

Creative Care and Support Services - Parent Handbook

HELLO

Creative Care and Support Services aims to do better for children with a disability and the families who care for them. We understand the importance of having access to Vacational Care and Respite Services for our children.

Creative Care and Support Services has a vision to enable children with special needs to be their best, through:

- Innovative, contemporary approaches to child and youth disability services delivered by high quality staff
- Structured and 'joined up' programs that intersect with community, education and government pathways
- Tailored vocational care and holiday support services to enable children to experience fun, safe and creative programs, while supporting families to continue their work and social commitments.

Our mission is to provide dedicated, high quality services for children and young people with special needs to help them maximise their potential. We will achieve this through:

- **Innovative, contemporary and leading practice approaches** to child and youth disability services
- Employing **highly experienced and trained staff** to deliver services and **focussing on continuous learning and development**
- **Structured programs** that intersect with community, education and government pathways
- Tailored **vocational care and respite care support services** to enable children to experience fun, safe and creative programs, while supporting families to continue their work and social commitments
- **Advocacy for children with disability** in our community and **promotion of a career in disability services** as a viable and rewarding vocation.

Creative Care and Support Services is a not for profit company with dedicated staff that want to make a difference to special needs people. Our team has extensive experience in business management, policy and procedure, continuous improvement, injury management, budgeting methodologies and strategic planning. We have a strong focus and years of experience in working with special needs children and young adults.

Creative Care and Support Services will focus on program delivery at Sunbury Macedon Ranges Specialist School - Sunbury Campus. We operate under the *Education and Care Services National Law Act (2010)* and *Education and Care Services National Regulations Act (2011)*. Our program meets the education regulations, including National Quality Framework and the My Time Our Place Framework.

For further information on any components within this Parent Handbook please contact Maria Palumbo on 0412 185 592 to discuss.

Venue Details

Creative Care and Support Services LTD

Sunbury Macedon Ranges Specialist School

Jackson Hill

127-143 Circular Drive, Sunbury, VIC, 3429

Hours of Operation

Monday to Friday - 8.00am - 6.30pm

Closed on Public Holidays

Program Contacts

Full all enquires, comments or grievances please contact Maria Palumbo on 0412 185 592

Enrolment and Orientation

ENROLMENT

- Prior to attending the program, each child must have completed the enrolment process and have received an approval email to demonstrate acceptance into the program.
- Enrolments are renewed annually and attendance in previous years does not guarantee a place in following years.

CASUAL BOOKINGS

Children may be booked into the program for regular attendance each week or may attend on a casual basis. If your child is attending on a casual basis, parents/guardians must inform the school and Program Coordinator of your child's attendance. Parents/guardians may inform the Program Coordinator via text message or phone call to the program phone number. All casual bookings should be done no later than 11am on the day of care required.

The unexpected attendance of your child is a significant risk to program staff and children enrolled in the program, given the impact on staff resourcing requirements. Advising the program of your child's attendance is essential is resourcing planning. If you child attends the program without prior notification, the program may contact your nominated contacted to collect your child.

Parent/guardian Obligations

Parents/guardians are obligated to –

- Provide all information required to meet enrolments requirements
- Always sign their child out when collecting the child from the program
- Collect the child within the program operating hours
- Inform program staff of your child's issues relating to their health and wellbeing
- Provide the child with food, clothing and sun protection as required by the program
- Keep the child at home if the child is unwell or has an infectious disease (refer to list provided at the end of the Parent Handbook)

Priority of Access

If applications exceed places available (the program is currently approved for 30 enrolments), a priority of access will apply in accordance with Australian Government requirement as follows –

- 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 New Tax System (Family Assistance) Act 1999
- Priority 3 – any other child

Attendance sign in and sign out

- Program staff will sign in all children upon the commencement of each Program session.
- Parents/guardians are required to sign out their child/children upon collection.
- Parents/guardians are to use the program sign out sheet located within the program reception area to sign out.
- Written permission must be provided by the parent/guardian if the child/children are to be collected by someone else.
- Photo ID will need to be witness by the Program Coordinator upon pick up and the individual must be over the age of 18 years old.
- Under no circumstances will any staff member allow a child to be collected from the program by an unauthorised person.

Late Collection Policy

A child/children who are not picked up by 6.30pm will be charged an \$1 for each minute they remain at the program. If a child/children is not collected and every effort has been made to contact parents/guardians, emergency contacts will be contacted to collect the child. If not contact can be established with either the parents/guardians or emergency contacts, then the police will be called to collect the child/children.

Cancellations and Absences

For permanent fee attendances, parents/guardians must use the Parent Portal, text or ring the Program Manager/Program Coordinator before 11am to report an absence. If the child is using NDIS funding to attend the program, at least 24-hour notice is required, as outlined in the NDIS Service Agreement. This is a standard cancellation time applicable to all NDIS services users.

Child Safety and Custody Issues

We have a duty of care to ensure that children are protected whilst attending our program. Child custody arrangements are strictly followed. If there are any custody issues that staff need to be aware of, please notify staff accordingly and provide copies of all legal documents. Any information you provide will be kept completely confidential.

Program Overview

Our program consists of a variety of activities provided each day. Children are encouraged to explore activities using the indoor and outdoor space. All activities have been designed to encourage participation of all children regardless of age, gender, cultural backgrounds and level of ability. We also understand that some children prefer to unwind outside school time and therefore we have designated areas for child to 'chill out' and unwind if required.

Our staff are committed to providing an engaging program that supports each child's needs and interested. Our staff have highly experienced in providing support and encouragement to child with special needs. Our programs is aligned with the National Quality Framework and the 'My Time, Our Place' Framework for School Age Care in Australia, focusing on developmental outcomes: identity, community, wellbeing, leaning and communication. Our program is tailored to support a child's Individual Program Plan, where applicable.

What to bring

Children should have the following items when attending the program:

- Food to eat during snack and lunch time
- A refillable drink bottle that is labelled
- A Sun Smart approved hat for outside play in terms 1 and 4. Children without hats or with inappropriate hats will be restricted to areas that offer protection e.g. Indoors or shaded areas.

All belongings should be labelled, and children should not bring money or valuable to the program. The program does not accept responsibility for lost, damaged or stolen valuable brought to the program.

Nutrition

Parents/guardians are required to provide children with food to be eaten by your child at snack time. Parents/guardians are encouraged to provide children with healthy, nutritious snacks based on the Dietary Guidelines for Children and Adolescents in Australia (2003).

Parents/guardians should ensure food provided is nut-free and voids food that anaphylactic children at the program are allergic to. Children should bring their own refillable water bottle.

Standard of Behaviour

We expect that families and children act in a safe and sensible manner. We understand that working with children with special needs brings specific challenges relating to communication and behaviours. We encourage children to be respectful of others, use appropriate and positive language and listen to others when speaking.

Our staff have highly trained and provide positive guidance to encourage children to make safe choices. Individual behaviour plans may be required, when appropriate, in conjunction with children, parents/guardians and staff. If the child's behaviour is putting themselves, other children or staff in danger, they may be excluded from the program.

Fees (fees will be reviewed regularly and are subject to change)

Sunbury Macedon Ranges Specialist School (Sunbury Campus) – will operate from 8am to 6.30pm and fees will be set based on the Program Outline. Please refer to the detailed Program Outline for activity descriptions and fee information.

Centrelink Entitlements

From 2 July 2018 the Child Care Subsidy (CCS) replaced the Child Care Benefit (CCB) and Child Care Rebate (CCR).

The CCS is a Commonwealth Government subsidy to help make childcare fees more affordable. It is calculated based on the family's income. More information can be found at www.humanservices.gov.au.

Contact the Family Assistance Office on 13 61 50 to register and receive your entitlements.

When registering with the Family Assistance Office for your benefits, you have the option of paying the full fee and receiving your entitlements at tax time or paying a reduced fee and having your entitlement paid directly to the program.

To be eligible for these rebates, you must supply us with the date of birth and Customer Reference Number (CRN) for both you and your child. You must also make sure your details are up to date and current via your 'My Gov' account.

You can estimate your entitlements by using the online estimator at - www.humanservices.gov.au/customer/enablers/online-estimators

Funding

Families that receive respite support through an ISP, NDIS plan or other agreement may use this funding to cover the cost of the program. Please contact the Program Manager for more information on setting this up.

Payment Procedure

Accounts are issued a fortnight prior to the commencement of the program via email. Payments are made online via our website through your Parent Portal.

Non-Payment of Fees

Unpaid fees will be managed as follows –

- A reminder email will be send with the due date listed
- A phone call will be made to follow up fees and discuss the option of a payment plan
- If a payment isn't received within the fortnight, the child will be unable to attend the program

NOTE: late fees of \$20 will be applied to each week of arrears

National Disability Insurance Scheme

Creative Care and Support Services is not a registered provide under the National Disability Insurance Scheme (NDIS). However, if you are Self-Managed, the Program may come under the support category of (4) Assistance with Social and Community Participation or (9) Increased Social and Community Participation.

Families may choose to include Outside School Hours Care in their child's individualised plan to cover the program fees. Families who are in the process of creating a place for their child should contact the Operational Program Manager on 0412 185 592 to discuss this further.

Feedback

Feedback about our program from families, including children, is an essential part of how we can continue to improve our service. We encourage you to let us know how we are going and whether we are meeting you and child's expectations and needs. Your feedback is used to improve our services and is used for future program planning and professional development.

Confidentiality

The program collects sensitive information for enrolment record with family consent. Only information required for effective delivery of our program is collected. Personal information will remain strictly confidential and in line with the National Privacy Principles (NPPS) under the *Privacy Act 1988* and the *Information Privacy Act 2000 (Victoria)*. Information will be stored securely and protect form unauthorised access. Personal information will not be disclosed without written consent form the individual involved.

Medical and Emergency Information

MEDICAL CONDITIONS

We strive to provide the best possible care for all children which means that we rely on families to open and honest about medical concerns and provide relevant details that will assist us to operate in a safe and informed environment.

Staff are trained to recognise the symptoms of an asthma attack, allergic or anaphylaxis reaction. Staff have current up to date training in the use of asthma medications and auto-injection devices. It is essential that a copy of your child's management plan must be provided to staff before your child can attend the program.

Relevant forms can be found at –

Asthma management form: www.asthma.org.au

Anaphylaxis place plan: www.allergyfacts.org.au

Diabetes management plan: www.deabetesvic.gov.au

When necessary, staff will work with families to develop an additional risk minimisation place and communication plan for children with these medical conditions.

MEDICATIONS

Parents/guardians are required to complete a *Medication Authority Form* before staff can administer any medications. This includes over the counter medications. Medication must be in its original package original blister pack with the child's name, doctor's name, dosage and times written on it clearly.

All medications are safely stored by the program, meaning they are clearly labelled and out of children's reach.

ACCIDENTS/ILLNESS OR TRAUMA

Program staff will have a first aid kit with them always. Staff will bring a first aid kit with them whilst the children are playing in an outdoor area or on an authorised excursion.

All accidents and illnesses will be recorded, this includes the actions taken by staff. Parent/guardians of children who have had an accident or are feeling unwell will be notified by phone and will be required to sign an incident notification form upon collecting their child. If the child is too unwell to remain at the centre, the parent/guardian will be contacted by phone to pick the child up from the program. If the program is unable to get in contact with the parent/guardian, the emergency contacts will be called.

In the case of an emergency, the closest member of staff with a current First Aid Certificate will provide the appropriate care. In the event that staff are unable to provide adequate treatment and the child's overall wellbeing is at risk, an ambulance will be called and parents/guardians will be contacted immediately. The cost of the ambulance or any medical expenses will be covered by the child's family. Staff are unable to transport children in their own vehicles under any circumstances.

INFECTIOUS DISEASE

Children with an infectious disease will be excluded from the program and not permitted to attend until they met the criteria to allowing the child to return to the program. (refer to the following table). If children display symptoms of an infectious disease whilst at the program, parents/guardians will be contacted immediately to collect their child.

Condition	Exclusion Period	Contact Exclusion
Amoebiasis	Excluded until there has not been a loose bowel motion for 24 hours	Not excluded
Campylobacter	Excluded until there has not been a loose bowel motion for 24 hours	Not excluded
Chickenpox	Excluded until all blisters have dried	Any child with an immune deficiency or receiving chemotherapy
Conjunctivitis	Excluded until discharge from the eyes has ceased	Not excluded
Diarrhoea	Excluded until there has not been a loose bowel motion for 24 hours	Not excluded
Diphtheria	Excluded until medical certificate of recovery is received	Family/household contact
Hand, foot and mouth disease	Excluded until all blisters have dried	Not excluded
Haemophilus influenza type b (Hib)	Excluded until at least 4 days of appropriate antibiotic treatment has been completed	Not excluded
Hepatitis A	Excluded until a medical certificate of recovery is received, not before 7 days after the onset of jaundice or illness	Not excluded
Herpes (cold sores)	Excluded until the lesion has stopped weeping. Lesions to be covered by dressing when possible	Not excluded
Impetigo (school sores)	Excluded until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing	Not excluded
Influenza and influenza like illnesses	Excluded until well	Not excluded unless considered appropriate by the Program Manager
Leprosy	Excluded until approval to return has been given by the Program Manager	Not excluded
Measles	Excluded until at least 4 days after the onset of rash	Unimmunised contact excluded until 14 days after the first day of appearance of rash
Meningitis (bacteria other than meningococcal meningitis)	Excluded until well	Not excluded
Meningococcal infection	Excluded until adequate carrier eradication therapy has been completed	Not excluded if receiving carrier eradication therapy
Mumps	Excluded 9 days or until swelling goes down	Not excluded
Pertussis (whooping cough)	Excluded for 21 days after onset of the cough or until they have completed 5 days of a course of antibiotic treatment	Aged less than 7 years who haven't received three effective dose of pertussis vaccine should be excluded for 14 days after the last exposure to the infection case or until they have taken

		5 days of effective antibiotic treatment
Poliomyelitis	Excluded until at least 14 days from onset and a medical certificate of receiver is received	Not excluded
Ringworm, scabies, pediculosis (head lice)	Excluded until the day after appropriate treatment has commenced	Not excluded
Rubella (German measles)	Excluded until fully recovered or for a t least 4 days after the onset of rash	Not excluded
Salmonella, Shigella	Excluded until there has not been a loos bowel motion for 24 hours	Not excluded
Severe Acute Respiratory Syndrome (SARS)	Excluded until a medical certificated of recovery is produced	Not excluded unless considered necessary by the Program Manager
Streptococcal Infection (including Scarlet Fever)	Excluded until the child has receive antibiotic treatment for at least 24 hours	Not excluded
Tuberculosis	Excluded until a medical certificate is received from a treating physician stating that the child is not considered to be infectious	Not excluded
Typhoid and paratyphoid fever	Excluded until approval to review has been given by the Program Manager	Not excluded
Verotoxin producing Escherichia Coli (VTEC)	Excluded as stated by the Program Manager	Not excluded
Worms (intestinal)	Excluded until there has not been a loose bowel motion for 24 hours	Not excluded

Emergency Evacuations

Program staff will follow the Emergency Evacuation procedure set out by the school. The procedure can be viewed in the Policies and Procedure Manual for this program. The Emergency Procedure is also on display at the program. Staff and children also practise the Emergency Procedure every three months.