3BRIDGES

3Bridges

Outside School Hours Care Family Handbook

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3Bridges works with individuals, families, and local communities to provide a variety of services that support individuals to reach their full potential. With over 40 years of expertise, 3Bridges is a highly respected provider of Out of School Hours Care (OOSH). Our Before School, After School Care and Vacation Care Programs provide an enjoyable and safe environment for children.

Our values are Vibrant, Openness, Innovation, Collaboration, and Excellence - VOICE. By listening to your voices, we apply our values to make a positive difference for children and families.

3BRIDGES SERVICES

3Bridges is committed to making an impact with compassion and integrity.

We work collaboratively, developing a diverse range of programs; with a focus on early intervention and delivering to meaningful outcomes that are centered around individual needs.

SERVICES INCLUDE

Health Services
Aged Care Home Support
Dementia & Carer Support
Youth Programs
Early Years Support

Learn More about 3Bridges

Child Safe Commitment

3Bridges priority is to ensure the safety, wellbeing and empowerment of all children and young people is always upheld.
We are committed to providing a child-safe and child-friendly environment, where children and young people's right to privacy is respected and that they feel safe and could actively participate in decisions that affect their lives and are taken seriously. Please see website for 3Bridges full Child Safety Statement of Commitment.

Contact

ADMIN DETAILS

Contact the 3Bridges OOSH administration team by:

- Phone between the hours of 9am-4pm Monday – Friday on 1300 327 434 and dial 2. For assistance between 7am-9am and 4pm-6pm, please contact the service mobile.
- Email at **oshc@3bridges.org.au**
- Visit our website at **3bridgesafterschool.org.au** to access service information, locations and our latest programs.

Enrolment

Our enrolment process is the same for permanent and casual enrolments.

1. Go to our website **3bridgesafterschool.org.au**
2. Select **location.**
3. Click **Enrol Now** button and complete enrolment form.
4. You will then receive an email from our software provider.
   Please note that sometimes this goes to junk.
5. Our admin team will reach out to confirm completion of registration.

Families can access information via the parent portal about their child's enrolment, download invoices and receipts, and update payment and personal details through the system. Each family will be provided with a unique username and password that allows access to the parent portal. Please note it is the responsibility of the parent to ensure the information in system is always up to date.

Bookings & Fees

Additional fees e.g. Non-notification

To allow for flexibility, we have permanent and casual booking options available for families. Bookings can be managed through **oshc@3bridges.org.au** or by calling our engagement team on **1300 327 434.**

Permanent bookings	» Set days and sessions for each week.
Casual bookings	» For changing schedules or infrequent visits. » It is preferable to book before the day and no later than by 12 noon on the day care is needed. » Bookings can be made via OWNA
Late bookings (Bookings made within 24 hours can incur a late booking fee.)	» Non – Notification: $10.00 per instance you do not let us know your child will be absent by 12 noon on the day of absence. » Late Fee $10.00 per 10 minutes past program end time.
Cancellations	» To avoid any out-of-pocket costs, cancellations must be made within the cancellation period. Please refer to service policies and procedures.

Child Care Subsidy (CCS)

Child Care Subsidy (CCS) aims to make childcare more affordable for families who work and study and is available to all eligible families. The amount of subsidy a family receives depends on income and the hours of childcare each week. Families can apply online through the MyGov website.

For more information, please contact the Federal Department of Human Services (Formally FAO) on **13 61 50** for details on how to register.

Our Policies and Procedures

3Bridges OOSH policies and procedures guide practices within our services and support compliance against the Education and Care Services National Law and National Regulations. A full copy of our policies and procedures are available on our website at **3bridgesafterschool.org.au** or at each of our OOSH locations via a QR code in the service sign in/out area.

Signing in/out of care and authorisations

Only parents/carers or authorised persons will be permitted to sign children in and out of the OOSH service. 3Bridges educators may request to see photo identification from authorised persons while collecting a child from an OOSH service.

National Quality Framework

Our services are guided by the National Quality Framework (NQF). The NQF was designed to ensure children have access to quality OOSH experiences. From time to time an Authorised Officer from the Early Childhood Education and Care Directorate may visit our services to review our practices and undertake an Assessment and Rating process. Your input into this process is important and you may be asked to participate in discussions and/or surveys on what you think about the service. For additional information **acecqa.gov.au/nqf/about/guide**

SCHOOL AGED CARE FRAMEWORK

'My Time, Our Place' is the name of the school aged care framework which sets outcomes for children engaging in OOSH experiences. The 'My Time, Our Place' framework guides educators in the planning, implementation and evaluation of children's play, leisure, and learning experiences. We have copies of 'My Time, Our Place' available at our services for you to read at any time. To view online, **acecqa.gov.au/sites/default/files/2023-02/MTOP-2022-V2.0.pdf**

Programs

Our program is designed to include a variety of experiences that engage children's imaginations and interests. We recognise that school and OOSH can be a long day, so we know the importance of creating a home like atmosphere where children feel safe and secure to freely make decisions.

We aim for both structured and unstructured activities such as:

- ART AND CRAFT
- GROUP GAMES
- SPORT
- COOKING CLUBS
- SUSTAINABILITY
- STEM ACTIVITIES

& MUCH MORE

Health, Hygiene, Safety, and Medications

HEALTH & HYGIENE

We aim to provide an environment in which children will have their individual health needs supported. Effective hygiene practices are implemented to control the spread of illness, infection, disease, and to manage injuries. Practices will ensure every reasonable precaution is taken to protect children from harm and hazard.

MEDICATION

3Bridges understands that from time-to-time children in care may require prescription medication. Medication will only be administered when a completed Medication Authorisation Form is submitted.

The Medication Authority Form can be obtained from the Service, Nominated Supervisor, the Admin team or on our website at 3Bridges Outside School Hours Care **(3bridgesafterschool.org.au)** on the Policies and Forms drop-down.

INFECTIOUS DISEASES, ILLNESS, AND ACCIDENTS

In cases of infectious disease, children will not be allowed to attend the service. If you are unsure of exclusion details, please contact OOSH staff who will refer to the 3Bridges Health and Infectious Disease Policy. If a child becomes unwell during the program, the parent/guardian will be contacted, and the child will be cared for and comforted until the parent or emergency contact arrives.

In the event of an accident, staff will provide first aid. If the injury or illness is of a serious nature staff will seek medical assistance or call an ambulance as they see necessary. Parents will be notified by staff as soon as possible.

SUN PROTECTION

When outdoors children will be encouraged to wear sun safe clothing with sleeves and covered necklines. Bucket and broad brimmed hats are recommended. SPF 30+ or higher broad-spectrum water-resistant sunscreen will be available at the service for children and educators to use.

Grove
INFANTS SCHOOL

Our team

Our staffing arrangements are designed to enhance your children's learning and development and ensure their safety and wellbeing. We are committed to providing highly competent staff focused on caring and developing your children. We are proud of our high staff retention rates and most of our staff are permanent and qualified in education and care.

Many of our educators have been with the organisation for more than 5 years and form a highly experienced and supportive team. Each of our Nominated Supervisors require at least Diploma level qualifications or are undertaking a traineeship to achieve qualifications.

Confidentiality

Confidentiality of records and personal information is of the utmost importance. Only information which is essential for effective service delivery is kept. 3Bridges acknowledges and follows confidentiality guidelines as outlined in legislative requirements.

Feedback

Feedback is welcomed and is important in ensuring that services continue to meet the needs of children and families. We use your feedback to improve our service quality and to investigate and respond to any issues of concern.

Feedback is best provided to the service Nominated Supervisor in the first instance. If you want to discuss anything further, you can also contact us at

feedback@3bridges.org.au.

We value our relationships with families and encourage open and respectful communication to build on those relationships and improve service delivery.

Food/Menu

Our menus are designed to satisfy cravings and stimulate curiosity.

Our daily favourites are on the menus, along with daily specials to keep things interesting and they are all delicious and healthful.

Any dietary requirements or cultural preferences are considered while creating our menus by the Nominated Supervisor for each service. Contact your service Nominated Supervisor if you're interested in learning more about the foods that your local service offers.