Rainbow Out of School Hours Care (OOSHC) provides a range of services for children of (school age 5-12 year olds). All services provide a play based educational program supporting each child’s learning within a social environment. All services are fully approved and rated for compliance under the National Quality Framework.

**Before school care** provides play based care for a two hour period prior to children starting school in the mornings. We provide a safe supervised play environment and a small snack before starting the school day. The service is provided at:
- Lennox Head primary school only for children from that school,
- Rainbow’s main building at East Ballina for children attending Southern Cross primary school.
- Due to lack of suitable bus links we cannot provide before school care to children from other schools.

**After school care** provides a supervised play based program for an approx three hour period after school, from 3pm - 6.30pm. Children have access to a range of activities and are encouraged to actively participate in art/craft, sport, games and social activities. There are services at:
- Lennox Head Public, also suitable for children attending Holy Family and Tintenbar etc
- Southern Cross Primary also suitable for children attending Holy Family and St Francis Xavier Primary
- Ballina Primary Schools. Also suitable St Francis Xavier and Richmond Christian College
- We welcome children from all local schools where transport links allow the children to travel to any of these locations.

**Vacation care** – provides a play based program for school aged children during school holiday periods between 8am - 6.00pm. The program is based on providing children with an enjoyable period out of school with an emphasis on active games, interesting excursions and social interactions. OOSHC has four locations:
- Lennox Head Public provide a service for 5-12 year olds
- Southern Cross Primary provide a service for 5-12 year olds
- Ballina Primary School provide a service for 5-12 year olds

All enquiries should be made through our central office in East Ballina on 6686 6621
Each service has a mobile phone which you can text if your child is going to be absent.
- Lennox Head Public 0412 758 895
- Southern Cross Primary 0413 727 781
- Ballina Primary School 0466 727 636

**Payment options** – We prefer fee payment by electronic banking and payment details will be provided on enrolment. Alternatively payment by EFTPOS or cheque can be made in person at Rainbow’s main office.
OUR PROGRAM PRINCIPLES

The Out of School Hours Care Programs at Rainbow Childrens Centre comprise of an after school care, before school care and vacation care at East Ballina, Lennox Head and Central Ballina.

It is important that families recognise that the programs are essentially play based activity programs. While we have an educational basis to our programs, we do not repeat the type of learning or teaching occurring in school.

We recognise the importance of play and leisure in a child’s learning and development and that their learning is not limited to any particular time or place.

The My Time Our Place emphasises three factors

Belonging - knowing where and with whom you belong – family, culture, neighbourhood and community. This acknowledges each child’s relationships with others.

Being – recognising that childhood is a time to be a child to understand oneself and to make meaning of one’s own world. It emphasises the importance of here and know in a children’s lives.

Becoming – reflects the process of rapid and significant change that occurs during these school age years.

Learning experiences provided for children include all areas of each child’s development, e.g.

- **Interaction** - with adults and children, and opportunities for children to make friends, to be part of a group, to share, take turns, and to solve problems and disputes with others in constructive ways, teams and group achievement.

- **Communication** - with both peers and adults, to listen and respond; to be listened to; to hold conversations and tell jokes; to follow stories and understand sequences, to give and receive instructions and follow through appropriately; to negotiate, create and understand group rules

- **Personal well-being** - toileting and hand washing, drinking and eating in a social manner, cleaning up, caring for shoes hats and jumpers, valuing personal belongings and bags, putting on shoes and socks, etc.

- **Physical development** - running and jumping, climbing and balancing, crawling and rolling, grasping and holding, throwing and catching, kicking and stopping balls, moving puzzles and games, using knives forks bowls cups and plates, holding pencils and scissors, etc.

- **Cognitive** - following and understanding stories, sequences, solving puzzles, working with others, understanding consequences and conditions, use of children’s own stories to label drawing sand paintings, use of books, etc.

- **Creative** personal expression in building materials, painting, drawing, collage, group projects, perception and use of everyday objects, colour and mood.

Children in school aged care settings are challenged to be curious about what is of interest to them while at the same time developing self identity and social competencies.
What children will do at Rainbow OOSHC

There are a few program principles we follow.

- Our priority is that children feel comfortable, happy, secure and safe here. Once a child feels relaxed with staff, & other children – they will be in a position to benefit from the program.
- In after school care (ASC) we provide a range of activities, allowing active play, craft activity, quiet drawing or reading areas, etc. We also provide some snacks and ensure children have ready access to water to drink.
- We do not provide direct supervision of all children at all times nor are children confined within child proof fences. The staff: child ratio is generally about one adult per 10 children and staff will provide an ongoing general sense of supervision. However we also encourage a degree of independence and expect (and generally get) sensible responses from children.
- As we cannot and do not provide the supervision and child proof fences that would be in place in the long day care program for 0-5 year olds, we cannot provide care for a child who does not wish to stay with us or who chooses to be antisocial and aggressive to other children. The programs are for children who wish to be here and if your child clearly expresses that they do not want to attend then we would ask you not to enrol them.
- We encourage decision making, so that each child gets a chance to take some control over their own choices of activity and routine and learns to recognise the outcomes of those choices.
- We also allow a child to make a choice not to be involved. Everyone needs to have the chance to take some time out – to chill out, hang around with friends just chatting etc – and we will not try to force children to be active at all times.
- We make minimal usage of electronic media. Educational and health authorities have raised concerns about the amount of time young children spend looking at screens (computers, TV, film, etc) and have recommended that such time is limited. As a result we program few such activities. We strongly encourage children and families not to bring game toys with them to OOSHC. We do however (especially during VC) allow 1hr three times a week for electronic media from home. This is done at your own risk we will not take responsibility for lost or damaged electronic media devises.
- We have extensive outdoor areas available for play and provide a wide range of equipment to encourage outdoor play including organised sports and games. Active play is very important for young growing children and we strongly encourage such play as a major part of our program. We especially encourage
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- them to be active and “let off steam” after a full day at school.
- We program a significant number of excursions during vacation care (VC) and children will typically have a number of opportunities every holiday to go on excursions to various outside locations. Where excursions are to locations that require a significant journey we will normally use coach bus transport and the cost of such transport as well as entry fees etc are included in the child care fee charged for the day.
- To minimise the per person cost of the coach bus, we will combine the children from Lennox and Ballina into one group. As well, we generally have all children 5-12 year olds in one group with a maximum 35 children at East Ballina and 45 children at Lennox Head, sometimes when we combine the groups we will provide one activity for 5-8 year olds with an alternative for 9-12s.
- While we do have a number of joint excursions, at other times the VC programs offer different activities at each location and many families choose to utilise a mix of the two locations for their children to provide a more varied holiday experience for their child.
- We allow children a chance to take risks, to sometimes fail and then try again. Adults step in to ensure a child does not get into trouble or become unsafe or overly frustrated. However it is by failing (and being allowed to fail) that children can try again and learn to “learn by their mistakes”.
- We allow some opportunities, especially in VC, for children to get wet or dirty, to interact and experience water and mud, paint and wind, sand and dirt, books and puzzles, soft and hard surfaces, hard and easy tasks, familiar and new challenges etc. Please note the program activities and ensure your child has appropriate clothing (if necessary change of clothing) to accommodate the activities. If in doubt consult staff.
- Children undertake experiences within both small and larger groups, including children from other local schools they will not normally meet. This is an important element in children’s developing social skills. They will make new friends and interact with others in play. They will be part of a group, to take turns and listen to others. They will be expected to listen to adults and follow routines and directions.
STAFFING
The Centre employs our regular staff team as permanent employees to support consistency in care of children. Research in education indicates that higher numbers of staff and consistent more highly qualified staff lead to better educational outcomes for children and our staff team reflects that belief. Of course higher staffing resources costs money and we try to balance having higher levels of staff resources against ensuring affordability of child care fees for families.

Rainbow staff when possible will reflect the diversity of our community so that your children have the opportunity to interact with a broad range of adults while at the centre. The staff includes TAFE trained qualified child care workers as well as unqualified child care workers. All staff will be rostered to various tasks so that each team member is involved in all aspects of the centre’s operations. Each team member brings a different approach to each task that enriches your child’s experiences while at the centre. Rainbow staff undertakes further training to ensure they maintain optimum child development and care practices and maintain links with community organizations for ongoing support. Such training will include specific issues such as child protection, food handling and first aid – as well as more general training in educational programming, creativity and communication etc.

EXCURSIONS & VISITORS
Rainbow OOSHC will offer children opportunities to leave the centre for excursions. As well, we will bring visitors to the centre who can provide interest and special experiences. Children’s experience should be enriched by the opportunity to see and interact with new ideas, sights, sounds and people. Permission for your child to undertake the excursion is considered to have been given by you upon your enrolment of your child for that day’s program.

The cost of excursions and visitors is charged to families as part of the cost of enrolment for that day. We do this for two reasons. Firstly with no additional fees over and above your fee for the day, there is no need to bring along extra money to cover bus fares, movie ticket etc. Secondly by paying the extras as part of your child care fee you will be eligible for the 50% childcare rebate on that cost.

Your child may sometimes need a small amount of money with them. We regularly go “op shopping” (see VC program) and children are asked to bring a small amount, say $5.50, to allow them to purchase goods from the second hand shops. This is a very popular activity with children, especially in the lead up to Xmas. Secondly if we go for an excursion to the cinema/pool etc you may want to allow your child a small amount to buy a drink, ice cream or popcorn etc.

FOOD & DRINKS
Families of children attending Vacation Care are to provide all food needed for the day. While we do provide some food and drinks from time to time as per the program, please ensure children have enough food to last them for the whole day in VC. Children are expected to manage their own food consumption (e.g. not eat all food for the day at morning tea) and staff will assist younger children as appropriate.

In ASC, children will be provided with a healthy afternoon tea and a drink. There will also sometimes be cooking experiences and children will have an opportunity to eat the food they prepare. Please do not pack nuts, peanut butter, nutella, or any lunch box foods that contain nut products. Some children can be allergic to these products and may suffer severe health problems if they come into contact with nuts. Please ensure all staff knows if your child has a particular allergy, food restriction, or difficulty, so that we can ensure they remain safe.

PERSONAL BELONGINGS
Everyday clothing Each child should have
- a change of clothes with shirts that cover the shoulders for sun safety
- a hat which shades the face and neck
- a jumper or jacket in case of cooler weather
- appropriate shoes that allow for active play

All items should have permanent marking that identifies the item’s owner. Numerous children will bring similar items and it is easy to get things mixed up. Children are expected to look after their own belongings and know how to put on and take off shoes, hats, jumpers, backpacks etc. and

There can at times be a problem with mosquitos. We recognize from previous consultation that different families will have differing preferences about how to deal with mosquito bites. We provide repellents that are low toxicity and as safe as possible and will use them on the children when necessary. However, in respecting the variety of family wishes, you should make your personal preferences known to staff in this regard if you do not want our product used. You are also free to provide any other product you would prefer to be used on your own child. We also provide a neutral factor 30 sun screen and again if you wish your child to use a particular sun screen please provide it yourself and instruct your child to apply it.
Rainbow Out of School Hours care Family Information 2015

WHAT IF YOUR CHILD IS ILL

Infectious Illness
Please call and let us know if your child is sick and please keep them home. They will not enjoy the day and will not feel like being involved with the program e.g. playing with other children.

The New South Wales Department of Health guidelines stipulate that children with an infectious disease must not be brought to the centre while there is a risk of infecting other children. Please ask your doctor or request information from staff about appropriate exclusion times for each illness. Children with an identified or suspected infectious illness can return to the Centre only when a Doctor’s certificate has been obtained. The Director has the discretion to exclude a child if it is in the best interests of the child and other children at the Centre to do so.

Your child’s immunisation should be up to date. Please advise staff if your child is not immunised. In the event of an outbreak of any disease we will be required to exclude any child who has not been immunised for the period as determined by the local Community Health Service or Public Health Unit.

Head Lice
Almost all children get head lice at some time. While not a serious concern re health, it can cause discomfort and is easily spread. As children play closely together and heads come into close contact, lice can easily move from child to child. There is no stigma attached to getting head lice and in fact clean hair is probably more likely to get lice than more greasy or dirty hair. We find the best treatment is the hair conditioner regime developed by University researchers in North Queensland. The centre can provide details of that regime. If your child gets head lice please provide treatment before bringing them to the centre.

Medication while at the centre
The centre staff will administer medication to children in some circumstances. After an infectious period has passed, children may be well enough to return even if on continuing medication. As well some children may be on long term medication. As staff are not medically trained (although most staff have first aid certificates) we require that strict guidelines are followed in regard to medications:
♦ A parent needs to complete a medication form listing the details of the medications and the doctor’s instructions. If possible all medications should be accompanied by a Doctor’s certificate with the possible side effects listed.
♦ You will need to fill in and sign the medication form indicating clearly the medication, time needed, dosage and any other important details.

♦ The medication must be in the original chemist packaging that clearly indicates it has been prescribed for that child. We cannot give medication to a sibling without a doctor’s certificate authorising us to administer medication to a child not named on the packet.
♦ All medication must be given to staff on arrival so that it can be safely stored and recorded. Medication must never be left in a child’s bag.
♦ If administering medication involves a procedure that is beyond the training or expertise of the staff, please discuss your child’s needs with the Director so a suitable arrangement can be made. We will endeavour to meet the needs of each family, but Rainbow staff may not be able to meet every medical requirement.

If your child becomes ill or distressed at the service
During the day your child’s condition may deteriorate. The centre does not have facilities to care for sick children for any length of time and children who are ill cannot be cared for at the centre. Staff monitor each child’s condition at all times, and will become concerned if:
♦ a child’s temperature rises;
♦ a child’s breathing or energy levels are compromised;
♦ a child’s toileting or bowel movements raises concern
♦ a child vomits; or if
♦ a child is coughing, sneezing excessively or has a constant nasal discharge.

In these cases the staff may contact you and ask you to come and pick the child up as soon as possible. For this reason we ask that you confirm an appropriate phone contact number each day when you sign in. We recognise that this may be inconvenient and may interfere with work or study requirements. However we must insist in these cases that the needs of the child take priority and that you or another family member or authorised person pick the child up. Please ensure that anyone who might collect your child in these circumstances is listed on your enrolment form. In these cases we will provide you with as much information as possible about how your child has been while at the centre to assist you in any further decisions that need to be made.

While we will endeavour to work in with parents commitments, please respect staff’s decisions regarding poor health of children. We have a duty of care to all children attending the centre and must err on the side of caution in asking for a child to be removed from the centre when they may be a cross infection danger to other children. If you take your child to a doctor who certifies that your child is well enough to be at the centre and is not a risk to others, then you can return your child to the centre after providing the certificate.
WHAT TO DO EACH DAY

Arrival – Vacation Care

- The centre opens at 8 am (VC)
- Children must be accompanied into the Centre by an adult, signed in and brought to a staff member, so staff are aware of your arrival. The sign in list is used in case of an emergency it shows who is present. As well, CCB cannot be claimed if you do not sign in & out.
- Record your phone number for the day on the sign in sheet, in case we need to contact you.
- Do not send sweets, cough lollies, chewing gum, peanut butter, nut products, biscuits or chips to the Centre. It is not fair for just one child to have those items and not all parents may be happy for their child to eat that item. Please keep any such treats to share with your child once you have left the centre.
- Provide a hat, change of clothes, appropriate shoes.
- Clearly label all belongings including shoes. It is hard to keep track of all belongings every day and labels will assist us to find belongings as appropriate.
- Children are required to wear their hat and sunscreen (supplied by the Centre) all year round. If, when you arrive, the children are already outside please sunscreen your child (ask staff for location of sunscreen) and ensure your child has their hat. If your child has an allergy to the sunscreen, then you will need to provide your own and bring it to the Centre for use by your child throughout the day.
- You and other family members are welcome to stay and enjoy the centre with your child if you wish for as long as you like.
- If anyone other than a parent is collecting your child that day, please inform the staff before you leave. Ensure that person is authorised to collect your child on your enrolment form, or you have given written notice to the centre of the person’s name and address. If collection arrangements change during the day, advise the centre.

Attendance – ASC

- Children are picked up from Southern Cross School or are met at various buses coming from other schools.
- Children at Lennox Head public school remain on school premises. Or met from various buses.
- Children at Central Ballina are collected from Ballina Public and St Francis, or met from various buses.

Attendance – continued

- Your child cannot attend ASC unless you are booked in for the day. You can do this by either phoning main office or you can text or call your child’s services mobile phone and ask for an occasional care day. Do not send your child or instruct our child to come to ASC unless they are booked in.
- If there is to be a change of normal arrangements, pick up or attendance please let the centre know as early as possible. If your child comes home from school sick please let us know that we will not need to collect them.
- Please ensure staff have a phone contact that we can use to contact you if necessary during the after school period or vacation care day.

Departure (both VC and ASC)

- Check program notices or photos for info about your child’s day. Please ask staff if you would like further information or you wish to discuss anything that happened. The day books displayed in each service will have a précis of the day’s events, interesting happenings and sometimes photos of the learning experiences during the day.
- If anyone other than a parent is collecting your child, that person will need to produce photo ID before collecting your child. The centre cannot legally release a child to a person, other than a child’s parent, who has not been authorised in writing.
- Please note that the centre is required to release a child to a person who is known to be, or who can prove they are that child’s parent. In a custody situation we require a copy of any Court Order if one parent is not allowed to collect the child.
- Please note that the centre closes at 6 pm for Vacation Care and 6.20 pm for After School Care. You are required to leave the centre before 6.25pm to allow time for staff to close and lock the centre by the time their shift finishes. All staff has a right to finish work at the agreed time. Rainbow may refuse the enrolment of a child who is collected after 6.25pm (except in emergencies). Under centre policy you will be required to show cause why your enrolment should not be terminated if you collect your child after 6.25pm
- Please check your family communication folder in the foyer at least once every week. Newsletters, notices, child care fee accounts, receipts and other important information will be placed in your folder.
- At the end of the day please ensure a staff member is aware of your presence at the Centre to collect your child. The staff may have important information to share with you.
Rainbow Out of School Hours care Family Information 2015

ABOUT RAINBOW

Legal Status

All Rainbow Childrens services are operated by The Rainbow Children’s Centre Inc. which is a community managed non-profit Incorporated Association, We aim to operate on a break even basis and all child care fee income is used to operate the services. As an Incorporated Association, Rainbow is overseen by the Office of Fair Trading and must produce a public annual report each year setting out our financial position. The centre at East Ballina was opened on 10th February 1986. It was set up under a joint Commonwealth, State and Local Government Long Day Care Program. The NSW Housing Commission built the Centre on land donated by Ballina Shire Council.

Involvement with the community

Rainbow is involved in a range of community activities. We have contact with other organisations in the local and wider community and are able to draw on these resources when necessary. Rainbow seeks out opportunities to interact with other community based organisations and form part of the Ballina area’s community support network. As well Rainbow is a member of various state and national early childhood organisations to maintain staff and member awareness of issues within the early childhood education sector. If you have any ideas for how Rainbow can be involved further within the local community please raise your ideas with the Director or at a monthly parent meeting.

Parent Staff partnership

Rainbow operates according to a set of centre policies developed by the parent committee. These policies cover all aspects of our operation and management in accordance with government, ethical and legal guidelines as well as the expressed beliefs and aspirations of families. The Centre Policy Handbook is available in the foyer for you to view at any time. Policies are regularly reviewed to ensure the Centre is providing high quality care and education we invite you to contribute to the policy process. Our policies acknowledge the family as the primary carers of each child with Rainbow playing a family support role. We aim at achieving a open and trusting relationship with each child’s family including two way communication about the child, the family and the care and education program at Rainbow.

Parent Involvement

All parents using Rainbow become members of the Association and are entitled and welcome to attend meetings of the committee of management. As the management committee is comprised of parents of children using the centre, we believe decisions made about the centre’s operations are more likely to reflect the views of the community. Dates and times of meetings are displayed in the foyer and minutes of meetings are displayed for all parents to see. There are nine positions on the committee and any parent or other family member is most welcome to nominate at the AGM held in April each year. The photos of committee members are displayed in the main foyer and ask the Director to assist you to get in touch with the President if you wish to seek further information.

Family events are organised at times each year that give families the opportunity of meeting other parents and children who form part of the Rainbow community. The participation of parents and other family members is welcome. While Rainbow encourages parent and family involvement, participation is voluntary and the decision of any family not to be involved is respected. Involvement can of course take many forms including involvement in working bees, Xmas or other parties or occasional functions. Please speak to the Director and staff if you are interested in sharing resources or skills you have with us at the Centre, or you are able to assist in other ways.

Regulation, Licensing and Accreditation

The Australian Children’s Education & Care Quality Authority (ACECQA) administers the National Quality Framework (NQF) which sets out the standards required of all children’s services in Australia. All children’s services in NSW, including all child care centres and preschools, are then licensed by NSW Dept Education & Communities, under those National standards.

The Compliance and Rating process undertaken by all services ensures they comply with the required standards and licensing conditions The process involves the centre being rated on seven aspects of its operations, including an appropriate preschool education to young children prior to school, appropriate premises and equipment, high quality care and safety standards, high quality relationships between staff, children and families and appropriate staffing qualifications, experience and ongoing training. In July 2013, following a Compliance and Rating inspection, Rainbow Lennox OOSH was rated as working towards National Standards and meeting the standards in some areas.

Child Protection

As the operator of registered and approved child care services, Rainbow Children’s Centre is required to ensure all children who use the service are appropriately protected from risk of harm. Our staff are mandatory reporters, which means that if staff believe a child is at risk of harm, we are required to notify the Community Services NSW of that concern. Please see the centre policy folder (placed near the sign in sheets) for a full copy of our child protection policy.

Grievances or Complaints

Rainbow acknowledges that families from time to time may have concerns about aspects of the centre’s operations and welcomes feedback from families. If you have any concerns you wish to raise please speak with the Coordinator of your service or raise the matter directly with the Director. You may also approach to Committee either in writing or by attending a committee meeting or by approaching the Committee member directly. Again please see the policy folder for a full copy of your options.
Welcome to Rainbow Children’s Centre.

We hope that the centre can be a positive and rewarding part of your child and your family’s life. Please remember that as a community based and non-profit service, all funds raised by the centre are applied directly to the care and education of your children.