



MACQUARIE
University

Vacation Care Family Handbook

SUPPORT DURING SCHOOL HOLIDAYS





WORKING WITH PARENTS

Macquarie University Children's Services work in partnership with parents to maintain a mutual, respectful and collaborative relationship based on a comprehensive and honest communication.

We will keep you informed about your child's time at Vacation Care and would like you to share information that impacts on your child.

Your contribution and participation is welcomed throughout the program and you are invited to visit the Centre at any time and share with us your own knowledge and skills.

STAFF

Our aim at Vacation Care is to give the children a fun, interesting and exciting holiday experience. We will do this by having caring, energetic staff that are experienced in Vacation Care.

There will always be a minimum of two staff on the premises. Children's Services aim to have a ratio of one staff to maximum 15 children while on the premises, and one staff to eight children when on excursions, unless it is identified that more staff are required to ensure the children's safety.

MANAGEMENT

Our service is managed by U@MQ Ltd (operating as Campus Life) under the leadership of two Assistant Coordinators and the Gumnut Cottage Centre Manager. We are a not-for-profit organisation, a wholly owned subsidiary of Macquarie University, operating as a separate entity.

It is a requirement of the National Regulations that the Centre is operated by an Approved Provider. The Approved Provider for vacation Care is U@MQ Ltd, and the current delegate is Deidre Anderson, Deputy Vice-Chancellor (Students and Registrar).

The Nominated Supervisor is an Assistant Coordinator, who is responsible for the daily operations of the service. In addition, a staff member designated as the Responsible Person must be on the premises at all times – this information is available at the front desk each day.

OPERATING HOURS

Vacation Care is approved to open between 7:30am - 6:15pm during gazetted school holidays. Vacation Care is run in the January, April, July and September/October school holidays. Vacation Care may also open for a few days at the end of Term Four, depending on the timing of Christmas. Information about opening dates can be obtained from the website.

THE PROGRAM

Vacation Care offers a fun recreational program for children in primary school. There is generally a mix of excursions and incursions in addition to a range of activities including art and craft, construction, games, music and movement. The children are encouraged to make suggestions to include in the program and to ask for activities/equipment that might not originally be planned on the day.

The program is guided by the My Time, Our Place framework for School Aged Care.

The five learning outcomes of **My Time, Our Place** are:

1. Children have a strong sense of identity
2. Children are connected with and contribute to their world
3. Children have a strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators

THE NATIONAL QUALITY AGENDA

In 2012 the Licensing and Quality Assurance Systems for Children's Services become integrated and managed at a federal level. This means that all education and care services, including Vacation Care, across Australia will be subject to the same levels for licensing and quality assurance.

The National Quality Standard is a schedule to the National Regulations and sets a new benchmark for the quality of early and middle childhood services. It will also give services and families a better understanding of a quality service and information to compare services more effectively.

As this is a new system, it was not possible for all services to be assessed immediately. Macquarie University Vacation Care has not yet been assessed against the National Quality Standards. The Centre has Service Approval from the NSW Department of Education and Communities.



SUPPORTING FAMILIES

It is acknowledged that being part of a family entails responsibilities that sometimes we do not know how to manage. One of the benefits of being part of Macquarie University is that we work in partnership with Campus Wellbeing so all the families enrolled in the Centre can have access to this service and ask for advice if needed. Please feel free to contact (02) 9850 7497 and ask for any of the following services: counselling, medical, disability and welfare.

FIND OUT MORE

Macquarie University, Building S11A,
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INTERPRETERS/TRANSLATORS

The cultural diversity of Macquarie University is reflected in our Centres. We are fortunate to have parents and staff available as interpreters and translators to assist families with enrolment information, policy understanding, newsletters, room information and information contained in this booklet. Should you require assistance please approach Management.



Coming to the Centre

ARRIVING

When you arrive at the Centre please ensure your child is signed in, a staff member has been informed of your child's arrival and sunscreen is applied. If your child has medication to take during the day please refer to the Administration of Medication section of this document.

SIGNING IN

It is a Federal and State Government requirement that your child is signed in and out with a full signature each time they attend the Centre. Including an estimated pick-up time allows us to help your child know when to expect you in the afternoon, but is not essential.

Sign in sheets must also be signed for any absence. A reminder note will be placed on the previous sign in/out sheets kept in the room.

COMMUNICATION

Communication with families is an important part of our Centre philosophy. Staff are available to speak with you at drop off/pick up times and notices and other information may be emailed to your designated email address.

GOING HOME

When collecting your child please:

- Complete any paperwork (e.g. Permission Notes, Incident Reports)
- Sign your child out
- Inform a staff member you have collected your child and are leaving.

We have a duty of care to ensure each child is safe and collected by an authorised person. If you wish for someone other than yourself or a legal guardian to collect your child, a separate authorisation must be completed for each additional person. This includes grandparents, relatives and family friends (even parents with children in the Centre). This authorisation is included in the Enrolment Form and can be updated at any time directly into Hubworks online.

If someone besides an authorised person will be collecting your child on a particular day, please ensure a staff member has been notified in writing, including the person's full name as recorded on photo identification and their address. We cannot release a child to someone without permission in writing from the parent. Photo identification will be required from any person collecting your child if they are not known to staff.

Policies

Macquarie University Children's Services are committed to providing and maintaining a healthy environment for children and staff at all times.

Please see a member of staff if you would like to view any policy or procedure.

Below are summaries of essential policies and procedures for keeping children, families and staff healthy.

SUN SMART

Children's Services promote a positive attitude towards skin protection and take effective measures to ensure children and staff safety from the effects of the sun.

Children are encouraged to apply sunscreen prior to leaving home or on arrival at the Centre. Sunscreen is located at the front desk. Sunscreen is also applied throughout the day prior to outdoor play and children and staff are required to wear an appropriate hat. As additional protection, children should wear clothing that covers their shoulders.

Should your child be allergic to the common brand of sunscreen we ask that you provide a suitable alternative for your child and that the container is clearly labelled with your child's name. Staff can provide you with the form that you will need to complete giving staff permission to apply an alternate sunscreen.

INCIDENTS AND INJURIES

Even in the safest environments incidents and injuries can occur as children explore and enjoy the environment. Should your child sustain an injury whilst at the Centre, an Incident Report will be completed by staff, and a parent or guardian will be asked to sign that they have been made aware of the incident.

At times Management may decide to contact you to advise you of an incident involving your child. If you cannot be contacted and your child requires urgent medical attention steps will be taken to ensure the wellbeing of your child.



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ADMINISTRATION AND MEDICATION

A separate Medication Administration Form is to be completed for each medication your child requires. All medication must be handed to staff on arrival to be stored in the lockable First Aid Box or the lockable box in the fridge. Medication is not to be left in your child's bag. Completed Medication Administration Forms must be handed to the child's educator on duty in the room.

Medication will be administered:

- When a Permission to Administer Medication Form is completed by an authorised person (ie parent, legal guardian, or person nominated by the parent/legal guardian)
- In an emergency situation as per an approved Medical Action Plan or current First Aid procedures

All medication must be in the original container, within its use by/ expiry date and with the original label attached, in English and legible.

All prescribed medication, including any herbal/naturopathic medication prescribed by a registered Medical Practitioner, must have a dispensing label that includes the name of the medication, the child's name, date prescribed and dosage.

Non-prescription medication will only be administered under the written advice of a registered Medical Practitioner, or verbally in the case of an emergency.

Any written advice from a registered Medical Practitioner about administration of any medication, including herbal/naturopathic, must be in English.

Where the container and/or dispensing label of any medication, including herbal/naturopathic, is not in English, the parents must provide an English translation from a registered Medical Practitioner on official letterhead (ie it must have the details of the Medical Practitioner, including their registration number).

Staff will administer/apply non medicated items such as sunscreen, nappy cream, insect repellent if authorisation has been provided by the parent. All non-medicated items must be presented in the original packaging, which must include an expiry date, and will be applied as per the package directions.

Paracetamol will be administered if written advice is provided by a registered Medical Practitioner or, in the case of the child having a fever, if the parent has authorised it on the Authorisation Form.

Where medication is observed by staff as ongoing over a period of time, Management reserves the right to request a letter from

a registered medical practitioner to continue to administer the medication to ensure the safety and wellbeing of the child.

IMMUNISATION

The Centre is required to maintain up to date immunisation records for all children attending the Centre.

Families are requested to supply proof of immunisation (ACIR – Immunisation History Statement) upon enrolment and ensure their child's immunisation details remain up to date at all times.

We cannot enrol a child unless the parent/guardian has provided documentation that shows the child:

- Is fully vaccinated for their age, or;
- Has a medical reason not to be vaccinated, or;
- Is on the recognised catch-up schedule if their child has fallen behind with their vaccinations.

In the event of an outbreak of a disease that can be prevented by a vaccine, we are required to notify the Department of Health of the situation. In some cases, unimmunised children may be required to stay at home for the duration of the outbreak.

Please also note that your CCB is linked to your child's immunisation status.



SICKNESS AND CHILD CARE

We ask that if you suspect your child is unwell that you contact the Centre and advise them of your child's absence due to illness.

The definition of a fever is an armpit (auxiliary) temperature of greater than 38 degrees. Any child with a fever must not be at the Centre.

If your child presents with any of the symptoms listed below you are required to monitor your child's health for a minimum of 24 hours after the last occurrence of the symptom at home before returning to the Centre:

- Vomiting that is persistent – two (2) or more vomits
- Temperature / fever
- Loose bowel motions/diarrhoea for more than two (2) bowel actions
- Red, swollen or a discharge in the eyes

In the interests of all children and staff attending the Centre, Management reserves the right to send home or refuse attendance

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to any child that is considered unwell or is showing symptoms of an infection or contagious disease.

If you are contacted by Centre staff requesting that you collect your child due to ill health, the request has been made after consideration to the needs of the family, welfare of the child and other children and staff in attendance and in consultation with Management.

A clearance from a medical practitioner may be requested for any contagious disease before your child can return to care. It is recommended you obtain a Medical Clearance whenever your child attends a doctor. The clearance should include the name of the child, that they are free of illness and the date they are able to next attend care.

Please contact the Centre if your child has been exposed to or has a communicable disease. Families are notified of any infectious disease in the Centre by the placement of a notice near the sign out area.

We work in partnership with the NSW Department of Health and seek guidance on exclusion periods from the Federal Governments Staying Healthy in Child Care Guidelines.



FEE PAYMENT

Vacation Care is an Approved Service so eligible families can claim the Child Care Benefit (CCB) and/or the Child Care Rebate (CCR) either through a fee reduction or by claiming directly through the Family Assistance Office.

Families may require the following Approval Numbers when speaking with the Family Assistance Office about Vacation Care:

- Service Approval Number: SE-00013501
- CCB Approval ID Number: 1-NLG40D

Fees are payable in advance. Due to the short term nature of Vacation Care, generally no refunds will be provided for change in days or withdrawal from care unless in exceptional circumstances. It is at the discretion of the Children's Services Manager to approve any refunds that may be requested.

Fees will apply even if your child is unwell and cannot attend on a booked day.

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STAFF AS MANDATORY REPORTERS

Under child protection laws of NSW, all staff employed in early childhood and school aged care services are classified as Mandatory Reporters. This means that staff are required by law to report any situation where a child may be at risk of harm.

All staff are trained in child protection and act in the best interests of children at all times. Please refer to our Keeping Children Safe Policy for further information.

ENGAGEMENT OF STAFF AND FAMILIES

Staff are not permitted to undertake paid or unpaid work, including babysitting and transportation of children, for families of children enrolled in any of the Macquarie University Children's Services where the staff is not a member of the child's immediate family.

It is strongly advised that staff do not link with/friend/follow parents or other immediate family of children enrolled in the Centre via social mediums such as Facebook and Instagram. This is in order to ensure that professional relationships are upheld at all times.

FEEDBACK AND GRIEVANCE

We value the opportunity for feedback on the operation of our education and care centre and this may be provided verbally or in writing at any time.

Should you have any concerns regarding the operation of the Centre you are encouraged to raise your concerns with the Vacation Care Assistant Coordinators or Gumnut Centre Manager. If you feel your concerns are still not resolved, please contact the Children's Services Manager. If you are still unsatisfied with the outcome, you are encouraged to speak to the Director of Campus Life.

The NSW Department of Education and Communities can also be contacted if you feel unsatisfied with any aspect of the service. The Regional Office can be contacted on 1800 619 113.

What to bring

WHAT TO BRING EVERY DAY	
<ul style="list-style-type: none">• A broad brimmed hat which shades the face, neck, ears and shoulders (eg bucket or legionnaire)• Drink bottle (with water)• Morning tea, lunch and afternoon tea	
SUMMER	WINTER
• T-shirt/top with sleeves	• Thin long sleeved top or t-shirt
• Shorts or loose pants	• Jumper
• Closed in shoes	• Closed in shoes
• Light jumper or long sleeved top in case the weather changes	• Long pants or tracksuit pants
	• Jacket

Note: All items must be clearly marked/labelled with your child's name. Gumboots and raincoats can be brought in rainy weather!

