



## Out of School Hours Care

Pacific Hills  
**OOSH**



ESKIC HILLS  
SCHOOL

ESKIC HILLS  
SCHOOL

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# WELCOME

Pacific Hills OOSH offers a safe, familiar, and Christian-based environment during term times and holidays for Pacific Hills students from Kindy to Year 6.

We offer a fun and extensive program for your children throughout the terms and holiday periods. Our Before and After School Care offers breakfast and afternoon tea options with many exciting and educational activities. Our Vacation Care program includes various activities, themed days, and incursions.

# PHILOSOPHY

The purpose of each school within the Pacific Group of Christian Schools is to provide a Christian educational community as a centre of teaching, learning and serving excellence founded on Biblically based beliefs, values and behaviour.

At Pacific Hills, we provide an OOSH service for school families whose children are in Kindy to Year 6. In providing a quality service, we believe that:

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Each child is made in God's image and should be valued

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Each child has individual gifts, qualities and personalities to be encouraged and developed to be God's person in this world

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Each child should be provided with a safe and stimulating environment

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Each child has a responsibility to God's creation and to ensure it is cared for

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Families provide the major influence in a child's development and that Pacific Hills OOSH will support families in the child's development

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Pacific Hills OOSH will recognise and support and show respect for cultural differences

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Provide ongoing professional development opportunities for staff to expand their understanding and abilities in their specific role

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# NATIONAL QUALITY FRAMEWORK

From 1 January 2012, the new National Framework for children in School Aged Care - My Time, Our Place took effect. This national body is governed by the Australian Children's Education and Care Quality Authority (ACECQA). The Framework for School Age Care exists to ensure that children in school age care have opportunities to engage in leisure and play-based experiences that are responsive to the needs, interests and choices of the children attending the service and that contribute to their ongoing development.

There are five outcomes that guide the planning and educational program for children's wellbeing and learning:

1. Children have a strong sense of identity
2. Children are connected with and contribute to their world
3. Children have a strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators

There is a strong sense of collaboration with children, their families and educators to inform and guide the planning of educational programs.

The weekly program is displayed for families throughout the service. We value family input into the planning and evaluation of the program. The National Quality Framework has been established under an applied law system that comprises of the Education and Care Services National Law and Regulations. Pacific Hills OOSH is required to adhere to both the Law and the Regulations at all times. Within the Regulations, there are a number of policies and procedures related to the provision of a high standard of quality care for the children. Pacific Hills OOSH has developed policies and procedures that are specific to the centre. These policies are available within the centre for the parents/guardians to read and make comment on at any time. The policies are reviewed on an ongoing basis throughout the year.

# NATIONAL QUALITY RATING AND ASSESSMENT PROCESS

Regular assessment of school aged care facilities will be conducted against the seven National Quality Standards and will be facilitated through the state governing authority, the Department of Education and Communities (DEC).

The seven quality areas in the National Quality Standards are:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Governance and Leadership

The quality rating and assessment process is an ongoing system by which the centre is continually striving to improve the quality of care that it provides. Additional information about the new system can be found by visiting [www.acecqa.gov.au](http://www.acecqa.gov.au).



# CHILD SAFE STANDARDS

The Office of the Children's Guardian has developed a set of 10 child safe standards to assist services ensure a child safe culture can be upheld. These standards guide our values, practices, attitudes, and behaviour. The standards are:

1. Child safety is embedded in organisational leadership, governance and culture.
2. Children participate in decisions affecting them and are taken seriously.
3. Families and communities are informed and involved.
4. Equity is upheld and diverse needs are taken into account.
5. People working with children are suitable and supported.
6. Processes to respond to complaints of child abuse are child-focused.
7. Staff are equipped with the knowledge, skills and awareness to keep children safe through continual education and training.
8. Physical and online environments minimise the opportunity for abuse to occur.
9. Implementation of the Child Safe Standards is continuously reviewed and improved.
10. Policies and procedures document how the organisation is child safe.



# OUR COMMITMENT TO CHILD SAFETY

Our OSHC Service is committed to ensuring the safety and wellbeing of children and young people is maintained at all times whilst being educated and cared for by educators and staff at Pacific Hills OOSH. 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 National Principles of Child Safe Organisations and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

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

Our staff 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 Check.

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 nominated supervisor if you have any concerns.

We aim to ensure our OSHC Service is a tobacco, vape, drugs and alcohol-free environment at all times in accordance with Education and Care National Law and Regulations. 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 the [National Model Code](#) and guidelines for taking images or videos of children. (See Safe Use of Digital Technologies and Online Environments Policy).

## 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 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.

All staff hold valid Working with Children Checks and all responsible persons (placed in charge of the day-to-day running of the service) have a current approved First Aid, CPR, Emergency Asthma and Anaphylaxis qualifications.

For further details on the qualifications of the educators, please see our nominated supervisor.

## FEES

Session	Time	Fee <sup>1</sup>
Before School Care	7:00am to 8:30am	\$22.00 per morning
After School Care (Short) Late Pickup	2:43pm to 4:00pm Beyond 4:00pm	\$16.00 per afternoon \$25.00 per 15 minutes
After School Care (Long) Late Pickup	2:43pm to 6:30pm Beyond 6:30pm	\$38.00 per afternoon \$25.00 per 5 minutes
Vacation Care <sup>2</sup> Late Pickup	8:00am to 5:00pm Beyond 5:00pm	\$90.00 per day \$30.00 per 15 minutes

<sup>1</sup> All fees are subject to change.

<sup>2</sup> See OOSH website for Vacation Care dates.

## CHILD CARE SUBSIDY (CCS)

The Child Care Subsidy is paid to the Child Care Centre to reduce fees. Pacific Hills OOSH is an approved Child Care Centre. The Australian Government provides Child Care Subsidy (CCS) to help eligible Australian resident parents/guardians reduce the cost of their fees at approved centres. CCS is based on combined family income and parent activity levels. Families wishing to claim CCS must register with Centrelink at [my.gov.au](http://my.gov.au). Centrelink is responsible for assessing all CCS calculations.

Pacific Hills OOSH is responsible for submitting attendance data to the government for assessment. You will need to supply the centre with dates of birth and Centrelink customer reference numbers for both you and your child. Those details, together with attendance details will be linked to the government, who will require you to accept the enrolment details through [my.gov.au](http://my.gov.au) in order to receive CCS. When a child is first enrolled at Pacific Hills OOSH, the family must nominate the parent who is (or will be) registered to claim CCS. The nominated parent is the primary person responsible for payments to the service and is the only person who can view statements. Changes to the nominated parent will only apply from when the family notifies the centre in writing.

## PAYMENT OF FEES

Pacific Hills OOSH is an approved child care service. We are able to claim the Child Care Subsidy (CCS) on behalf of qualifying families. To facilitate this, we use a widely used childcare management software Xplor to process the subsidy. Payment of OOSH fees are made via direct debit through Debit Success from your nominated bank account or credit card. If you are approved to claim CCS from Centerlink, you will be charged the outstanding gap amount. Families that do not claim CCS will be charged the full OOSH fee.

If for any reason your payment should be declined, a penalty of \$19.95 will be charged for every failed attempt to settle your fees through direct debit or credit card. Should your payment be declined, your OOSH service may be put on hold until your account is finalised.





Pond Hills  
Chinese School

# ENROLMENT

Enrolment information must be completed online via the “Xplor” app before your child starts attending the service to ensure we have all the relevant information on file. Once confirmation is received, your child can begin attending Pacific Hills OOSH. Please note, if your child has a medical condition, additional documentation must be completed and medication should be supplied to the service prior to your child commencing.

All new children and their families are invited to visit the centre prior to attendance in order to familiarise themselves with staff and routines.

## HOW TO ENROL?

1. Fill out the OOSH enrolment online through the ‘Xplor’ system which can be found on our School website – <https://pacificchills.nsw.edu.au>
2. Process your online enrolment including uploading a copy of your child’s Birth Certificate and Immunisation Record and any other medical information required.
3. Await confirmation from Director of booking.

## PERMANENT BOOKINGS

The Director is responsible for all enrolments. You must complete the enrolment form and email to request permanent bookings.

Children can be booked in for specific days. Confirmed days can be reviewed in the Xplor App. Confirmation by the Director must be provided before your child is able to attend. The child can be booked in for extra days if required. See ‘Casual Bookings’ below.

If a child is unable to attend and we have not been notified by 11:00am, the fee for that day will still be charged.

## CASUAL BOOKINGS

The Director is responsible for all enrolments. You must complete the enrolment form through 'Xplor' and use the app on your phone to request casual bookings. Casual bookings may be made in addition to permanent bookings or as a one-off request.

Casual bookings must be lodged prior to the day required or earlier via email. The child can be booked in for casual care on the condition that:

1. There is a place available.
2. The Director has been informed and confirmed the booking.

## ABSENCES

It is important that our attendance records are accurate. If your child will not be present at a pre-booked session, whether a casual or permanent booking, you must let the Director know in advance to avoid unnecessary confusion and concern. Notice must be provided via the 'Xplor' app, even if first contact is made by phone. The roll is checked at the beginning of each session to make sure all children are present. If a child is absent from roll call without notice, staff are required to carry out a search for the child until that child can be located. Absences are managed through the 'Xplor' app.

## LATE PICKUP

The service closes at 6:30pm during After School Care and 5:00pm during Vacation Care. Please contact the OOSH via telephone as soon as you know you are going to be late. Any parent/guardian who collects a child after 6:30pm will incur a late fee (see 'Fees'). If a child is not collected by 7:00pm and no contact can be made with parents or emergency authorised nominees, staff will make contact with local police to have the child placed under their supervision until contact can be made. This is an incredibly rare occurrence.

## SIGNING IN & OUT

Parents/guardians are required to sign their child in on arrival to Before School Care and Vacation Care and out on their departure from After School Care and Vacation Care on an electronic device. This must be completed by an adult aged eighteen years or older. This is an important aspect of the running of the OOSH and most importantly for insurance or emergency event purposes. The OOSH must be able to account for all children at all times.



# DAILY ROUTINE

## BEFORE SCHOOL CARE

<b>Time</b>	<b>Activity</b>
7:00am	Before School Care opens
7:00am – 8:00am	Breakfast available if required / Indoor free play
8:00am – 8:20am	Kitchen closes at 8:00am / Indoor free play continues
8:20am – 8:30am	Pack away and collect belongings / Daily prayer before heading to school
8:30am – 8:45am	Kindy and Kindergarten children escorted to their classrooms by OOSH staff

## AFTER SCHOOL CARE

<b>Time</b>	<b>Activity</b>
2:46pm	After School Care opens
2:46pm – 3:00pm	Kindergarten children escorted to the OOSH and signed in by OOSH Staff / Kindergarten children collected and escorted to Kindy space by Pacific Hills Christian School teaching staff and signed in by OOSH staff / Year 1 - Year 4 children make own way to OOSH space and are signed in by OOSH Staff
3:00pm – 3:10pm	Year 5 and 6 children make own way to OOSH and signed in by OOSH staff
3:10pm – 3:15pm	Structured programmed activities / Indoor free play continues
3:15pm – 3:20pm	Pack away and collect hats
3:20pm – 3:30pm	Daily announcements / Prayer before afternoon tea / Children wash hands

3:30pm – 3:45pm	Afternoon tea provided and consumed
3:45pm – 4:30pm	Outdoor structured programmed activities and free play / Homework club
4:45pm – 5:00pm	Pack away outdoor equipment and return inside / Fruit snack provided and consumed
5:00pm – 6:30pm	Indoor free play / Craft activity offered

## VACATION CARE

<b>Time</b>	<b>Activity</b>
8:00am	Vacation Care opens
8:00am – 9:00am	Breakfast available if required / Indoor free play
9:00am – 10:30am	Kitchen closes at 9:00am / Structured programmed activities
10:30am – 11:00am	Morning tea time / Outdoor free play
11:00am – 12:30pm	Structured programmed activities
12:30pm – 1:00pm	Lunch time / Outdoor free play
1:00pm – 3:00pm	Structured programmed activities
3:00pm – 3:30pm	Afternoon tea time
3:30pm – 5:00pm	Structured programmed activities / Indoor free play

# EDUCATIONAL PROGRAM

We provide a range of both structured and non-structured play-based learning experiences that are designed to be stimulating, challenging, inclusive and meet the needs and interests of all children and young people attending our Service. Children and young people's learning in school age care settings complements their learning at home, school and in the community. Our educators collaborate with children and young people to provide play and leisure opportunities that are meaningful and support their wellbeing, learning and development. Children and young people are provided with choices and control over their play, leisure and learning.

The development of our program guided by the My Time, Our Place Framework for School Age Care in Australia and is informed through ongoing observations, evaluations and collaboration between educators, children, families and relevant stakeholders. Our program format varies for before and after school care and during vacation periods.

'The Framework provides broad directions for school age care educators to ensure children and young people are supported, celebrated and connected to their community, taking account of their wellbeing, learning and development.' (MTOP, 2022, p. 7)

## MY TIME, OUR PLACE (MTOP)

Fundamental to the Framework is a view of children and young people'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 and young people participate in everyday life, they develop interests and construct their own identities and understandings of the world. A vision for children and young people's play and leisure is provided in the MTOP Framework:

"All children and young people engage in learning through play and leisure that promotes creative and confident individuals and successful lifelong learners. All children and young people are active and informed members of their communities, with knowledge of Aboriginal and Torres Strait Islander perspectives." (MTOP, 2022, p. 6).

## BELONGING

Experiencing belonging – knowing where and with whom you belong – is integral to human existence. In school age care, and throughout life, relationships are crucial to a sense of belonging. Children and young people belong first to families, neighbourhoods and a global community. Belonging acknowledges children and young people's interdependence with others and the basis of relationships in defining identities. Belonging is central to being and becoming in that it shapes who children and young people are now 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 present, as well as the past in children and young people's lives. It is about knowing themselves, building and maintaining relationships with others, engaging with life's joys and complexities, and meeting challenges in everyday life. During the school age years children and young people develop their interests, curiosities and explore possibilities. School age care settings give children and young people time and place to collaborate with educators to organise activities and opportunities meaningful to them.

## BECOMING

Children's identities, knowledge, understandings, dispositions, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. Becoming acknowledges children and young people's ongoing learning and development. It emphasises the collaboration of educators, children and young people and families to support and enhance children and young people's connections and capabilities, and for children and young people to actively participate as citizens. (MTO, 2022. V.2.0. p. 7)

## 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 Xplor to provide real time updates about your child.

We have many types of communication we use for families, including:

- newsletters
- phone calls
- emails
- letters
- face to face
- formal meetings.

## SERVICE POLICIES AND PROCEDURES

You will find a copy of our Service policies and procedures at the entrance area of our service. 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, National Regulations 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

The Family Conduct Guidelines work in conjunction with our Service's Enrolment Policy, Dealing with Complaints Policy, Privacy and Confidentiality Policy, and the Early Childhood Australia Code of Ethics. The Family Conduct Guidelines are in place to emphasize the commitment and ethical responsibilities each family adopts when enrolling their child/ren. If parents or family members are consistently in breach of these guidelines and following an evaluation by the nominated supervisor and/or the approved provider, any related enrolment/s may be at risk of being terminated.

Families and educators are expected to communicate openly, respectfully and collaboratively, sharing relevant information to support each child's development and learning while adopting qualities such as honesty, inclusivity and confidentiality. We encourage families to arrange a time away from the learning environment for in-depth discussions, where the educator can give families their full attention and make decisions that have been given careful consideration. All stakeholders are expected to show respect toward educators, children, and families, model appropriate behaviour in all interactions, and understand that any threatening conduct may result in police involvement.

To maintain confidentiality, families and staff are responsible for protecting personal information and refraining from sharing sensitive details or photos on social media. If you have a complaint or grievance, contact your child's educator to arrange a suitable time to discuss the issue or complete a 'Complaints/Grievance Form', forms can be returned to the Service in person or via email. Management will uphold confidentiality unless the complaint involves a notifiable incident, in which case the regulatory authority will be informed as required.

## 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. 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?

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.

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: Preventing infectious diseases in early childhood education and care services, 6th Edition. 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).

## 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 throughout the 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. In the event of a minor injury, first aid will be provided as required. If your child injures their head, even if it is a small bump, you will be contacted by phone to advise of the injury. Our educators will continue to monitor your child closely and advise if you should come and collect them, if emergency medical treatment is required following a head injury, educators will contact emergency services.

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. 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 fire (bush fire), lock down or flood. Under regulations, we are required to practice emergency and evacuation rehearsals every three months. Parent/guardian authorisation will be obtained for emergency evacuation rehearsals which require children to leave the Service premises to our secondary evacuation point.

Educators are trained to use fire safety equipment located within the Service. 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
- Never leave the front entry door/gate open
- 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.



# GENERAL INFORMATION

## VACATION CARE

Pacific Hills OOSH offers an exciting holiday program for Kindy to Year 6 students from Pacific Hills Christian School. This program runs daily from 8:00am to 5:00pm for selected periods of time during the school holidays. Vacation Care dates can be found on the School website.

Children participate in a wide range of activities. Incursions are sometimes included in the Vacation Care program. Specific details regarding the Vacation Care program and activities, along with enrolment information, will be provided at least three weeks prior.

## FOOD

Pacific Hills OOSH is responsible for providing children with food during the program as per the daily routine times. Pacific Hills OOSH is a nut-aware service.

## TOILETS

Children must be toilet trained to attend the service. They also must be able to change themselves in case of a toileting accident. Younger children are encouraged to bring a set of spare clothes in their bag. Toilets are located adjacent to the OOSH centre and are available for children to use throughout their time attending the service.

## SMOKE-FREE ENVIRONMENT

Smoking of any substance is strictly prohibited in the vicinity of Pacific Hills OOSH and on school grounds.

## HEALTH INFORMATION

Should your child have a specific health requirement, such as an Asthma plan or Anaphylaxis plan, please ensure you inform the Director and provide a current action plan. An Allergy Management, Risk Minimisation, and Communication Plan will need to be completed in consultation with OOSH staff. Staff hold current first aid certificates and have been trained in Asthma and Anaphylaxis management. You are responsible to notify the centre of any changes to your child's plan.

## ADMINISTRATION OF MEDICATION

If a child has a condition which requires medication (however occasional), parents must complete and sign relevant forms available at the OOSH. Medication must be in the original packaging. Over the counter medications will not be administered unless prescribed by a doctor.

## EXCLUSION OF SICK CHILDREN

Students who are sick should not be sent to OOSH. If your child is unwell, please keep them at home. This ensures your child can recover and prevents spreading illness to other children and staff. We ask that you notify the Director if your child will be absent from OOSH. If your child becomes ill, we will contact you or your child's authorised nominee to arrange collection of the child. If the service suspects your child has an infectious disease, the child may be excluded until a medical certificate is lodged stating that they are not contagious.

## SUN PROTECTION

Pacific Hills OOSH enforces a 'No Hat, No Play' policy. The OOSH staff insist of all children being appropriately protected against the sun, especially during the summer months. Parents should inform their children on the need to protect their skin against the sun by wearing appropriate clothing, hats, and sunscreen. Sunscreen is available for children at the service, when required.

## COMPLAINTS & GRIEVANCES

If there is something you wish to provide feedback about, please speak to the educator involved or the Director in the first instance. Should you still be unhappy, please advise the appropriate contacts displayed on the notice board in the OOSH centre.



**Pacific Hills OOSH**

Phone: (02) 9651 0725

Email: [oosh@pacificchills.nsw.edu.au](mailto:oosh@pacificchills.nsw.edu.au)



Pacific Hills  
Christian School