



BEFORE & AFTER SCHOOL CARE **PARENT HANDBOOK**





**"CHILDHOOD HAS ALWAYS
BEEN ABOUT CLIMBING
TREES, GETTING DIRTY,
WALKING ON WOBBLY
LOGS, AND VENTURING
INTO IMAGINARY WORLDS.
WE NEED TO NURTURE THIS
CHILDHOOD. WE NEED TO
TAKE RISKS AND BE
BRAVE."**

WELCOME TO OUR FAMILIES.

Welcome to our Outside School Hours Care programs! Here at Adventure Patch we have had the privilege of caring for families since 1980 and continue to remain devoted to supporting families within our community.

Our dedicated team of Educators, remain committed to establishing healthy relationships within our environments that allow each child to feel safe and secure. Our educators share a passion for learning through play and engage in many activities across our programs that will spark curiosity, creativity, fun, laughter and play.

Our programs are designed to incorporate all children's voices and are planned in consultation with children and families suggestions and we encourage an open dialogue to ensure we offer the best programs possible.

We look forward to caring for your children and welcoming you into our OSHC community.



CONTENTS

01

OSHC Philosophy & Goals

02

Hours of Operation

03

Priority of Access

06

Educational Programs
Nutritious Meals
Resources
kindergarten pick up & drop off

07

Adventurous Play

08

Adventure Coordinator /
Education Leaders
Our Coordinators
Our Educators

09

Inclusion Support
Active Supervision
Child Safe Environments
Hygiene

10

Homework
Technology & Screen Time
Toilets
Evacuation & Lock Down's

11

Positive Behaviour Strategies

12

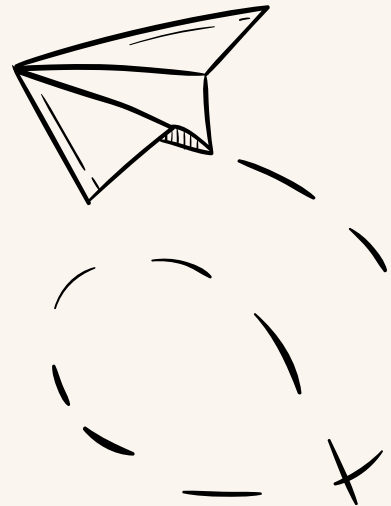
Behaviour Agreement
Behaviour Management Plan
Aggressive Behaviour

14

Medication

15 Unwell Children
Incidents & Injuries

16 Attendance & Absences
Singing In & Out / Authorised
Persons
Accounts & Billings



17 Fees
Confidentiality

18 Xplor Observation
Photography
Custody Rights / Co-Parenting

19 Sunscreen
Hats

20 Shoes
Technology from Home
Special Items from Home
Lost Property

21 Communication
Parent Participation

22 Parent/ guardian rights and
Responsibilities

23 Complaints, Grievances &
Feedback



OUR PHILOSOPHY AND GOALS

Welcome to Adventure Patch! Here, we believe that everyone needs a friend that says "get dressed, we're going on an adventure," and that's what we love to do!

Our philosophy is embedded in the desire to continually reconnect with nature and the world around us. We are passionate about showing our children the fun that can be had in the great outdoors and seeing them thrive!

We have seen so many children strengthen their fine and gross motor skills, improve their ability to communicate effectively with their peers & adults, problem solve, and gain greater understanding of the friends and people around them. All of this through the nature-based activities we are passionate about facilitating.

Play is at the heart of childhood and simply the most important thing we offer children. Through play, children learn to respectfully engage with the world and people around them.

In the natural environment children grow and develop through messy play, exploration and curiosity. This provides opportunities for children to develop risk taking, resilience, friendship, self worth and a sense of social conscience. We create an inclusive environment where every individual can feel safe, valued and happy.

HOURS OF OPERATION

Our Before and After School Care services generally operate between 7:15am-school begins & school finishing - 6:15pm. A selection of our services do operate on slightly different hours and we ask that you check our website for the most current information about the specific service that your children attend.

In addition to taking a break over the Christmas and New Year period, all of our Adventure Patch services are closed, and we do not provide care during the following Public Holidays:

- o New Year's Day
- o Australia Day
- o Royal Hobart Regatta (Southern Tasmania only)
- o Launceston Cup (Northern Tasmania only)
- o Eight Hours Day
- o Good Friday
- o Easter Monday
- o ANZAC day
- o King's Birthday
- o Royal Hobart Show (Southern Tasmania only)
- o Recreation Day (Northern Tasmania only)
- o Christmas Day
- o Boxing Day



P **PRIORITY OF ACCESS**

In cases where demand for childcare exceeds places available, the Australian Government has Priority of Access Guidelines for allocating places.

These guidelines are set out below:

- Priority 1: a child at risk of serious abuse or neglect
- Priority 2: a child of a single parent who satisfies, or of parents who both satisfy, the work / training / study test under section 14 of the A New Tax System (Family Assistance Act) 1999
- Priority 3: Any other child from the primary school in which we operate.
- Priority 4: Any other child.
- Priority 5: Children not yet attending school.

Priority is also given to the following children:

- Children in Aboriginal or Torres Strait Islander families
- Children in families which include a person with a disability.
- Children in low-income families

For further information please refer to the Child Care Service Handbook which can be found online at: <https://www.education.gov.au/child-care-service-handbook>



**"THERE'S NO WI-FI IN
THE FOREST, BUT
YOU'LL FIND A BETTER
CONNECTION."**



WHAT WE OFFER

EDUCATIONAL PROGRAMS

As well as a time to relax, Before and After School Care is the perfect environment to facilitate fun, play based, educational programs for the children in our care. For many families OSHC acts as the bridge between school and home. It is important for us to facilitate dynamic programs that encourage learning through play, social and practical skills. Our team develop programs based on the interest of the children by expanding on, and facilitating activities surrounding what they love. Our service Coordinators and Educators also work together to broaden the children's horizons by introducing them to new educational activities helping them grow, learn, and gain a greater understanding of the world around them.

NUTRITIOUS MEALS (ALLERGY AWARE)

At Adventure Patch Before and After School Care, we provide the children with a nutritious and diverse afternoon tea every afternoon. Children will always be provided with a platter of fruit and veggies accompanied by a healthy and delicious snack. We are very allergy aware at all of our services and will provide alternative snacks for children with any dietary limitations. We are conscious of anaphylactic reactions to foods such as nuts, eggs, dairy, fish and more. We strive to eliminate the risk of medical emergencies by not stocking these foods when children of anaphylactic allergies or milder are in attendance. We promote healthy eating practices and encourage children to try new healthy foods and recipes during afternoon tea and while facilitating cooking experiences. We ask that parents do not bring in food containing nuts into any of our services. We ask that you speak with your service coordinator to be advised of any additional foods that may be banned at your specific service due to allergies.

RESOURCES

At Adventure Patch we provide a wide range of toys, games, sports equipment, craft supplies and more. We understand and encourage the diversity of each child in our care. All children have their own unique interests and we strive to accommodate to all by providing a broad range of high quality resources so that the children have lots to play with and do during their time in our care.

KINDERGARTEN PICK UP & DROP OFF

For our youngest attending children, our Educators take extra time in settling them into their Before and After School Care routines. At the end of a Before School sessions, our Educators will drop our kindergarten children to their classroom to make sure they are settled and ready for the day. Additionally, an Educator will pick the children up from their classroom and walk with them to the OSHC building to ensure they are happy and safe. These practices will continue while the children begin to get used to their Before and After School Care routines.

ADVENTUROUS PLAY

Alongside our educational programs, here at Adventure Patch we encourage and promote adventurous play in our services. Our Educators are equipped with the knowledge and skill set to encourage children to take risks and be courageous all while providing a safe environment for all in our care.

Children are faced with risks every day. Rather than trying to eliminate all risks from children's play, our services will identify the possible risks and make informed decisions about whether the benefit for children's development and learning outweighs the risks in any situation.

We will ensure that every reasonable precaution is taken to protect children from harm and from any hazard likely to cause injury. Our Educators will never force children to take a risk they feel uncomfortable to take. Our job is to positively encourage and guide children to negotiate the risk on their own, to assess and make their own choice as to their own limitations.

Through the Adventurous Play programs we facilitate, we have seen children:

- o Problem-solve.
- o Develop skills in negotiating (including risks)
- o Build resilience, perseverance, and persistence.
- o Extend their balance, orientation skills and coordination.
- o Become aware of their own capabilities and limits.
- o Make appropriate risk decisions.
- o Develop self-regulation.
- o Take acceptable risks.
- o Make decisions.
- o Learn about the consequences (positive and negative) of risk taking.
- o Gain confidence and independence.
- o Become creative and curious.
- o Learn how to use equipment safely.

For more information regarding Adventurous play head over to our website to find our full policy.

OUR COORDINATORS

Being an Outside School Hours Coordinator means effectively leading our team of Educators to facilitate an amazing educational program for the children in our care. Our team of OSHC Coordinators are dedicated and innovative in their approach to childcare. This team has a high level of responsibility for the services that they run. They have adaptability and a decisive nature to ensure the safety of the children while facilitating our high-quality programs.

OUR EDUCATORS

Our OSHC Educators are a high energy team of enthusiastic people. Our OSHC Educators get to work alongside the children in a unique way. Our Educators, get to see first-hand the development of the children in our care and work with Coordinators to write observations and document the amazing growth we get to see. Our Educators run games and activities, teach children new skills & support their wellbeing.

ADVENTURE COORDINATOR / EDUCATIONAL LEADERS

Our Adventure Coordinator and Educational Leaders are great assets to our Adventure Patch Team and help set Adventure Patch apart. Their role is to support our Educators and Coordinators to provide amazing programs for the children in our care. You will see our Adventure Coordinator and Educational Leaders pop into our services to give our Coordinators and Educators additional resources and facilitate Adventure programs for the children. The work of our Adventure Coordinator and Educational leaders is devoted to upholding the National Quality Standards and Approved Learning Frameworks, developing, and implementing amazing programs and practices for all our Adventure Patch Services. A visit from these members of our team means that fun and adventure are on their way.



CHILD SAFE ENVIRONMENTS

Adventure Patch continually strive to provide safe and secure environments for children in both a physical and emotional sense. We dedicate our work in upholding the frameworks and regulations that govern us and will continue to maintain and adapt our environment to meet and exceed the standards laid out for us by the Australian Government. We believe a secure and safe environment supports a child's sense of wellbeing and aids in their learning, development, and growth. We are always looking for ways to holistically improve the Adventure Patch environment and welcome feedback at any time from families and the school community.

HYGIENE

As parents, we know that it is very easy for our children to catch a tummy bug or a cold during their daily routines and interactions with their peers. It is because of this that it becomes integral for us to give the children a safe and hygienic space to play, eat and learn together. Each of our services have routines and practices to ensure that our spaces are as clean and hygienic as possible. We have daily cleaning checklists of our surfaces, kitchen equipment, toys, and soft materials. Our services also implement healthy hygiene practices for the children such as hand washing, hygienic toilet practices, coughing and sneezing practices and more.

INCLUSION SUPPORT

The Inclusion Support program assists those with additional needs to participate in our Adventure Patch programs, to feel and be included in the activities alongside their typically developing peers. During a session where those with additional needs are in attendance, we have an extra educator on the floor to provide more support and quality inclusive practices in the everyday programs we facilitate.

ACTIVE SUPERVISION

It is our responsibility to commit to active supervision of all our children at all times. Active supervision means engaging with the children while facilitating games and activities for them. During any times of free or open play, Educators will continue to actively supervise the children, not only to keep them safe from any harm, but to get to know them and be a positive influence and role model in their lives. While actively supervising and engaging with the children, our Educators are given the opportunity to help the children grow and extend their learning and development. You can see the learning and growth of your children by reading through the observations our Educators make via the parent Xplor App.

TOILETS

It is Adventure Patch policy to always provide adequate and clean toilet facilities for all children in our care. All our services have an onsite toilet either in our Before and After School Care building or within the school grounds. Children in Before and after School Care are supported to use the toilets independently and let an Educator know when they need to use the bathroom so we can keep account of where children are at all times. Children may be asked to take a buddy with them on their trip to and from the bathroom if the toilets are located at a further distance. An Educator will always be in sight and monitoring outside the bathroom for safety reasons while always allowing for the child's privacy within the stalls or while actively using the bathroom. We encourage and promote healthy hygiene practices in and around the bathroom with children flushing and washing their hands as part of our daily routines.

TECHNOLOGY & SCREEN TIME

Our Services provide a variety of technology (iPad, TV, Gaming Consoles etc) that we offer the children to use in small moderation. Our Educators implement screen time into our programming with specific intent to engage a child's learning and collaboration skills. (For example; using the iPad in small groups during a structured activity to research the trees we find on our nature walk). Parents/guardians are more than welcome to request that their children use limited technology during our care. We cannot guarantee that they will not be exposed to some small form of technology or screen time (occasionally educators will show educational tv shows that relate to the afternoon's activity or a movie on in the background as an option for those children who need non interactive play), however our Educators will endeavour to make your child's screen time more limited at your specific request.

HOMEWORK

During our Before and After School Care programs we do not actively engage in homework time. However, if the children wish to get a head start on their homework, they are welcome to do so and a quiet space will be provided for them to concentrate.

Our Educators are always available to help answer any questions however we do encourage children to complete their homework at home as we believe this provides a great opportunity for families to engage in their children's schoolwork.

EVACUATION & LOCK DOWN'S

As part of our regulations, Adventure Patch are required to have emergency evacuation and lockdown procedures in place. To ensure the safety of the children and Educators we must complete regular and spontaneous drills of these procedures. For more information as to the specific procedures and emergency assembly points at your service, please feel welcome to chat with your service coordinator for more details. Although we like to keep familiarity for the children, please note our procedures may vary from the school.



POSITIVE BEHAVIOUR STRATEGIES

At Adventure Patch we practice positive behaviour strategies with all children in our care. We believe in providing boundaries as part of a loving and secure relationship with children and families to help them feel secure and self-confident. Children benefit from knowing that their environment is stable and that a competent adult is taking care of them.

For all Children, Educators are required to:

- Understand the needs of individual children.
- Base their expectations on the child's individual level of development.
- Respect the cultural differences in children.
- Respond to children proactively rather than reactively.
- Assist children to learn strategies to self-regulate their behaviour and express their feelings and responses to others' behaviour confidently and constructively, including challenging behaviour of other children when it is disrespectful or unfair.

- Reinforce children's positive behaviours and provide positive role models.
- To support children to negotiate their rights and rights of others and intervene sensitively when children experience difficulty in resolving disagreement.
- Ensure that children are being acknowledged when they make positive choices in managing their behaviour.
- Engage children in experiences that support children to develop and practice their social and shared decision making skills.
- Acknowledge that it is the behaviour that is unacceptable not the child.
- Be consistent in the guidance of all children.
- Get to know families and how their background or changing circumstances could be impacting on the child's behaviour.
- Work with each child's family and, where applicable and with permission from authorised persons, their school to ensure that a consistent approach is used to support children.
- To have an understanding of the Circle of Security, Attachment Theory, Sensory Processing and the Kids Matter program.
- Implement knowledge learnt about the child and complete relevant documentation to assist in developing a holistic approach to supporting behaviour.

BEHAVIOUR AGREEMENT

Upon enrolling your children into care, parents will be advised to sign a behaviour agreement to ensure that both the family and children understand the expectations of all children in our care. Our behaviour agreements have been established to promote and provide a positive environment where all families, Educators and children feel safe, cared for and relaxed. Encouraging cooperation and positive interactions between everyone. A brief overview of our behaviour agreement is as follows;

Expectations:

1. I will listen when others are talking.
2. I will be kind to others, play fairly and use sensible words to explain my feelings.
3. I will keep my hands and feet to myself.
4. I will not enter people's personal space unless I am invited to.
5. I will treat AP and school property with respect and ensure all equipment is returned when I am finished using it.
6. I will always ensure I am in sight of a staff member.
7. I will follow instructions.
8. I will use acceptable words that do not hurt people.

Consequences:

1. Warning 1: Informal meeting with family to discuss Child Behaviour.
2. Warning 2: Formal meeting to discuss progress and Child Behaviour management plan will be implemented with family input.
3. Warning 3: Formal meeting with family and child to discuss future of enrolment.

BEHAVIOUR MANAGEMENT PLANS

If consistent behaviours arise that cause harm to the health and wellbeing of others a, behaviour management plan may be implemented. Our behaviour management plans are individualised for each child and created in collaboration and agreeance with parents/guardians. These plans are to create positive outcomes and solutions for the children so that they can happily participate in our programs with their peers and Educators. We like to work closely with parents/guardians and the school to ensure that any positive behaviour strategies used are consistent with what may already be implemented at home or in the classroom.

AGGRESSIVE BEHAVIOUR

To ensure the safety of all the children, staff and families in our care, Adventure Patch will not tolerate aggressive behaviour that may cause physical harm to others. Children displaying aggressive behaviour may have their care suspended until a meeting with the parents/guardians can take place and a behaviour management plan is implemented or reviewed.



MEDICAL MANAGMENT

MEDICATION

We work closely with children, families and, where relevant, schools and other health professionals to manage children's medical conditions. To promote their sense of wellbeing, connectedness and belonging with the service we support children with medical conditions to fully participate in our day-to-day program.

We request that you advise your service of any allergies your child may have at the time of enrolment.

If your child has an allergy, we ask that you supply the following prior to your child's first attendance:

- a Medical Action Plan from a doctor detailing signs and symptoms
- any medication, such as an EpiPen.

All children's allergy, health and emergency information is made available to Educators at the service. To ensure the interests of Educators, children and parents/guardians are not compromised, medication is;

- only administered with your permission.
- a Risk Minimisation Plan must be completed for each child with long-term conditions, such as asthma,
- anaphylaxis, epilepsy or ADHD. We'll complete this plan in consultation with you.

If you would like medication to be administered to your child, you must complete the medication form.

- medication is to be provided to the centre in its original box with a pharmacy label, including the child's name and dosage to be administered and given directly to an Educator.
- educators will store the medication in a designated secure place out of reach of children. It must not be left in your child's bag.

Where medication for the treatment of long-term conditions is required, such as asthma, anaphylaxis, or epilepsy, the centre requires a Medical Action Plan from your child's medical practitioner or specialist, detailing:

- the medical condition of your child
- correct dosage as prescribed
- how the condition is to be managed

UNWELL CHILDREN

Quick Reference Guide:

Stay at home until no symptoms are present.

- Fever
- Runny nose
- Any cough, sore/ itchy throat, or swollen glands
- Shortness of breath
- Diarrhoea or vomiting
- Red, sticky, itchy or watery eye
- Contagious conditions

Call us first to check.

- Fever free for 24hours
- Sneezing
- Change in routines (e.g., not eating, very disturbed sleep)
- Unable to participate in normal daily activities (e.g., Lethargic)

Ok to come & play.

- No cold/flu & hay-fever symptoms
- Free from Vomiting/diarrhoea for 24 hours
- Cleared of any other contagious condition and exclusion periods

INCIDENTS & INJURIES

We understand that accidents are part of everyday life. In the event of minor incident and injury, first aid will be administered to your child and our Educators may contact the primary carer.

In the event of major injuries, every effort will be made to contact the primary carer immediately. Emergency contacts will be called if you are not available. Appropriate first aid will be administered and immediate medical assistance sought. An ambulance will be called when necessary or when we can't contact you or your emergency contacts.

A minimum of 1 Educator with a current First Aid Certificate is rostered every session and a fully stocked first aid kit is always accessible during a before and after school care session.

An incident & injuries form will be completed for all incidents and injuries in which parents/guardian must sign.

SIGNING IN AND OUT & AUTHORISED PERSONS.

To ensure the safety of each child at drop off and collection we require an authorised parent/guardian to sign the children in and out for each session.

An authorised parent/guardian can nominate another person to collect their children. However, we must have written authorisation with the full name and details of the nominated person who will be collecting on that exact date. The nominated person must provide photo identification upon pick up to verify the information given by the primary carer or authorised parent/guardian.

This must be done on each individual instance unless arrangements have been made with our enrolments team and the nominated person has been added to the child's profile.

Persons under 16 years are not permitted to drop off or collect any child from care.

For more information you can find our full 'Arrival and Departure of Children Policy and Procedure' on our website.

ATTENDANCE & ABSENCES

If you have a permanent booking that has been approved by the service and you no longer require this booking as your child will not be attending the session, you will need to let both the service and our enrolment team know as soon as possible.

You can mark your child(ren) as absent on the Xplor Home App; this will then notify the educators that your child will not be in attendance. Doing this ensures that our Educators do not need to call you and confirm your child's absence. If you provide our enrolments team with 2 weeks' notice prior to your absent session, then a reduced fee will apply. If you are unable to give our enrolment team 2 weeks prior notice, then the full session fee will apply.

ACCOUNTS & BILLINGS - MAKING PAYMENTS.

To assess your childcare statements and pay for your sessions you will need to log into your Parent Xplor account either on the website or via the App.

We advise to all of our families that you set up direct debit on your Xplor account so that payments can be taken out weekly and late fees do not ensue.

Any questions regarding your accounts and payments please feel welcome to contact our finance team at our head office during their operation hours.

All current and up to date contact details can be found on our website at www.adventurepatch.org.au

FEES

Overdue Accounts

All overdue accounts are subject to a \$20 Overdue Account Fee which is charged monthly to each account that remains unpaid at the due date.

Please contact our head office finance team if you would like to discuss your payment options or you are experiencing financial hardship.

Search Fee

If your child does not attend a scheduled booking and staff have not been notified that they will not attend, we begin our search procedure to follow up and ensure your child's safety. This procedure incurs a \$10 fee.

Late Pickup Fees

Adventure Patch closes at 6.15pm on operating days, If you are unable to collect your child by 6.15pm a surcharge of \$10 applies. A further \$10 is charged for every 5 minutes thereafter. Child Care Subsidy is not payable on this surcharge.

Absences

If your child is absent from a scheduled booking (this applies to any booking made, including casual bookings), 75% of the normal fee will be charged if a minimum of 2 weeks' notice is provided in writing to Enrolments. enrolment@adventurepatch.org.au If a minimum of 2 weeks' notice is not provided, full fees apply.

CONFIDENTIALITY

At Adventure Patch we keep all personal details of yourself and your children confidential. We do not give out any personal details to other families and only communicate information that is required internally within our teams.

The information you provide to set up your enrolment and accounts with us is secure and confidential also.

XPLOR OBSERVATIONS

All of our Educators and Coordinators write observations and post them to the Xplor App for parents/guardians to see. We use observations to build an understanding of a child's skills, interests, and abilities.

Observations can take place during everyday routines, as the child interacts with peers, activities, and materials or during a spontaneous event.

We love to show our families what their children are up to during care and encourage parents/guardians to view and interact with our observation posts.

Observation generally get posted on a daily basis, so keep your eyes peeled to see all the fun and exciting things your children are up to!

PHOTOGRAPHY

We understand that not all parents/guardians approve of their child being photographed. We ask that upon enrolment you carefully read through the photography approval and check off the ways in which you would like your child photographed or not.

Bellow are the ways in which photos may be used or displayed for your reference;

- Observations within the Xplor App
- Posters around the service
- Marketing and advertisements
- Social Media content

If at any time your preferences toward photography have changed, please notify your service coordinator.

CUSTODY RIGHTS / CO-PARENTING

Parents/guardians who have custodial rights and do not wish the other parent/guardian to have contact with their child/ren must provide a current copy of the custodial papers. Whilst every care will be taken to prevent a child being taken by an unauthorised person, there may be instances in which we cannot prevent this from happening. Our staff cannot expose themselves or other children to an unacceptable risk of personal harm. If a child is taken by an unauthorised person, the police will be called immediately along with the authorised primary carer.

In the circumstance of co-parenting families, both parents/guardians will have their own Xplor account that operate fully independently of each other. If it is Parents A's week for drop off and collection at the service but Parent B arrives to collect your children, unless the service has custodial papers or Parent B is breaching our collection policy, we must allow the children to go home with their parent/guardian even if it is not their intended day for pick up. Our Educators will call the intended parent/guardian for pick up immediately and inform them of the situation.

WHAT TO BRING.

SUNSCREEN

At Adventure Patch we facilitate and encourage a high variety of outdoor activities. We love getting outside and exploring the world around us.

This means that sun protection is highly important.

When the UV forecast is 3 or higher, we ask that all children apply sunscreen prior to playing outside. If your child is allergic, has skin sensitivities or prefers a particular brand of sunscreen to what we provide, we ask that they bring along their own.

Unfortunately, if children are unwilling to follow the instructions of an Educator they may have to miss out on particular activities in order to keep them safe.

Children who do not apply sunscreen when directed by their Educators will have to stay in the shade to protect them from UV harm.

We will always aim to keep the children in natural, portable, or man-made shade where possible to avoid harm caused by high exposure to UV.

HATS

Children are required to always wear sun safe hats when they are outdoors. Unfortunately, if children are unwilling to follow the instructions of an educator they may have to miss out on particular activities in order to keep them safe.

Acceptable Hats include:

- Legionnaire hats
- Bucket hats
- Broad brimmed Hats
- Beanies (only during the winter when UV is below 3)

Unacceptable hats include:

- All varieties of Caps
- Visors
- Beanies (when UV is above 3)



SHOES

We welcome children to take their shoes off during Before and After School Care as we believe in the benefits that children experience when given the freedom to remove their shoes.

Our Educators continually assess the risks and benefits in each new setting the children may face during their time in our care. Where applicable, if the risk of the situation outweighs the benefit children will be asked to put their shoes back on.

Unfortunately, if children are unwilling to follow the instructions of an Educator, they may have to miss out on particular activities in order to keep them safe.

TECHNOLOGY FROM HOME

At Adventure Patch we do not permit children to bring personal technology from home unless otherwise agreed upon by the service and the parent/guardian such as for the purposes of a communication aid or emotional regulation aid.

Technology from home will be asked to remain in the children's school bags during their time in our care.

Our services provide a variety of technology (iPad, TV, Gaming Consoles etc) that we offer the children to use in small moderation.

SPECIAL ITEMS FROM HOME

We provide a wide range of activities, toys, games and equipment for the children to fill their time with a variety of experiences.

At Adventure Patch we do not permit children to bring in special items from home such as personal toys, special pencils, stationery, playing or trading cards etc. Any items from home will be asked to stay in the children's school bags during their time in our care.

Personal belongings may be brought into the services for the purpose of emotional regulation, once agreed upon by the service Coordinator and the parent/guardian. The effectiveness of this item will be continually assessed by the service and discussed with the parent/guardian to ensure that bringing this item from home is maintaining its intended purpose.

LOST PROPERTY

Any lost property left behind at Before and After School Care will be collected by our Educators and efforts will be made to return it as soon as possible. Unfortunately, we cannot keep a large collection of lost property for long. Once our collection is too big, we will merge what we have with the school's general lost property where appropriate.

COMMUNICATION

At Adventure Patch there are a variety of ways we will communicate with our families. Our service Coordinators always aim to make themselves available at drop off and collection to chat with you and answer any questions you may have. If you ever wish to speak with your service Coordinator about sensitive or private matters you are welcome to arrange a time to have a meeting to discuss your needs.

Please feel welcome to email or call your service or our head office during operational hours and we will help you as best we can.

Other notices or communications may be sent to our families via the Xplor App. This is a great place to check out any service announcements coming directly from your Coordinators and Educator team!

You may also receive communications from our team members at Head Office regarding enrolments or accounts.

PARENT PARTICIPATION

We understand parenthood is busy and often not a lot of time can be spared, however parents and families are always welcome and encouraged to participate in our Before and After School Care programs as and when they can. Below is a list of some big and small ways you can get involved.

- Bringing in clean recycled materials for the children to use as craft supplies (no toilet paper rolls)
- Donating children's books that are in reasonable condition. We would love for you to include a note in the back; your family name and the date so we can remember and acknowledge your donation for years to come.
- Donating old toys that are in good condition for the children to use.
- Organising a show & tell or experiences with the children at the service. For example, cultural food experiences, teaching the children about what you do for work, showing them a skill that you may have, i.e. carpentry, reading maps, pottery, painting, gardening etc.
- Volunteering at Adventure Patch events, working bees, fundraisers etc.
- Making activity suggestions and giving feedback.

PARENT/GUARDIANS RIGHTS & RESPONSIBILITIES

As Parents and Guardians of Adventure Patch you have the right:

- To a safe and secure environment for your children to attend.
- To be treated courteously and respectfully by all our Adventure Patch staff
- To provide input into the service
- To access any of the Adventure Patch policies and procedures
- For the primary carer to access information regarding your account
- To respectfully voice any concerns or grievances through the appropriate channels
- To retain privacy, by having your personal details remain confidential.

As Parents and Guardians of Adventure Patch it is your responsibility:

- To treat all Adventure Patch staff, children, volunteers, and other families with respect of courtesy.
- Maintain confidentiality.
- To keep any medical or other personal details of your children current and up to date.
- Pay childcare fees as they are due.
- Ensure children arrive and depart during operating hours
- Sign your children in and out during each session.
- Complete your own change of booking forms (for permanent sessions).
- To inform staff ahead of time of anyone who is not a contact name in the child's profile that they will be picking your children up from the service (these people must bring photo ID at the time of pick up.)
- To inform staff of absences. Please note we are separate to school operations and must be notified independently.
- To be readily contactable in case of emergencies and available for early collection upon coordinator request.

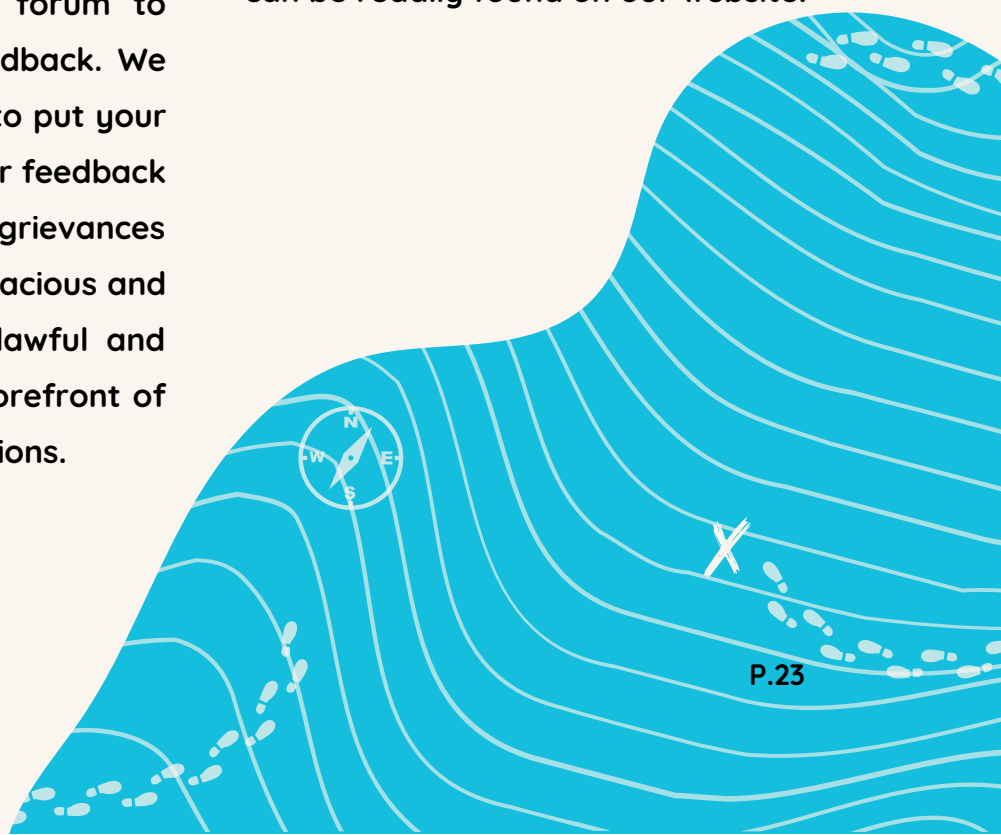
COMPLAINTS, GRIEVANCES, OR FEEDBACK

Adventure Patch welcomes each grievance as a means of improving our services. Our aim is to always provide you with an opportunity to voice your feedback in a safe and confidential forum. We value the feedback from each family and member of the school community and will always address any grievances in a timely and meaningful manner. It is of the utmost importance to Adventure Patch that we are continually providing a high quality of care that coincides with the frameworks and regulations that we lawfully must uphold.

We welcome a transparent forum to address any concerns or feedback. We would love to work together to put your concerns at ease, take on your feedback and reach solutions to your grievances in a manner that is honest, gracious and respectful. Keeping what is lawful and best for the children at the forefront of our conversations and resolutions.

If you have any grievances or feedback, we ask that you contact your service coordinator via email. If you feel as though your grievance was not adequately addressed, we then ask that you email our Administration inbox with as much information as you can provide. We will then ensure that your grievance is addressed in a timely manner by our OSHC Manager or Executive Team. It is here that we promote transparent and honest conversations to work cohesively toward a positive solution.

The contact details of our OSHC coordinators and Administration Inbox can be readily found on our website.





COME FIND US

www.adventurepatch.org.au
admin@adventurepatch.org.au
03 6229 4914

We've developed from humble beginnings as a small, long day care provider in Blackmans Bay.

Since our establishment in 1980, we've grown. We're an organisation that is dedicated to our community and with its support we've been able to create Adventure Patch - an organisation with a strong philosophy that encourages, supports and helps to grow the next generation of Tasmanians.

adventure
patch

