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Our Philosophy

Our aim is to provide quality care for teenagers aged 12-18 years living with a disability and their siblings in a friendly environment that meets the health care, social and emotional needs of all children and parents. The TeenZone community at Novita aims to treat each child as an individual, fostering curiosity, creating friendships, independence and self-esteem. We provide age appropriate activities and inclusive experiences reflecting the needs and cultural diversity. We value & encourage the participation and feedback of parents/guardians, children, staff and volunteers within our program to assure the smooth running of Novita's Out of School Hours Care program: TeenZone.

Contact Details

TeenZone Phone: 8243 8282

For all enquiries, bookings, cancellations, accounts during office hours

TeenZone Regency Park Mobile: 0408 456 644

To make contact with your child and for an emergency during Vacation Care 8.00am-6.00pm and After School Care 3.15pm-6.00pm

TeenZone Hamilton Mobile:

To make contact with your child and for an emergency during Vacation Care 8.00am-6.00pm

Email: TeenZone@notiva.org.au

Locations

TeenZone Regency Park

Novita Children's Services
171 Days Road Regency Park
Theatre via main entrance

TeenZone Hamilton

Hamilton College
815 Marion Road Mitchell Park
Flato Unit rear of car park

Open Times

- * Vacation Care is available between 8.00 am and 6.00 pm during the school holidays at both TeenZone Regency Park and Hamilton locations.
- * After School Care is available between 3.15 pm and 6.00 pm on school days at Regency Park

Program

An outline of the Vacation Care and After School Care Programs is on display on the TeenZone Notice Board and available at www.novita.org.au for your information– they are used as a guide to provide a combination of educational activities, community based excursions, reflect age appropriate and personal interests, stimulating, interesting and relaxing activities. The TeenZone Team is most grateful for your ideas and your child's ideas to create an enjoyable program. Please do not hesitate to share your suggestions and requests with us.

TeenZone Staff

All TeenZone staff are employed by Novita Children's Services. Each employee is required to have a National Police Clearance, Child Safe Environments & First Aid Certificate. In addition our staff takes part in program induction, are kept informed about the needs of each individual client and undergo regular training in a variety of areas to meet the health care, social & emotional needs of our clients. TeenZone staff are selected for their variety of experience, knowledge, dedication and their passion to provide quality care for children living with a disability by meeting the individual health care needs and assisting clients to participate in an enjoyable, stimulating program.

Fees

The minimum fee FaHCSIA will allow us to charge families in order for them to claim the full Child Care Benefit (CCB) is:

Vacation Care:

- Full Day - \$34.70 (between 8.00 am-6.00 pm)
- Half Day - \$17.35 (between 8.00 am and 1.00 pm **or** 1.00 pm and 6.00 pm)

After School Care:

- \$10.41 (between 3.15 pm and 6.00 pm)
- Accounts are issued after each week is complete.

Late Fee – collection after 6pm

To cover staffing expenses a late fee will be charged if your child is collected after 6pm. Collection between 6.01 and 6.15pm equals \$15 plus \$1 for every additional minute late. CCB is not available. Please notify TeenZone staff ASAP on 0408 456 644 (Regency Park) if you are going to be late.

Early Arrivals

Please do not enter the TeenZone program prior to 8am for the safety of your child and staff. Even though staff are present they are required to prepare for the day uninterrupted and therefore can not take on any additional responsibilities. Thank you for your cooperation.

Child Care Benefit

Parents/Caregivers are entitled to claim the Child Care Benefit CCB as long as their child in care attends school.

To apply for the CCB be sure to include your name as it appears on your Centrelink statements, CRN & DOB for both you and your child on your enrolment form and notify the Family Assistance Office on 13 61 50 that your child is attending the Novita OSHC CCMS provider.

If your child is 16 years and over and receiving a Disability Pension you are entitled to either Pensioner Education Supplement (PES) and/or Child Care Benefit (CCB). Contact the Family Assistance Officer on **136 150** for more information.

Paying Accounts

Accounts for Vacation Care are issued after completion of each holiday period. After School Care accounts are issued each week. Cash, cheque, EFT payment or credit card are all accepted to pay your OSHC account. As TeenZone is a non profit program it is much appreciated if your account is paid within 14 days of issue. Payments must be in a clearly labelled envelope that includes: TeenZone, your name, child's name, amount enclosed and whether it is cash, cheque, EFT payment or a credit card slip before handing to the OSHC Assistant Coordinator or to the Novita Receptionist. Be sure to ask for a receipt for payment.

Alternatively forward payment to TeenZone C/- Novita GPO Box 2438, Regency Park, SA 5942 together with your envelope/slip (do not post cash). TeenZone Hamilton clients can also pay accounts at the Hamilton College Administration Office.

Bookings

Vacation Care

You are required to complete the enrolment process and book your teen into a session to ensure enough staff are available and your child's needs can be met. Indicate your drop off time and pick up time. *You* will be notified of your booking confirmation prior to the program's commencement. Due to demand we cannot guarantee that all booking requests will be accommodated.

After School Care

Confirmation of your booking depends on the minimum number of children required booked into the session and staff availability. You will be notified of your term booking prior to the session's commencement. Your child will then be booked in every week for the term.

After School Care Term Bookings - Ad hoc Bookings - Enquiries

Term bookings and any additional bookings required once the term has commenced need to be made through the TeenZone admin phone on 8243 8282 during office hours. The TeenZone mobile will not be in use during the day, during the school term as TeenZone staff are employed on a needs basis between 3 and 6pm.

Attendance records

Indicate what time your child will arrive and be collected from TeenZone and any other special requests e.g. "collect from Room ... at Regency Park School", "bus driver dropping off at 4pm", "taxi driver collecting at 5pm". The person dropping off and picking up your child needs to sign the attendance sheet.

Absences

If your child is going to be absent you are required to call or sms the TeenZone mobile to notify staff working at TeenZone that day – you will still be charged for the session.

Vacation Care Cancellations

In order not to be charged for a Vacation Care booking, **twenty four hours** notice is required to cancel any booking. You will still be charged for a session cancelled on the day even if a doctor's certificate is supplied as it is too short notice to cancel staff rostered on. You can leave a message or SMS on 0408 456 644 (Regency Park) at your convenience or call the admin phone on 8243 8282 during office hours.

Excursions

Arrive at least 30 minutes prior to bus pick up time on days of excursions and check the expected time of return. Ensure your teen has all necessary supplies for a happy experience: lunch, snacks, drinks bottle, hat, sunscreen, money if required for shopping/entry fee etc.

Excursion expenses are an extra cost to TeenZone – your contribution towards entry fee and travel is much appreciated. You may choose to donate a cab voucher as a contribution towards travel expenses.

Children will be travelling in Access Cabs and Novita company cars. Ask the Coordinator for more details if required.

Transport to and from Novita

Transport to or from TeenZone is the responsibility of the Parent/Caregiver. Please contact the Coordinator if you require your child to be dropped off or collected by bus or access cab driver. With enough notice a staff member may be able to assist to ensure a smooth transition.

What to bring to TeenZone

Health Care Plans, bag, hat, drinks, healthy lunch and/or healthy snacks, medication, change of clothes, sunscreen, a game, photo scrap book, and bathers, towel, brush for pool sessions (on Monday and Thursdays for After School Care) and any swimming aids required, Plus One Free Companion Card.

Food Requirements - Promoting Healthy Eating

Meal times at TeenZone are a valued part of the daily routine and provide a good opportunity to practice personal hygiene, safe food handling and develop social skills as children are encouraged to sit together at the table to eat and engage in small group interactions. At TeenZone we encourage healthy eating so please keep this in mind when you are preparing your child's food for the day at TeenZone. As each TeenZone member has individual diets and tastes you are required to provide your child's recess, lunch, snacks and drinks each day. Please make sure lunch boxes, drink bottles and food containers are labeled with their name. Send along any special cutlery/plate/cup your child may require. Food can be refrigerated and/or heated up if required. TeenZone also has access to a Puratap to refill drink bottles throughout the day. As a part of our healthy eating program TeenZone occasionally provides healthy foods to try, cooks from recipes children have chosen and provides opportunities where your child can buy their food when out on an excursion - be sure to keep TeenZone staff up to date of any allergies your child has. Ref OSHCQA:1.1,1.3,4.2,4.3,5.4,6.1,6.2

Personal Property

It is requested that clients' personal belongings are **clearly labeled** with their name including their shoes, clothes, hat, drink bottle, bag, lunch box, towel and any other personal equipment. TeenZone can not take any responsibility for lost or broken items.

Health Issues

It is the parent/guardian's responsibility to keep staff at OSHC up to date with the health needs of your teen. TeenZone should have up to date copies of all health care plans.

Ensure your teen has a change of clothes, enough change of pants/nappies, personal care items, their own tin of fluid thickener (if required), drinks, food, snacks etc.

Safety & Illness

Safety of clients and staff is of paramount concern at TeenZone.

Parents/guardians will be contacted and expected to pick up their child if: an unsafe situation arises, their child's behaviour becomes unsafe and more assistance is required than staff ratios allocated, their child is ill or their child is injured. Please note fees & any excursion expenses will still be charged for the session booked. Any other expenses incurred are at the parent's expense.

Medication

All medication must be clearly labelled by the treating doctor including administering instructions on a Medication Authority form. Parents or guardians are required to sign medication sheet each day required.

Emergency Details

It is the responsibility of the child's parent/guardian to ensure TeenZone have up to date emergency contact details & health care plans before leaving their child at TeenZone.

Priority of Access Guidelines

Access to the TeenZone program is firstly available for children between 12- 18 years living with a disability and their siblings. If any vacancies are available once this age group's needs are met children older than 18 and younger than 12 will be considered.

Approved childcare services are required to follow the Australian Government "Priority of Access Guidelines" when allocating child care places where a waiting list is created by numerous parents applying for a limited number of vacant places.

<i>First Priority</i>	A child at risk of serious abuse or neglect
<i>Second Priority</i>	A child of a single parent who satisfies, or of parents who both satisfy, the work / training / study test under Section 14 of the Family Assistance Act.
<i>Third Priority</i>	Any other child.

Within these main categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families;
- Children in families which include a disabled person;
- Children in families on low incomes;
- Children in families from culturally and linguistically diverse backgrounds;
- Children in socially isolated families; and
- Children of single parents.

A child care service may require a Priority 3 child to vacate a place to make room for a child with a higher priority. They can only do so if you:

- are notified when your child first entered care that your service follows this policy, and
- are given at least 14 days notice of the need for your child to vacate.

Parent/Guardian Agreement

To attend the TeenZone program at Novita OSHC each client's parent/guardian must agree to abide by all of the terms & conditions printed in the Novita OSHC: Parent Handbook, Enrolment Forms and Policy & Procedures (copies available on line www.novita.org.au). Abusive/aggressive behaviour will not be tolerated and may result in being escorted off the premises, your child's enrolment being declined and legal action.

Questions/Feedback

Families and friends of Novita TeenZone are invited to give feedback and contribute to the TeenZone program to ensure Quality is provided.

If you have any feedback, questions, queries, program suggestions, complaints please email the OSHC Coordinator monique.azzopardi@novita.org.au

Enrolment

Enrolment packs available on line or by calling 8243 8282. Enrolment application and staff credentialing (if required) need to be complete before individual clients can attend TeenZone.

To book your teen into TeenZone please ensure your enrolment package is complete and returned to:

Novita Children's Services
Out of School Hours Care
PO Box 2438
REGENCY PARK SA 5942

The OSHC Coordinator will contact you to arrange a time to meet and ensure your teen's needs can be met.

Parent Information Night

Parent Information Nights are held each term alternating between Regency Park and Hamilton TeenZone sites. The evening provides up to date information about Novita OSHC's TeenZone programs and gives you a chance to meet staff, ask questions, contribute to the program and view the program's facilities. Assistance completing the enrolment pack is also available on the evening. All parents/guardians/children are welcome. For more details, date and location of next parent information night check the web or contact 8243 8282 for more details. Please RSVP your attendance prior to attending.

For further information do not hesitate to contact the OSHC Coordinator on 8243 8282.