



Splash Centre

Sport Play Leisure After School Hours Family Information Booklet

Located On the grounds of Ashbury Public School Trevenar Street, Ashbury NSW 2193

Phone: (02) 9797 8854 Email: care@splashcentre.org.au Website: www.splashcentre.com.au

Pages	Index
3	Splash Service Details
3	Hours of Operation
4	Splash Centre Philosophy
5	Who are we?
5	Assessment & Rating
6	Notification Forms
6	Communication with Splash
6-9	Fee Structure
9-11	Delivery & Collection of Children
11-13	Administration of Medication
13	Custody Of children
14-15	Behaviour Management
15-16	Work Health & Safety Sun Protection: Hats: Shoes: Raincoats: Exclusion
16-17	Other Relevant Information Mobile Phones: Toys from Home: Lost Property: Homework: Daybook: Meals
18	Complaints
19	Frequently Asked Questions
20	Further Information My Time Our Place Framework: ACECQA: Assessment and Rating

SPLASH

Out of School Hours Care

Service Address: Ashbury Public School
34-76 Trevenar St
Ashbury

Phone Number: 02 9797 8854

Mobile Number: 0457 176 763

Email Address: care@splashcentre.org.au

Web Address: www.splashcentre.org.au

Director Justina Nini

Service Approval number: SE-00012324 Granted on 13th June 2013

The service is approved to provide education and care to a maximum of 160 Children

Service Provider number: PR-00007167

Hours of Operation

Before School Care:	After School Care:	Vacation Care:
7am to 9am	3pm to 6pm	7am-6pm
Your child will start their day with a hearty and nutritious breakfast in a calm and relaxed atmosphere. After breakfast children enjoy many fun inside and outside activities with the	When your child arrives after school they enjoy a healthy and nutritious afternoon tea. This is followed by lots of fun activities where the children play games,	Your child will have heaps of fun at Splash's OOSH's Vacation care. We have special excursions and activities organised, as well as craft, games and sport. Everyday offers your child something new

other children attending our program.	participate in sports and create crafts together.	and exciting to do with their OOSH friends.
---------------------------------------	---	---

SPLASH Philosophy

Splash acknowledge the traditional owners the Cadigal people the traditional custodians of this land.
 Splash pays its respect to Elders past and present.

Splash Centre Association ensures a safe, supportive environment is provided for the children who attend the Centre from both Ashbury Public School and St Francis Xavier Primary School.

The programme is diverse and stimulating, creative with challenging activities for children of school age. The programme is designed to adapt to meet the children's developmental needs. This will be achieved by encouraging self-exploration, self-expression and independence. The Centre aims to promote increased responsibility and develop social skills through positive interactions.

In our philosophy, we incorporate a relaxed environment which strives to enhance trust, honesty and integrity in a respectful atmosphere.

Splash also recognizes the importance and diversity of families and values each family's involvement at the Centre. We strive for open communication and good relations between Parents, Educators, Children, Management and our school communities.

In fostering healthy life style, we provide healthy and nutritious snacks for both morning & afternoon care. This will encourage and model healthy eating habits for now and the future.

The management employs caring staff who portray professionalism, respectfulness, enthusiasm and nurturing characteristics towards children within their care.



Who are we?

Splash is a Registered approved Provider under the National Quality Framework and is authorised to operate and Out of School Hours service on the grounds of Ashbury Public School.

Splash Centre operates as a Not for Profit Incorporated Association that is Governed by a Management Committee which is made up of parents whose children attend the service and a Centre Manager.

There are four Executive positions on the Management Committee:

1. President
2. Treasurer
3. Vice President
4. Secretary

In addition to these four members the Association also elects 4 Ordinary members, two from each Ashbury Public School and St Francis Xavier Primary School.

Splash Centre holds an Annual General meeting each year, it is compulsory for one member of each family our AGM.

Assessment and Rating

Splash was assessed for Quality performance under the seven sections of the Education and Care services National Regulation in January 2020, the service received the Quality Rating

“Meeting National Quality Standards”

Below showing the rating levels Splash Attended over all Seven Quality Areas.

5



Quality Area rating	
QA1: Educational Program and Practice	Exceeding National Quality Standard (E)
QA2: Children's Health and Safety	Meeting National Quality Standard (M)
QA3: Physical Environment	Meeting National Quality Standard (M)
QA4: Staffing arrangements	Meeting National Quality Standard (M)
QA5: Relationships with Children	Meeting National Quality Standard (M)
QA6: Collaborative partnerships with families and communities	Exceeding National Quality Standard (E)
QA7: Leadership and Service management	Meeting National Quality Standard (M)
Overall Rating	Meeting National Quality Standard (M)

Notification Forms

Families have 2 options when submitting any service forms, hard copies and electronic forms. All service forms and electronic links can be found on the services web site www.splashcentre.org.au

- Enrolment Form
- Notification to Alter Care Arrangements
- Notification of attendance of an Extra Curricular Activity
- Notification to End Care
- Vacation Care Forms

Communication with Splash Centre

Telephone/Email

Please contact the service direct via phone/mobile/email for queries, advising of absences or changes to bookings.

Service Information

Information such as fee statements, newsletters, surveys or other general service news will be emailed to families, posted on the services web blog and or the services closed Facebook page.

Parent Communication Diary

A Parent communication diary is available at the services sign in desk, it can be used for parents/guardians to record changes to bookings, absences or any other relevant information parents may wish to include in relation to the child/children.

Fee Structure

National Quality Framework

QA7	7.1.2	Management systems - Systems are in place to manage risk and enable the effective management and operation of a quality service.
-----	-------	--

The Splash Centre sets fees in accordance with our annual budget to meet the income required to develop and maintain a quality service for children and families. We strive to ensure that our service is affordable and accessible to families in our community.

Enrolment

- Splash Centre has no annual Membership Fee
- Fees are charged two weeks in arrears
- Due to administration costs incurred by the service, dishonoured payments will incur a charge of \$14.95 will be billed to your account.
- Splash Centre only uses a direct debit system operated by Debit Success for fee collection. Debit Success is an Authorised Representative (AR 407894) of Transaction Services Holdings Limited (AFSL 338256) within the Australian Financial Services Licensing Regime, Level I PCI DSS (Payment Card Industry Data Security Standard) compliant and independently certified. Splash Centre does not charge a fee for using this service.
- Families attending the service on a Casual basis must also use the Debit Success method for fee payment.
- This service does not bill for public holidays or when the service is closed
- Any absences or sick days must be paid for, however if a doctor's certificate is presented to the Centre Manager notifying of an illness that prevents the child/children from attending for more than two consecutive days, a credit can be made to the account.
- Splash will only charge 50% of fees if you are removing your child/children for a holiday period. Two weeks notification in writing is required to be given to the Centre Manager.
- **Spotters Fee** - A fee of \$5 will be charged to your account if you fail to advise the service daily of your child/children's absence from afternoon care.
- **Fees will increase each October in line with CPI (Consumer Price Index)**

Before and After School Fee Structure:

Before School Care	Permanent	Casual
	\$14	\$16
After School Care	Permanent	Casual
	\$20	\$22
Vacation Care	Inhouse	Excursion
	\$55	\$73

Child Care Subsidy

Child Care Subsidy is available to all families who are Australian Residents if the child meets immunisation requirements and parents meet eligibility requirements. Entitlement is determined by

an activity test which determines the number of hours of subsidised care to which families are entitled.

<i>Hours of activity per fortnight</i>	<i>Maximum number of hours of subsidy per fortnight</i>
8 hours to 16 hours	36 hours
More than 16 hours to 48 hours	72 hours
More than 48 hours	100 hours

A broad range of activities meet the activity test requirements, including paid work, self-employment, unpaid work in a family business, active job hunting, volunteering or studying. You can also include reasonable travel time to and from a place of activity to the centre. In two parent families, both parents must meet the activity test, and subsidy hours are calculated on the lower number where parents have different levels of activity. There are exemptions for parents who legitimately cannot meet the activity test requirements. Low income families who do not meet the activity test can access 24 hours of subsidised care per fortnight.

The percentage of subsidy a family receives is based on their estimated combined annual income. All families wishing to access Child Care Subsidy need to complete an online Child Care Subsidy assessment through their myGov account. Assessment asks families to provide information about their expected combined family income, activity level of parents and types of child care service being used.

The Additional Child Care Subsidy may be available to help support:

- families needing help to support their children's safety and wellbeing
- grandparents on income support who are primary child-carers
- families in temporary financial hardship
- families moving to work from income support

Families can claim Child Care Subsidy or Additional Child Care Subsidy online by signing into their myGov and completing a Child Care Subsidy claim. If eligible, the Subsidy will be paid directly to the service on families' behalf and we will reduce the fees owed. This can occur after our service enters families' enrolment information online, and families confirm their enrolment information through their myGov account. Until Child Care Subsidy details are available, families will need to pay full fees.

Families are entitled to receive Child Care Subsidy for up to 42 days where their child is absent, for example due to illness, public holidays and parental leave. Evidence to support these absences is not required. Additional absence days may be available if they meet the situations outlines in the Family Assistance Law and there is evidence to support these.

Statement of Account

We will issue fortnightly statements (with the child/children's full name/s, date of care, date of payment etc) detailing the fees paid and the amount of Child Care Subsidy received. (Parents' My Gov accounts will also have how much care families have received and how much Child Care Subsidy has been paid.)

Casual Bookings

If a casual booking is required parents/guardians need to call or email the SPLASH office, alternatively families can document their requested days of casual care in the daily diary located at the Splash sign in desk. Casual bookings will be subject to the availability of places. Families attending the service on

a casual basis must also use the Debit Success method for fee payment. The cost of casual bookings is higher than a permanent booking to reflect the additional administration associated with casual bookings.

Late Fees

Parents arriving late to collect their children, arriving after closing time of 6pm, will incur a late collection charge. SPLASH Centre Manager or Certified Supervisor on duty will ring 1194 to ascertain the exact time an adult arrives to collect a child from care.

The late collection fee will be calculated at a \$25.00 flat fee and an additional \$1 per minute for child for each child past 6pm.

This fee covers the cost of employing the staff required to supervise a child outside our operating hours. It may be waived at the discretion of the Nominated Supervisor.

Termination

Should you wish to end your child's place at the service or should management make the decision to terminate your child's place, 2 weeks written notice is required from the ending/terminating party. If you do not provide this notice, you will be charged 2 weeks fees.

Overdue Fees

If families are having difficulty making fee payments, they should immediately speak with the Centre Manager to discuss fee payment arrangements. Information provided by families will be treated as strictly private and confidential.

In cases of non-payment of fees, where the service is unable to contact families about the debt, or families do not meet agreed arrangements for repayment of the debt and ongoing payment of fees:

- The Centre Manager may immediately suspend or terminate the child's place at the service. Families will be advised of this action in writing.

Where families do not meet agreed payment plans, and an outstanding debt remains, the Centre Manager may use their discretion to engage a third-party agency to recover the outstanding amount. The cost of this action may be added to the debt owed.

SPLASH Delivery and Collection of Children

National Quality Standard

QA2	2.2.1	Supervision - At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
-----	-------	---

National Regulations

Regs	99	Children leaving the education and care service premises
	158	Children's attendance record to be kept by approved provider

Children and families will not be allowed to enter our building for education and care prior to the advertised operating hours of the service as we are not licensed to accept children before this time.

Family members must notify and provide Splash Centre of any custody arrangements or court orders that impact on the collection of children and supply relevant documentation.

Arrival:

- All children must be signed in by their parent or person who delivers the child to our service. If the parent or other person forgets to sign the child in they will be signed in by the nominated supervisor or an educator.

Departure:

- All children must be signed out by their parent or person who collects the child from our service. If the parent or other person forgets to sign the child out they will be signed out by the Certified supervisor or an educator.
- Children can only be collected by a parent, an authorised nominee named on their enrolment record, or a person authorised by a parent or authorised nominee to collect the child. Authorisations from parents or authorised nominees must be made in writing and emailed to the service unless parents or authorised nominees are unable to collect the child before the service closes (eg in an emergency). In this case educators may accept verbal authorisation for an alternate person who can be adequately identified to collect the child
- Children may leave the premises if a parent or authorised nominee provides written authorisation for the child to leave the premises, including authorisation to go on an excursion and to attend on site extra - Curricular activities. (please refer Excursion Policy and Notification of Attendance at Extra Curricular Activity).
- No child will be released into the care of an unauthorised person.
- Centre Manager will ensure that the authorised nominee pick-up list for each child is kept up to date. Splash Centre will only allow persons under the age of 18 to collect children with written authorisation. E.g. Older Siblings
- No child will be released into the care of anyone not known to educators. Parents must give prior notice where:
 1. the person collecting the child is someone other than those mentioned on the enrolment form (eg in an emergency) or
 2. there is a variation in the persons picking up the child, including where the child is collected by an authorised nominee who is unknown to educators.If educators do not know the person by appearance, the person must be able to produce some photo identification. If staff cannot verify the person's identity, they will be unable to release the child into that person's care
- If a parent appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to collect their child, they will:
 1. discuss their concerns with the parent, if possible, without the child being present
 2. suggest they contact another parent or authorised nominee to collect the child
 3. inform the police of the circumstances, the person's name and vehicle registration number if the parent insists on taking the child. Educators cannot prevent an

incapacitated parent from collecting a child, but must consider their obligations under the relevant child protection laws

- If an authorised nominee, or person authorised by a parent or authorised nominee, appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to take responsibility for the child, they will not let the child leave with the person. They will contact the parent and advise that another person needs to collect the child
- If a child has not been collected by 6pm close the service, the Nominated Supervisor will:
 1. (again) attempt to contact the parents or other authorised nominees
 2. leave a voicemail or SMS message on the parent's phone if they do not answer advising he or she will wait up to 30 minutes before ringing the Ashfield police
 3. or Child Protection Hotline
 4. wait for 30 minutes and, if the parents or authorised nominee has not arrived, ring Ashfield police **(9797 4399)** or Child Protection Hotline **(132 111)** for guidance on the appropriate action to take.
 5. Families arriving after 6pm will incur a \$25 flat rate + \$1 per minute late fee per child, the person collecting the child/children will be asked to sign the late fee register. The Nominated Supervisor will record the time and co-sign the registry. Fees will be added to the families' fortnightly
- Children may leave the premises in the event of an emergency, including medical emergencies.

Drop off and Collection of St Francis Xavier Primary School

Educators will walk children to St Francis Xavier Primary School at 8.30am, children will be collected at 3.10pm and are required to assemble in the covered area of St Francis Xavier Primary School playground.

Administration of Medication

National Regulations

Reg	90	Medical conditions policy
	90(1)(iv)	Medical Conditions Communication Plan
	91	Medical conditions policy to be provided to parents
	92	Medication record
	93	Administration of medication
	94	Exception to authorisation requirement—anaphylaxis or asthma emergency
	95	Procedure for administration of medication
	96	Self-administration of medication

SPLASH Centre and our educators will only administer medication to a child if it is authorised or the child is experiencing an asthma or anaphylaxis emergency. We recognise it is essential to follow strict procedures for the administration of medication to ensure the health, safety and wellbeing of each child using the service.

Administration of Medication (non-emergency)

Educators will administer medication to a child if it complies with our policy requirements and:

1. if the medication is authorised in writing by a parent or another authorised person and
 - is the original container
 - has not expired
 - has an original label and instructions that can be clearly read and, if prescribed by a doctor has the child's name
 - is administered in accordance with any instructions on the label or from the doctor.
2. after the child's identity and the dosage of the medication is checked by an educator who is not administering the medication. This educator will witness the administration of the medication.

Over the Counter Medication (non-prescription medication)

SPLASH Centre does not administer over the counter medication unless it has been prescribed by a medical practitioner. Medication may mask the symptoms of other, more serious illnesses and our educators are not qualified medical professionals. However, we will administer sunscreen without prescription if a parent or authorised person authorises this.

Anyone delivering a child to the service must not leave medication in the child's bag. Medication must be given directly to an educator on arrival for appropriate storage. Auto injection devices (eg EpiPens) and asthma puffers will be locked/stored at the services sign in desk so they are inaccessible to children. All other medication will be stored in accordance with the storage instructions on the medication in a locked labelled container in a cabinet or fridge. Non-refrigerated medication will be kept away from direct sources of heat.

Self-Administration of Medication by Children Over Preschool Age

SPLASH Centre permits children over preschool age to self-administer medication if this is authorised by the child's parent or another authorised person. This information will be detailed in the child's Medical Management Plan and Medical Conditions Risk Minimisation Plan if appropriate. The child's medication will be stored in a secure area which other children cannot access it.

When the medication is due to be administered:

- educators will advise child to take their medication
- educators will supervise child administering the medication
- educators will complete a medication record

Administration of Medication in emergencies other than anaphylaxis or asthma emergencies

1. Educators will administer medication to a child in an emergency:
 - if a parent or another authorised person verbally authorises the administration of the medication or
 - they receive verbal authorisation from a registered medical practitioner or emergency service if the parent or authorised person cannot be contacted.
2. The child will be positively reassured, calmed and removed to a quiet area under the direct supervision of a suitably experienced and trained educator.
3. The Nominated Supervisor will contact the child's parent, and provide written notice to the parent, as soon as possible.

4. The Nominated Supervisor will ensure the service completes an Incident, Injury, Trauma and Illness Record.

Educators will not administer medication if parents provide verbal authorisation in circumstances that are not emergencies. If educators are unsure whether they should be administering a medication in an emergency after receiving verbal authorisation from a parent or responsible person, educators will obtain authorisation from a registered medical practitioner or emergency service.

Administration of Medication during Anaphylaxis or Asthma Emergencies

1. Educators may administer medication to a child in an anaphylaxis or asthma emergency without authorisation.
2. The child will be positively reassured, calmed and removed to a quiet area under the direct supervision of a suitably experienced and trained educator.
3. The Nominated Supervisor will contact the child's parent and the emergency services as soon as possible.
4. The Nominated Supervisor will advise the child's parent in writing as soon as possible.
5. The Nominated Supervisor will ensure the service completes an Incident, Injury, Trauma and Illness Record.

Medication Record

Educators will complete a Medication Record with the name of the child which:

- contains the authorisation to administer medication or for the child to self-administer the medication
- details the name of the medication, the dose to be administered and how it will be administered, the time and date it was last administered, and the time and date or circumstances when it should be administered next
- if medication is administered to a child (including during an emergency), details the dosage that is administered and how it is administered, the time and date it is administered, the name and signature of the person that administered it, and the name and signature of the person that checked the child's identity and dosage before it was administered and witnessed the administration.
- if medication is administered by a child that is authorised to self-administer medication, details the dosage the child took and how, and the time and date it was taken.

Long Term Conditions

Where medication for treatment of long term conditions such as asthma, diabetes, epilepsy, or ADHD is required, the service will require an individual medical management plan from the child's medical practitioner or specialist detailing the medical condition of the child, correct dosage of any medication as prescribed and how the condition is to be managed in the service environment.

Custody of Children

National Quality Framework

QA2			2.2.3	Child protection - Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.
-----	--	--	-------	--

National Regulations

Regs	84	Awareness of child protection law
	157	Access for parents

Parents/guardians must provide to the Centre Manager a copy of court orders in relation to any custody orders so staff are aware of provisions that need to be adhered to. Copies of these documents will be kept locked in the children's files.

Behaviour Management

National Quality Standard

QA5	5.1.1	Positive educator to child interactions - Responsive and meaningful interactions build trusting relationships which engage and support each child to feel secure, confident and included.
	5.1.2	Dignity and rights of the child - The dignity and rights of every child are maintained.
	5.2.1	Collaborative learning - Children are supported to collaborate, learn from and help each other.
	5.2.2	Self-regulation - Each child is supported to manage their own behaviour, respond appropriately to the behaviour of others and communicate effectively to resolve conflicts.

National Regulations

Regs	155	Interactions with children
	156	Relationships in groups

Splash Centre behaviour management policy is based on guidance, positive reinforcement and redirection.

Splash believes children have the right to feel safe- physically and psychologically- and rules/guidelines and routines give children a sense of belonging. Guiding discipline is built on respect for children as people. We aim to guide rather than control the behaviour of children in our care. We believe learning to behave is a developmental task like any other, although it is far more complex, than any other skill a child will learn.

Mistakes are just an opportunity to teach a child more skilful behaviour.

In our program we strive to:

- Reinforce positive behaviour
- Be consistent
- Have clearly established expectations
- Use ongoing discussion and review to ensure rules/behaviour guidelines are well known and understood by children, parents/guardians and staff.

In our program we expect that children and staff will mutually:

- Respect each other
- Respect the property of other people, the centre and Ashbury Public School
- Accept and respect individual needs and differences
- Promote a friendly and harmonious environment.

Splash also promotes Ashbury Public School rules, which are to:

- Respect others
- Be safe
- Speak and listen politely
- Do your best
- Respect the environment

At Splash it is not acceptable to:

- Physically fight (play or real)
- Use inappropriate language (swear words), tease or verbally harass others.

Behaviour Guidance Procedure

1. The service Educators will discourage negative behaviour in the first instance and remind children of the rules and guidelines.
 - a. *If this is not successful, we:*
2. The service Educators will give a second and final reminder and outline the consequences if the unacceptable behaviour is not modified.
 - a. *If this is not successful, we:*
3. Place the child in time out.
4. An Educator will discuss the behaviour with the child and what steps can be taken to overcome the problem and assist the child to take responsibility for their behaviour, the child should complete a Behaviour Management form where unacceptable behaviour occurred.
 - a. *If this is not successful, we:*
5. Continue time out or set an appropriate task. A discussion is held with the child's parents/guardians when the child is collected.

If unacceptable behaviour continues, a meeting with the Centre Manager, child and parents/guardians is arranged. This meeting is used to discuss further approaches, the child's life outside the centre, and any problems that may be causing the behaviour. A mutual strategy for improving behaviour is devised and implemented. If the unacceptable behaviour cannot be modified, or it endangers the safety and wellbeing of others, exclusion from Splash may occur.

QA2	2.2.1	Supervision - At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
QA3	3.1.2	Upkeep - Premises, furniture and equipment are safe, clean and well maintained.

National Regulations

Regs	168	Policies and procedures are required in relation to health and safety
------	-----	---

The items listed below are outcomes from risk assessments at our service. These are implemented to eliminate or control risk that may affect staff, children, parents and visitors in our services. If you have any questions on these issues please address them in writing to the services Centre Manager.

Sun Protection Policy

Splash Centre aims to balance the risk of skin cancer from too much sun exposure with maintaining adequate vitamin D levels in our children. We aim to take a sensible approach to sun protection in our service that empowers children to take responsibility for their own health and wellbeing. We aim to ensure that all children in attendance at the service when the UV forecast is 3 or above will be protected from harmful rays of the sun. All staff will model appropriate sun protection behaviour and enforce the sun protection policy.

Hats

Please ensure your child is sent to school with a hat with their name clearly labelled inside.

Sunscreen

SPF 30+ Broad Spectrum water-resistant sunscreen will be available at the service for children and educators to use.

Staff will ensure there are regular reminders (minimum every 2 hours) to apply sunscreen prior to outdoor play during the months of October to March between 11am and 3pm or when the UV index 3 or above.

Permission to apply sunscreen will be included in the service enrolment form. Educators will respect the parents' right to refuse authorisation to apply sunscreen however will require children to wear appropriate clothing or play in the shade.

Shoes

Closed in shoes must be worn at all times.

Raincoats

Raincoats must be in your child's bag for use on rainy days. Umbrellas for children can cause serious eye injuries; please do not provide your child with an umbrella for wet weather.

Exclusion

Children who are physically unwell are excluded from attending the service. Please refer to the fact Sheet provided by the National Health and Medical Council – Staying Healthy in Child Care.

Other Relevant Information

Mobile Phones

Mobile phones are not permitted at the services. Any mobile phones found will be confiscated and given to parents/guardians upon their arrival. If you wish to talk to your child, please contact the centre directly.

Toys from home

Parents are requested to keep children's personal toys at home. Loss of personal items causes great distress for children. The Centre Manager/Responsible Person on duty will remove and keep home toys in a safe place for delivery to parents on arrival. Services are supplied with safe equipment that meets the Australian standards.

Lost Property

A lost property basket is available at the services; any lost property will be placed in the basket provided. Please make sure items of clothing are clearly marked with your child's name. Staff are not responsible for property lost at school.

Homework

During Before and After School Care sessions, children are free to complete homework. One on one tutoring is **NOT** provided. Please be aware that Homework is seen as an opportunity for parents to have 1:1 time with their children whilst gaining insight into their school progress.

Day Book

The "day Book" is a summary of the daily activities at the service; displaying photos, craft and comments made by children and staff. The day book is updated at the end of each day. Parents are encouraged to view the day book.

Meals

Breakfast/~~Afternoon~~ tea

The Splash Centre believes that good nutrition is essential for a child's healthy growth and development. For this reason the Centre will provide nutritious, good quality food consistent with the *Dietary Guidelines for Children and Young People in Australia*.

The service strives to cater to most individual children's dietary needs. Water is available at all times for children to drink as required.

Breakfast is provided between 7am -8.15am

Afternoon tea is provided between 3.30 -4.15pm

Weekly Menus are poster at the services sign in desk and on the services web page

Splash actively encourages families to contribute to our weekly menu ideas.

SPLASH SERVICE IS AN ALLERGY AWARE ZONE

Please ensure your children do not bring any nut products to Splash. This includes peanut butter, Nutella or any nut spread snack.



Complaints Procedures

National Quality Standard

7.1.2	Management systems - Systems are in place to manage risk and enable the effective management and operation of a quality service.
-------	--

National Regulations

Regs	168	Education and care service must have policies and procedures
------	-----	--

Splash Centre maintains a complaints and grievance management system to ensure that all Staff, families and community members know that complaints and grievances will be taken seriously and investigated promptly and fairly. Complaints and grievances will be investigated and documented in a timely manner. We will identify complaints and grievances as opportunities to improve the quality of our service.

- The service supports an individual's right to complain and will help them to make their complaints clear and try to resolve them.
- All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place away from children, other parents or staff not involved.
- If an individual has a complaint or comment about the service, they will be encouraged to talk to the Centre Manager who will arrange a time to discuss their concern and come to a resolution to address the issue.
- If the complaint is not handled at this level to the satisfaction of the person making the complaint they should discuss the issue with the Splash President or liaison person of the Management Committee, either in writing or verbally.
- The Management Committee will discuss the issue with the Centre Manager and develop a strategy for resolving the problem, this would be discussed further with the individual, or if necessary a meeting will be organised with the Centre Manager and individual to resolve the problem.

- All complaints will be recorded and dated indicating the issue of concern and how it was resolved. All information on complaints and grievances will include evidence that complaints are investigated within satisfactory timeframes and have led to amendments to policies and procedures where required.
- The Centre Manager or Management Committee will inform the person making the complaint of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of.
- If any complaint cannot be resolved internally to the person's satisfaction, external options will be offered such as an unbiased third party.



Frequently asked Questions

What is an Outside of School Hours Service?

SPLASH provides care for primary school children aged 5-12 years:

- Before and After School Care

SPLASH service offers a range of activities in a safe and convenient location, and children can be booked in to attend on a regular or casual basis.

SPLASH service encourages parents to provide feedback on the programs offered and daily operations.

What activities will be offered to my children to cater for their individual needs?

SPLASH service offers a range of supervised, age appropriate activities that encourage children to

Interact with their peers. Free choice activities include indoor and outdoor games, craft and art workshops, drama and dancing, music and movement, cooking, reading, creative construction and children's choice of free play activities.

How is a child with Additional Needs cared for?

Additional needs cover a wide area of development from children who are gifted and talented to children with a confirmed diagnosis of a special need. Upon enrolment SPLASH staff will be happy to discuss any care needs your child may have. Commonwealth support may also be available to assist services to include children with special needs. Educators strive to ensure programs are inclusive and accessible for all children attending the service.

What qualifications do educators have?

SPLASH educators are constantly encouraged and supported in their Professional Development. SPLASH educators must complete a Working with Children Check Clearance before commencement. Educators at the service are also required to hold a current First Aid Certificate.



Further Information

My Time, Our Place

The Framework for School Age Care builds on the **Early Years Learning Framework** and extends the principles, practice and outcomes to accommodate the contexts and age range of the children and young people who attend school age care settings.

The My Time, Our Place – Framework for School Age Care In Australia forms part of the Council of Australian Government's reform agenda for childhood education and care and is a key component of the Australian Government's [National Quality Framework](#) for childhood education and care.

For more information, visit: <http://www.mytimeourplace.com.au>

ACECQA

The Australian Children's Education and Care Quality Authority

ACECQA is the national entity overseeing important changes to early childhood education and care and school age care in Australia. ACECQA has a national focus, working to help the children's education and care sector, the regulatory authorities and the community prepare to improve the quality of services.

For more information, visit: <http://www.acecqa.gov.au>

Assessment and Ratings

The Australian Children's Education & Care Quality Authority (ACECQA) is an independent national authority that educates and informs the wider community on the importance of improving outcomes in children's education and care. The National Quality Framework (NQF) was released in January 2012, outlining the National Quality Standard (NQS). The NQS is a key aspect of the NQF and sets a national benchmark for early childhood education and care, and outside school hours care services in Australia.

The NQS promotes continuous quality improvement in centres across Australia. Services under the Education and Care Services National Law are assessed and rated against the NQS. The relevant regulatory authority in each state and territory undertakes the assessment and rating process.

Ratings promote transparency and accountability and help parents assess the quality of education and care services available. Each service receives a rating for each quality area and an overall rating. These ratings must be displayed by each service. There are five rating levels within the national quality rating and assessment process:

- Excellent rating, awarded by ACECQA
- Exceeding National Quality Standard
- Meeting National Quality Standard
- Working Towards National Quality Standard
- Significant Improvement Required