies. Everyone living in the same house (as well as linen etc) should be treated at the same time as the affected person.
Hepatitis A	Until child has recovered (usually 7 days from the first signs of jaundice).
Hepatitis B and C	Not necessary to keep the child home.
HIV (Human Immunodeficiency Virus)	Not necessary to keep the child at home (unless she or he has a secondary infectious disease, such as TB).
Impetigo	Until appropriate treatment has commenced and visible sores are covered.
Influenza	For 5 days after the appearance of the first symptoms.
Measles	For at least 4 days after the appearance of rash.
Meningitis	Until well.
Meningococcal	Until well.
Mumps	Until child has fully recovered and for 9 days after the appearance of swelling.
Ringworm and Scabies	Until day after fungal treatment has begun.
Scarlet Fever	At least 24 hours after treatment has begun.
Streptococcal Infection	Until day after treatment has commenced and student feels well.
TB (Tuberculosis)	Until student has certified clearance by medical practitioner.
Whooping Cough	Child should be kept home for 5 days from the start of antibiotic treatment; otherwise, keep home for 2 weeks from when "whoop" starts

ADMINISTERING YOUR CHILDS MEDICATION

Parents/Guardians must:

- Complete a Medication Authority form for each and every medication that Carmel & Co Staff are to administer to their child;
- Supply all prescription medication in the original bottle, with the child's name, dosage instructions and use by date clearly labeled;
- Ensure that all non prescription medication complies with all legislative requirements and is not out of date;
- Provide Carmel & Co Staff with a their child's first aid management plan if applicable. This must be approved by their doctor.

MEMBER PROTECTION POLICY

Carmel & Co Gymnastics is committed to providing an environment free of discrimination and harassment. We believe that anyone who works for us or represents us, and everyone with whom we deal, has the right to be treated with respect and dignity. Carmel & Co Gymnastics will not tolerate discriminatory or harassing behaviour under any circumstances. We will take all complaints of harassment or discrimination seriously, and will ensure they are dealt with

promptly, sensitively and confidentially. Disciplinary action can be taken against a person who is found in breach of this policy.

CHILD PROTECTION POLICY

All staff at Carmel & Co Gymnastics undergo a WWCC (Working with Children Check) through the Commission for Children and Young People. Any employee, or volunteer, who returns any risk (Low, Medium or High) from screening will not be permitted to work, or volunteer, for the organization. In the case of employees, employment will be terminated immediately.

Mandatory Reporting

As an organization that runs an Outside School Hours Care service, we are mandatory reporters of suspected cases of child abuse and neglect. This means that if we have reasonable grounds to suspect the following, we are bound by law to notify DOCS (Department of Community Services)

- Physical Abuse
- Sexual Abuse
- Emotional/Psychological Abuse
- Neglect
- Exposure to family violence

CODE OF BEHAVIOUR

All children who are enrolled in our OSHC services including before & after school care, and vacation care, must adhere to following guidelines for behavior when attending. Parents are expected to explain, and educate their children on acceptable behavior as outlined below:

1. Always follow the instructions and directions of your coach to avoid injury to yourself, or others.
2. Respect the rights, dignity and worth of fellow participants, coaches, officials and spectators.
3. Treat others with respect regardless of race, gender or disability.
4. Do not tolerate acts of aggression or bullying.
5. Care for and respect the equipment and resources provided to you as part of your program.
6. Be frank and honest with your coach concerning illness and injury and your ability to participate in activities.
7. Refrain from using course language and swearing.

8. Maintain high personal behavior standards at all times.
9. Abide by the rules and respect the decision of your coaches.

GYM SAFETY RULES

1. No jewelry to be worn by gymnasts while training. (this includes watches, earrings, necklaces, toe rings etc)
2. Hair must be tied back, away from the face and eyes, during class.
3. No loose or baggy clothing
4. Trampolinists must wear socks while training.
5. No shoes to be worn into the training area. (except Cheerleaders who have specialized, non marking shoes)
6. Children not participating in the class are not permitted on equipment at any time.
7. No food or drink is to be taken onto the equipment or matting at any time.
8. No chewing gum permitted in the Gym at any time.
9. Always follow the instructions of your coach.
10. Always walk around the apparatus areas while they are in use to prevent collisions.
11. Do not jump or vault into the pit without permission from your coach or checking for other gymnasts first.
12. Always notify administration of any changes to medical details or emergency contact details for your child/children.
13. No video or still photography. The flash may cause an injury and it is also forbidden under child protection laws and our member protection policy. During events, photography (of your child only) is permitted provided your flash is turned off.
14. No Nut products permitted in the Gym. Some children are highly allergic.
15. Children must not leave the building unless accompanied by a parent or Guardian, all children participating in our OSHC services must be signed in and out by a authorized person.

PRIVACY POLICY

Carmel & Co Gymnastics is committed to protecting your privacy. We will collect, use, disclose and hold personal information in accordance with the privacy act 1998 (the act). We will only disclose personal information to other organisations that we believe is necessary to assist in providing our services.

The organisations to which we disclose information include:

- Outsourced service providers who manage the services we provide to you, including:
 - DEEWR (Department of Education, Employment and workplace relations)
 - Family Assistance office/centrelink
 - Insurers
 - Sport Education Section (ASC)
 - Gymnastics Australia and NSW Gymnastics
 - Our professional advisors, including our accountants, auditors and lawyers.
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- Government and regulatory authorities and other organisations, as required or authorized by law.

BEHAVIOUR MANAGEMENT POLICY

Disciplinary action will be taken by Carmel & Co Gymnastics against anyone who is found to be in breach of the code of behaviour or Gym safety rules in this handbook. Disciplinary action will be administered in a three-phase education process designed to allow more than enough guidance in correcting inappropriate behaviour.

- Phase one – Club to counsel offender and explain the breach
- Phase two – Offender suspended from attending if a breach of the same nature occurs in a 12 month period
- Phase three – Membership will be removed permanently for a third offence in a 12 month period.

CHANGE OF DETAILS

All Parents/Guardians are required to inform administration, and complete an “OSHC change of details form” (available from our website) in any of the following circumstances:

- A change of address, phone numbers or emergency contact details.
- A change in any custodial agreements.
- Of any new medical conditions we should be aware of.
- Any change in employment details (for implementation, in necessary, of priority of access policy)

COMPLAINTS PROCEDURE

INFORMAL

1. Many complaints can be solved through an informal process of mediation and/or conciliation. The informal process seeks a positive outcome for the parties concerned. Carmel & Co Gymnastics encourages all members who have a complaint to utilise the informal process where possible to resolve issues.
2. A complainant may initially seek to resolve an issue promptly through an approach to the Managing Director
3. The Managing Director will listen to the complainant and attempt to get a clear understanding of the exact nature of the complaint, and what the complainant would like as an outcome.
4. The Managing Director shall assess the details of the complaint and assist and support the complainant in seeking a solution.
5. If the complainant is not satisfied with the outcome of the informal procedure a formal grievance may be lodged.

FORMAL

1. A formal complaint should be submitted in writing to the managing director, outlining the incident, and discussions during the informal stage, if any.
2. The Managing Director or nominee shall:
 - a) Formally acknowledge to the complainant the receipt of the complaint;
 - b) Investigate the complaint.
 - c) In matters that involve the Managing Director the Coaching Co-ordinator will be responsible for investigating the complaint.
 - d) Formally advise the respondent about the nature of the complaint, the complainant, and the complaint management procedure. The respondent will reply, in writing, to the Managing Director
3. The Managing Director shall consider the information received and then determine:
 - a) whether the complaint is justified, or;
 - b) whether the complaint is vexatious, frivolous or without merit and if so to dismiss it; or
 - c) whether additional information is required;
4. During the formal complaint procedure, only the matters contained in the formal complaint shall be investigated.
5. At any time the complaint is discussed with the complainant or the respondent, they may be accompanied by one person of their choice, such as a: conciliator, friend, or relative, but not a legal representative. This person may not address the Managing Director – they are there purely for support.
6. Likewise the Managing Director or any other person involved in the complaint procedure may invite the assistance of an interpreter to the meeting.
7. The Managing Director shall advise the complainant and the respondent of its decision.
8. The decision of the Managing Director is final.
9. If the complainant feels the issue has not been resolved to their satisfaction, they have the right to take their complaint to a higher authority.

EMERGENCY EVACUATION PROCEDURE

In the event of an emergency where an evacuation is necessary, an uninterrupted sounding of a whistle will signal spectators, participants and staff to evacuate immediately in a calm and orderly fashion. Upon leaving the building, all parents, participants and staff will move to one of two designated evacuation assembly areas. Assembly areas, and evacuation plans are posted around the gym at various locations.