

Outside School Hours Care HANDBOOK



adventure
patch



www.adventurepatch.org.au



www.facebook.com/AdventurePatchTas



Contact Information

Adventure Patch Administration

1 Diamond Drive, Blackmans Bay, Tas, 7052

Monday to Friday 8.30am–5:00pm

Phone: 03 6229 4914

Email: admin@adventurepatch.org.au

Adventure Patch Enrolment

1 Diamond Drive, Blackmans Bay, Tas, 7052

Monday to Friday 8.30am–5:00pm

Phone: 03 6135 4384

Email: enrolment@adventurepatch.org.au

Tim Short CEO - tim.short@adventurepatch.org.au

Approved Provider: **Adventure Patch**

Deputy CEO: **Scott Norris**

OSHC Manager: **Megan Thomas**



Regulatory Authority

Our Outside School Hours Care Services are regulated by the national body for early education and care – the Australian Children’s Education and Care Quality Authority (ACECQA) as well as the state regulatory authority – the Education and Care Unit (ECU). To contact the ECU, please refer to the contact details below:

Education and Care Unit

Department for Education, Children and Young People

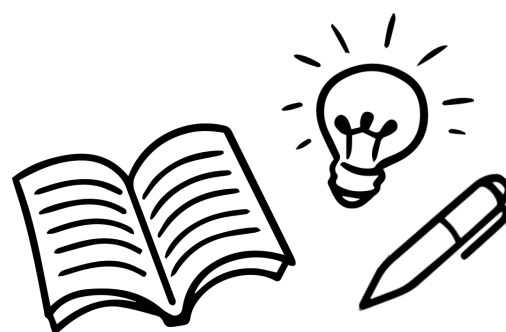
GPO Box 169, Hobart, Tas 7001

Phone: (03) 6165 5433

www.decup.tas.gov.au

www.educationandcare.tas.gov.au





Welcome

Thank you for choosing Adventure Patch Outside School Hours Care (OSHC). It is a privilege to support your child as they play and learn through adventure-based play.

We recognise that children are individuals, so we aim to foster an environment where children are encouraged to be curious and learn about the world in their own unique way.

Our OSHC services give your child the flexibility to direct their own time and learning in a way that suits them. We encourage, and support, the development of social skills, friendships, outdoor play, adventure, art and fun.

We look forward to you joining our adventures.

Adventure Patch acknowledges the traditional owners and custodians of country in lutruwita (Tasmania), the palawa people, and their continuing connection to land, sea, waterways, sky and culture. We acknowledge that the palawa have cared for and educated their children and prepared them for life on this country since the beginning of time. We acknowledge that sovereignty was never ceded and pay our respects to Elders past, present and emerging. We commit to ensuring every Aboriginal and Torres Strait Islander child and young person is known, safe, well and learning.

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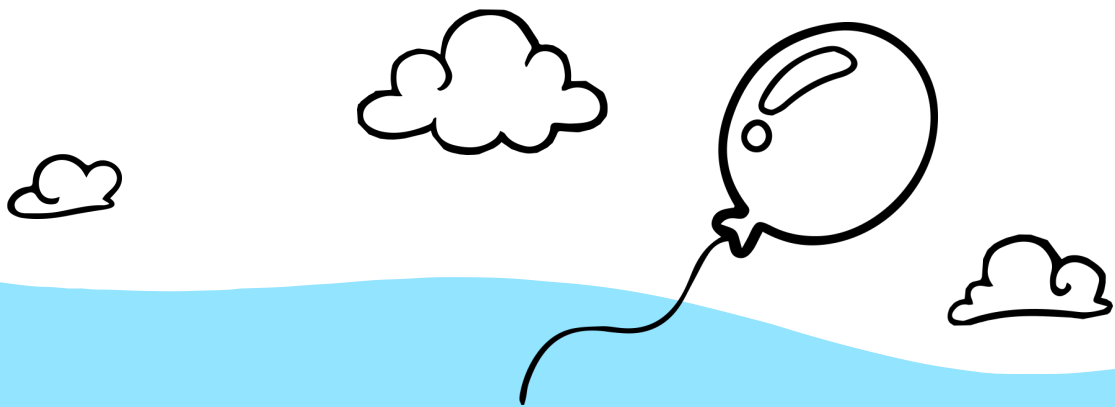
Thank You **13**



Commitment to Safety

We are committed to the safety and wellbeing of all children and young people and understand our responsibilities and duty of care to comply with the Tasmanian Child and Youth Safe Organisations Framework and Reportable Conduct Scheme. We promote the cultural safety for Aboriginal and Torres Strait Islander children, safety for children from culturally and linguistically diverse backgrounds and the LGBTIQ+ community. We are also committed to providing a safe and inclusive environment for children with a disability.

We value diversity and do not tolerate any discriminatory practice.



Philosophy

Adventure Patch encourages outdoor and self-directed play, getting messy, and having fun within caring and safe boundaries. We recognise that your child's development can be enhanced if they are guided by compassionate Educators who promote play, fun and adventure.

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

Outside School Hours Care incorporates both before and after school care and aims to provide a stimulating and educational, nature- and play-based environment for children to play and learn.

Our services operate from 7:15 am – 8:45 am (before school care) and 2:45 pm – 6:15 pm (after school care), with both permanent and casual bookings available.

Services are closed on public holidays and between Christmas and the New Year.



Contacts

Admin

Phone: 03 6229 4914

Email: admin@adventurepatch.org.au

OSHC Manager: **Megan Thomas**

Phone: 0457 659 431

Email: megan.thomas@adventurepatch.org.au

Deputy CEO: **Scott Norris**

Phone: 0427 294 199

Email: scott.norris@adventurepatch.org.au

CEO: **Tim Short**

Phone: 0408 174 304

Email: tim.short@adventurepatch.org.au

Our Team

Coordinators

Our Outside School Hours Care Coordinators lead our team of Educators to facilitate a stimulating educational program for children in our care. Our team of OSHC Coordinators are dedicated and innovative in their approach to childcare and add some more here.



Our Educators

OSHC has a core group of Educators who provide care for your child. These Educators come from diverse backgrounds with varying qualifications and skill sets, providing a holistic approach to high quality care



Educational Leader

A dedicated OSHC Educational Leader assists the OSHC team to provide children with a stimulating and creative educational program that supports the growth and development of children in care.



Adventure Coordinator

The Adventure Coordinator supports the OSHC Team by providing additional adventure play alongside the service's educational program. The Adventure Coordinator provides opportunities for adventure play such as cooking over a fire, loose parts play and bush adventures.



Leadership Team

The Adventure Patch Leadership Team consists of the CEO, Deputy CEO, CFO, People and Culture Manager and the Outside School Hours Care, Long Day Care and Family Day Care Managers and is there to support the OSHC Team to provide a quality and stimulating program for children in care.



Our Program

Educational Programs

Outside School Hours Care offers a wide range of activities as part of our educational program. These activities follow the child's interest and can vary from service to service, but include art/craft, construction, loose parts play, nature play, as well as more adventurous play such as climbing trees, using tools, and riding bikes, scooters and skateboards.

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.

Adventurous Play

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

About our services

Xplor

Xplor is our third-party software providing peace of mind for families. It enables Adventure Patch to share information in real time, provide transparent health event tracking, and facilitates bookings and payments.

Signing In and Out and 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 child. Written authorisation with the full name and details of the nominated person will be required at pick up time. The nominated person must provide photo identification upon pick up to verify the information given by the primary carer or authorised parent/guardian.

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

Attendance and Absences

If your child will be absent for a booked session, it is important to let the service know. This can be done by contacting the service directly or notifying the service through the Xplor/Home App.

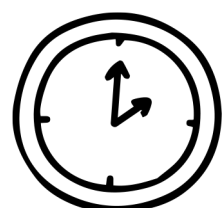
If you provide the enrolment team with more than 2 weeks' notice of an absence, a reduced fee will apply to your booking.

Kindergarten Pick Up and 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 become familiar and confident with Before and After School Care routines.

Nutritious Snacks

At After School Care, we provide a nutritious afternoon tea for children in care. Children will be provided with a platter of fruit or vegetables accompanied by a healthy and delicious snack. We are an allergy aware service, and an alternative snack will be provided for children with any dietary requirements.



About our services

Behaviour guidance

Adventure Patch aims to create a positive environment for all children to feel safe, secure and supported. Our services will ensure that children are treated with respect, consistency, fairly and equitably as they are supported to develop the skills and knowledge required to thrive in an OSHC service.

Policies and Procedures

Adventure Patch has a range of policies and procedures that are designed to reflect our legislative requirements and current best practice recommendations. We consult with staff and families when drafting and reviewing our policies to ensure that the Adventure Patch philosophy is reflected in everything we do. Our policies and procedures are available to view online through our website. If you require further information, please contact head office.

Key Policies

- Supervision Policy
- Interactions with Children Policy
- Medical Conditions Policy
- Complaints and Grievances Policy
- Behaviour Guidance Policy



We encourage you to look at these policies and procedures

What to Bring

It is important that your child has the necessary items to have a comfortable, safe and engaging experience while at OSHC. Below is a list of essential items your child will need to enhance their experience.

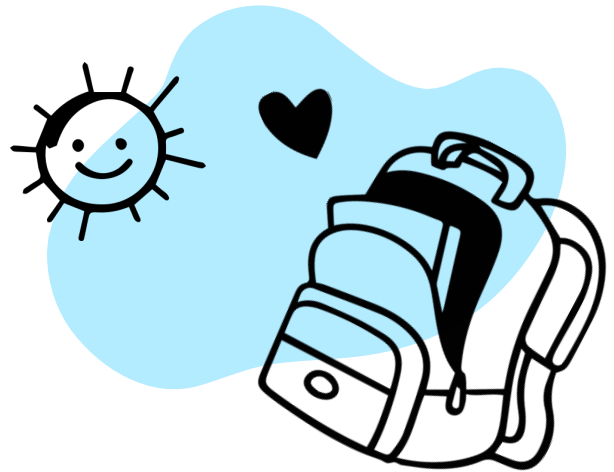
Sun safe hat

Drink bottle

Spare clothes

All personal items must be clearly labelled with your child's name. This helps to prevent mix ups and ensures all belongings are returned at the end of the day.

Please do not bring toys or electronic devices from home. Personal toys can become a distraction and may be lost or damaged. Our services use technology to extend upon the service's educational program. While there may be technology devices at our services for this purpose, we please ask that you do not send any devices with your child.



Medical conditions and medication

If your child has anaphylaxis or asthma, or any other medical condition requiring treatment, an action plan must be given to the service prior to commencement of care and medication is to accompany your child to care.

If your child requires medication during the day, it must be from its original container, bearing the original label and instructions and before the expiry or use by date. Please see a staff member upon arrival for further instructions on administration of medication.

Fees and Absences

Session Fees

Session fee information can be found on our website.

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 may incur 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.



Parent/guardians rights AND 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 and Grievances

Feedback from families and the wider community is fundamental in creating an evolving OSHC service working towards the highest standard of education and care. Families, parents, visitors and members of the community can lodge a grievance or complaint with the understanding that it will be managed conscientiously and confidentially.

Please refer to the Adventure Patch Complaints and Grievances Policy on our website for further information.



Thank you

We sincerely appreciate your trust in Adventure Patch Outside School Hours Care. It is a privilege to support your child's learning, play, and development in a safe and nurturing environment.

At Adventure Patch OSHC, we are dedicated to fostering a space where children can explore, grow, and build meaningful connections. Our team is committed to providing enriching experiences that encourage curiosity, creativity, and confidence.

Thank you for being part of our Adventure Patch family. We look forward to sharing many fun-filled moments with you and your child.

Megan Thomas

Manager - Adventure Patch Outside School Hours Care
megan.thomas@adventurepatch.org.au