



News Update

18th February 2016

Welcome to our first News Update for 2016. We have many familiar faces back and some new faces at the service. For our new families, each term we send out News Updates to families with reminders and information on anything that is happening within the service. It's been a very busy couple of weeks seeing the service grow in numbers and we are looking forward to getting to know you all over the coming weeks. If you have any questions about the service or regarding your child please don't hesitate in speaking with any of our educators or pop into the office as the door is always open.

Below are some important reminders and information regarding the service and its operation. As we have many new families and some that haven't used the service in a while I would like to take this opportunity to go through some important information.

Booking and Cancellation Requirements:

We attempt to cater to all families with regards to days needed for care. It helps in our planning for staff and activities if you book children in on regular days according to need. We understand that some families will be unable to predict days needed and will need to book on a casual basis. As our service is growing larger we may not always be able to cater to casual care requests. We ask families that book on a casual basis to book in advance preferably a couple of days in advance. This will allow us to ensure we have the correct staff rostered in accordance with our approved capacity for care.

We ask that bookings for all care be in writing. This assists us in complying with staff / child ratios. **All cancellations must be received in writing by the bookings and cancellation book at the service or via email.**

If your child is going to be absent please notify the service as soon as possible. Fees will not be incurred if notice is given:

- By 6 pm the previous afternoon for following day **Before School Care**
- By 9 am same day for **Afternoon School Care**

If your child will be absent from before school care please call the service to notify of their absence on that morning of care.

Accounts:

Accounts **must** be kept up to date. Accounts are sent out for the current week of care on Mondays. As we receive bookings or cancellations your accounts will be amended on a daily basis. Please ensure that regular payments are made to ensure that accounts do not go into arrears past the current week of care. Payments for accounts can be made by direct deposit into our account or by eftpos at the office. Don't forget to reference when making a direct deposit by using the account name on the top of your statements.

Centre Opening and Closing Times:

Our centre hours are 6.30am in the mornings and we close at 6pm in the evenings. We are not approved to operate outside of these times. We are unable to accept children at the service prior to 6.30am in the mornings. We ask all parents to be patient and wait outside until doors are opened. The service enforces a late collection fee for children collected after 6pm. The late fee will be charged to family accounts. This fee does not attract CCB or CCR. The fee is \$20 for every 15 minutes or part thereof. If late pick-ups occur repeatedly by the same family care may be suspended until the family can make arrangements for their child to be collected on time from the service. If you are running late due to circumstances out of your control we ask that you ring the service so we are aware of your circumstances and we can reassure your child/ren that you are on your way.

Children in Cars:

We ask parents/caregivers bring in all children out of cars from the car park. It is not acceptable to leave a child unattended in a car whilst dropping off or picking up a child from Before or After School care. There are many safety risks involved in this practice and ask all families to ensure this practice does not occur.

We would also like to remind families and carers that children up to age 7 are to be restrained in an appropriate safety seat approved by Australian safety standards.

Contact Details:

If your details change such as address, phone numbers or email please notify the service as soon as possible. If you require additional authorised persons to be added to your details for collection of your children we need this in writing. We ask that we are kept up to date to ensure that if we do need to contact you in an emergency we have all correct details on file.

Children's Belongings:

At times children like to bring items from home to school to show their friends or play with at lunch. We do not encourage this practice as other children do at times play with these items which can lead to items being broken or lost. Please discourage your children from bringing in items from home. We will not accept responsibility for items brought from home that go missing or get broken.

Albany Antics:

Don't forget to check out the fun we have here at outside school hours on our Albany Antics wall just near the kitchen bench. This displays the experiences, photo displays and activities your children participate in here at outside school hours care. We also have a feedback board for the children and parents – check out our weekly question. Please take the time to have a look at the board and chat with your children about the fun times or suggestions they have.

Breakfast Routine:

A reminder that breakfast is only served at the service between 6.30am and 7.45am. If your child arrives after 7.45am we will be unable to provide breakfast. If you anticipate arriving after this time we ask that children have breakfast at home before they come to care. If you are serving breakfast at home enjoy our brainy breakfast ideas fact sheet attached to the newsletter. This gives some great ideas for healthy options that will help kick start their day off with energy to burn and use for learning in class.

Extra-Curricular Activity Permission Forms:

If your child attends one of the activities that are held on the school grounds after school hours on a day they are booked for care you will need to complete an extra-curricular permission form. These are available on our website or at the service.

Website:

Don't forget to check out our website at www.albanyhillsoshc.com.au

Educator Update:

At the end of 2015 we said a sad farewell to Amanda, Kayla and Rhianna as they completed their studies and moved onto full time positions within their chosen fields. We have been conducting interviews and welcome some new faces to the service for 2016. I would like to introduce Julie, Fran, Grace and Rhiannon to our team. Please make them feel welcome and introduce yourselves as there are many names and faces to remember. We hope they enjoy their time here with us at Albany Hills.

Educators and Management
Albany Hills OSHC.