

Long Day Care HANDBOOK



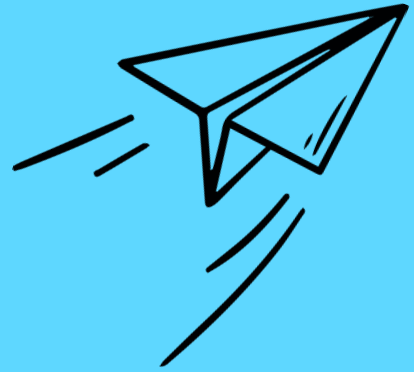
adventure
patch



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

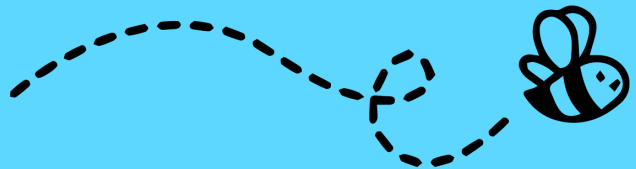
Email: enrolment@adventurepatch.org.au

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

Approved Provider: **Adventure Patch**

Deputy CEO: **Scott Norris**

LDC Manager: **Lindy Davis**



Regulatory Authority

Our Long Day 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

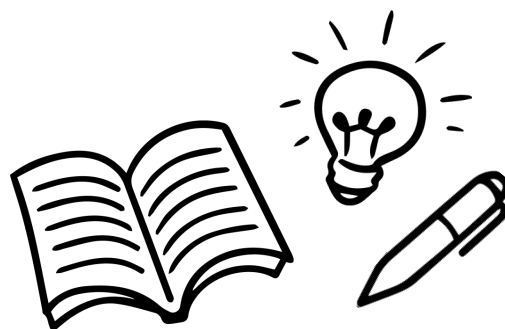
www.decup.tas.gov.au

www.educationandcare.tas.gov.au





Welcome



Adventure Patch is a Not-for-Profit community organisation with an independent, skills-based volunteer Board of Directors and governed by the Australian Charities and Not-for-Profit Commission.

We have developed from humble beginnings as a small long day care provider in Blackmans Bay, established in 1980. We are a not-for-profit organisation that is dedicated to our community and with its support we have 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 has been educating children and supporting families since 1980.

Our team of passionate Educators are committed to providing a safe and nurturing learning environment for your child. Through play-based learning your child will learn to make sense of the world around them. They will be encouraged to be curious, creative, imaginative, and to pretend, explore, investigate negotiate, and to have fun. Your child will have the opportunity to experience the natural world around them through our Adventure Program facilitated by our Adventure Coordinator.

Our Educators welcome and value input from you to assist them to develop individual programs for your child. We look forward to sharing many special learning moments with you.

Thank you for choosing us to be your partner with you on your child's learning journey.

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.

Contents



Long Day Care Information

Principal Office **1**

Welcome **2**

Commitment to Safety
Philosophy **4**

Hours of Operation
Contacts **5**

Our Team **6**

Our Program **7**

About Our Services **8**

Key Policies **9**

What to Bring

Medical Conditions and Medication **10**

Fees and Absences **11**

Parent/Guardian
Rights and Responsibilities **12**

Complaints and Grievances

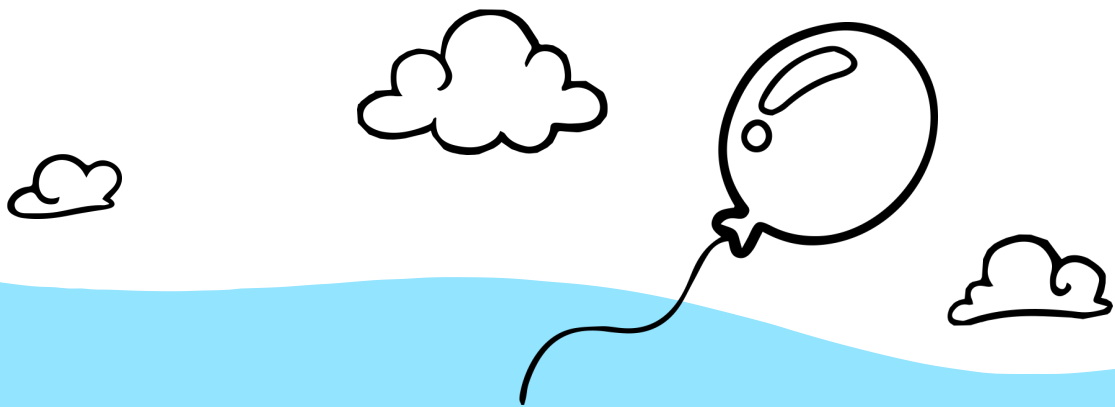
Thank You **13**



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

Adventure Patch operates four Long Day Care Services:

Mountain View (Kingston): 7:15am-6:15pm

Ocean View (Blackmans Bay): 7:15am-6:15pm

Roland View (Sheffield): 8:00am-5:00pm

Tamar Valley (St Leonards): 9:00am-5:30pm (term times only)

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



Contacts

Admin

Phone: 03 6229 4914

Email: admin@adventurepatch.org.au

LDC Manager: **Lindy Davis**

Phone: 0409 318 114

Email: lindy.davis@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

Centre Leader

Each of our services have a Centre Leader who is responsible for daily operations of the service. Our Centre Leaders work in tandem with our Long Day Care Manager and our team of Educators to ensure that our services operate smoothly, effectively and with best practice in mind.



Our Educators

Our Long Day Care Educators are a high energy team of enthusiastic people. Our team work alongside the children to see first-hand their development. Educators work collaboratively to write observations and document the amazing learning we see. Our Educators facilitate play-based learning and support the wellbeing of each child in care.



Educational Leader

A dedicated LDC Educational Leader assists the LDC 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 LDC 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, bush adventures and excursions.



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 LDC Team to provide a quality and stimulating program for children in care.



Our Program

Educational Programs

Long Day 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.

Our Room Leaders 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.

All children's individual learning programs can be viewed via the parent Playground app.

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/Playground

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 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.

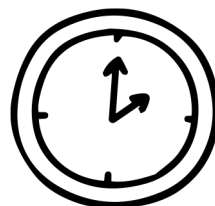
Settling Visits

New families attending Long Day Care are required to complete a minimum of 2 settling visits prior to the commencement of regular sessions. This is to ensure that the children acclimatise to their new environment, Educators, peers and routines. We also like to give parents/guardians peace of mind that your children are feeling happy and safe in their new environment before starting regular ongoing care. All children settle at a different pace, so it is very common to have more than 2 settling visits. Our educators will advise the progress of your child settling and will recommend a number of settling visits accordingly. Start dates may be adjusted accordingly if necessary.

Nutritious Snacks

In LDC, we provide a nutritious morning and 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.

Children bring their own lunch box and drink bottle



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 LDC service.

Sleep and Rest

Sleep routines are based on the individual needs of the children and follow home routines as closely as possible. Cots are available for younger children and mattresses are used for children in older rooms who still require a sleep. All bedding is provided by Adventure Patch. We ask that you chat with room Educators about the sleep routines and needs of your child.

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.

QR codes are located in services for easy access to policies and procedures

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 LDC. Below is a list of essential items your child will need to enhance their experience.

Lunchbox

Sun safe hat

Drink bottle

Spare clothes

Nappies

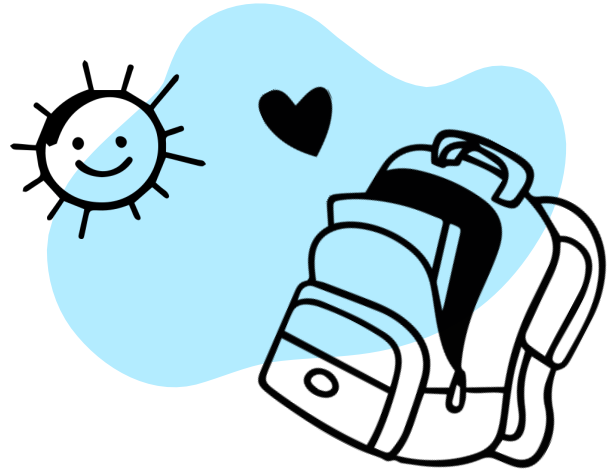
Bottles (with formula already prepared)

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. Comfort toys for sleep is an exception.

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, a current action plan signed by your medical practitioner must be given to the service prior to commencement of care and medication is to accompany your child to care. Action plans are required to be reviewed by a medical practitioner annually.

Parents must ensure life saving medication is at the service each time your child attends.

If your child requires medication during the day, it must be from its original container, bearing the original label (including child's name) 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.

Additional Fees

Additional fees may be charged for nappies and/or lunch if not supplied by the family.

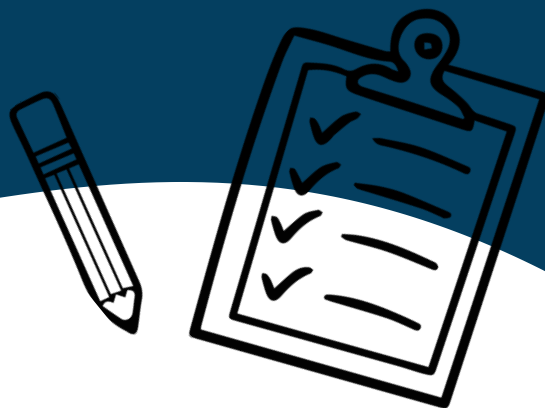
Late Pickup Fees

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 Long Day Care. It is a privilege to support your child's learning, play, and development in a safe and nurturing environment.

At Adventure Patch LDC, 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.

Lindy Davis

Manager - Adventure Patch Long Day Care

lindy.davis@adventurepatch.org.au