



PARENT/CARER INFORMATION BOOK

Delacombe Primary School - 110 - 120 Greenhalghs Road - Delacombe VIC 3356

Servicing - Delacombe Primary School - Lumen Christi Primary School - St Aloysius Catholic Primary School



DASH: 0436 405 784 or School office: 5335 6103



5201-DASH@schools.vic.edu.au



www.delacombeps.vic.edu.au



Welcome to DASH

DASH Care is an integral part of Delacombe Primary School and the local community. The service aims to provide high level quality care for all children, allowing them to learn, develop friendships and have fun. In our everyday practices, our programs are guided by the National Quality Framework (NQF). The NQF governs all early childhood and school aged education and care services in Australia. The framework is overseen by the Australian Children's Education and Care Quality Authority (ACECQA) and ensures all services operate to high quality standards.

Situated in the Delacombe Primary School Kitchen and Library area, the program has access to other areas of the school, both indoors and out as required to provide children with adequate areas to enjoy a diverse range of activities.

We welcome all children and families to the service and recognise each child as an individual with important skills and abilities. We aim to implement well balanced and meaningful programs that develop all aspects of the child (physical, social, emotional, cognitive and creative) and reflect the interests of our children. We look to give our children opportunities to exercise choice and build confidence and independence. We recognise the importance of learning through play, as this provides children with opportunities to discover, create, improvise and imagine. Children will be encouraged and supported to develop respectful relationships.

DASH Care seeks to support families and caregivers in their role as primary caregivers. We aim to work collaboratively with families and believe that children benefit when there are strong links between home and the service. We will foster a strong partnership with families through mutual trust, open communication and collaboration, which will result in continuous improvement of the service. We are committed to our families having easy access to DASH care staff and opportunities for open discussions relevant to the service.

We look forward to seeing you!

DASH Program

The DASH program aims to provide a safe, nurturing and stimulating environment, where all children feel a strong sense of belonging. We are committed to being consistent and fair in our expectations of children's behaviour and to guiding children in a positive way. Our programs aim to assist in the development of children's self-esteem and confidence, while promoting socialisation, resourcefulness, responsibility and respect. Our staff provide the children with a wide range of recreational and educational activities which are designed to be fun, stimulating and safe. Our weekly programs are designed to engage and educate children in a range of activities and experiences and are themed around various topics which incorporate the interests and needs of the children.

DASH Hours

1. Before School Care: 6:30 am - 8:40 am
2. After School Care: 3:00 pm - 6:00 pm
3. Curriculum Day Care : 7:30 am - 6:00 pm (Delacombe PS students only)
4. Vacation Care: 7:30 am - 6:00 pm
5. Vacation Care excursions: you will receive specific information about what the children need to bring and wear and whether additional costs apply. A completed and signed excursion permission form is required.
6. Open all school holidays (excluding public holidays and the break between school closing in December and the week after New Years Day)
7. Early finish days - as needed and subject to availability

DASH Food

Meals and snacks offered at our OSHC are designed to promote a healthy and nutritional diet. Special dietary requirements can be catered for. If preferred, your child may bring their own snack.

DASH Personal items

Please name everything! We do not encourage children to bring toys, equipment or games to DASH. We have enough to occupy the children at each session. We cannot take responsibility for any personal items that children might bring to the program.

DASH Communication

Communication is vital in the day to day running of DASH. Please feel free to talk to any of the staff members if you need to pass on information regarding your child. It always helps us to be aware of any issues or worries you may be experiencing.

All students have a personal online portfolio which can be found in the "Learning" section of your My Home app. Here you can view photos, art works and observations by educators about your child and also updates about what has been happening in the program. Please remember to update any changes to phone numbers, email addresses, emergency contacts or other details relative to your family.

It is the obligation of parents/guardians to provide us with up to date copies of any Court Orders. Staff can only act on conditions set out on Court Orders when they have the relevant paperwork.

If at any time you have any concerns or issues, we recommend the following steps are followed:

1. Discuss your concerns with the educator involved.
2. Discuss your concerns with the coordinator.

If you feel that your concern has not been resolved, or have suggestions, compliments pertaining to the operation of the DASH program you should make an appointment with the school principal or forward the details of your concern in writing to: The Principal – Delacombe Primary School, 110 Greenhalghs Rd, Delacombe, 3356.

DASH Enrolment

To enroll you are required to complete an DASH enquiry form for each child you wish to enrol, before attending DASH Care. This form can be found on the DASH page of the Delacombe Primary School website www.delacombeps.vic.edu.au

Once submitted this will generate a profile for your child in Xplor, and a digital enrolment form will be emailed directly to you. You will then be invited to download the “Xplor Home” app which you will use to manage your DASH account. Parents of children attending DASH from external schools must also complete an Application for Permission to Travel form which can be found on the enrolment form. Please be assured that all staff acknowledge and respect the privacy rights of our children, families and all personal information is stored appropriately.

An orientation visit is recommended for all families before commencing care. This allows the children to see that DASH Care space and meet the staff, gives the staff a chance to meet the children and become familiar with them, and for families to go through any accompanying paperwork you may need to fill out. Please let us know if your child will need extra support transitioning into the program. In these circumstances we are keen to discuss transition options with parents.

Please speak or email our DASH Coordinators to add a regular booking for your child. Casual bookings can be made through the Xplor app but must be made by 3pm the day before care is required.

It is expected that all children attending OSHC be fully immunised and an immunisation certificate be provided. (Children must be immunised for you to receive the Child Care Subsidy)

For parents/carers to receive the Child Care Subsidy, you must include a Centrelink Reference Number (CRN) for both yourself and the child/ren when completing the online enrolment form. Log on to Centrelink once your booking has been processed to confirm the enrolment with our service. Digitally sign the CWA on your Xplor application

DASH Attendance & Collection

1. Parents/carers must enter the DASH building to sign their child in and out.
2. Children can only attend the program after all the enrollment paperwork has been completed and confirmation has been received that your child/ren are now enrolled in DASH.
3. Children will only be permitted to leave DASH with people previously authorised on the enrolment form unless prior arrangements have been made with the program coordinator in writing.
Parents/Guardians can add Hub Guests in their Xplor Home app as persons they give permission to sign their child in and out of the service.
4. Children must be signed in and out using the iPad located in the foyer. Only authorised people over the age of 18, who have their own login details are able to sign the children in and out. Failure to sign children in/out correctly may affect Child Care Subsidy.
5. Delacombe Primary School Students attending After School Care must go straight to the Kitchen room immediately after the bell rings at the end of the school day and see a staff member to be signed in.
6. External school children will be collected by the bus service at a designated pick-up spot each day.
7. If your child/ren will not be attending their booked session please mark your child absent through the Xplor app.

DASH Accounts

1. The fee schedule and payment process will be fully explained to families during the enrolment process. Families will be given a minimum of 14 days of notice of any fee increase.
2. Details of individual's accounts and all completed forms kept by the service will remain confidential and stored properly. Families may access their own records upon request.
3. A statement will be issued to families via email each week or upon request. Statements can also be viewed on the Xplor app.
4. Families are required to pay the gap fee shown on the invoice each Friday and not allow fees to fall more than two weeks into arrears. If accounts are not paid in full each week, bookings may be cancelled. Debit Success is our preferred method of payment.
5. Parents/Guardians with overdue fees will be encouraged to discuss any difficulties they may be experiencing and make suitable arrangements for payments to be made via a payment plan.

DASH Medical

Your child's safety is important to us and DASH staff with the appropriate first aid, anaphylaxis and CPR training are on duty at all times and a defibrillator is located onsite. Should your child have an accident whilst in our care we will: Assess the injury and administer appropriate first aid if necessary. If the injury is determined to be serious, you will be contacted to collect your child immediately. Your child will be monitored and kept comfortable until you or your designated representative arrives. An accident report will be completed and made available for you to sign. If deemed necessary an ambulance will be called.

Please Note – In the event that an ambulance is called, the parent or guardian will be responsible for costs incurred. We strongly recommend that you arrange ambulance cover.

Please do not send your child to DASH Care if they are unwell. In some cases you may be asked to provide a clearance certificate from your doctor to enable the child to return to the service. Children who are ill are not

able to remain at DASH Care. If your child becomes ill during a session you will be contacted to collect, or arrange for the early collection of your child.

Medications to be administered by DASH Care staff: Must be handed to a staff member upon arrival and the necessary paperwork completed, Be in its original packaging or labelled container, Will be checked by two staff members prior to being administered.

If your child has an allergy or medical condition you will be required to provide us with up to date details as necessary, the appropriate management plan and medication. Arrangements for storage of regular or responsive medication (eg, Epipens, asthma relievers, hay fever medication, etc) can be made with staff and held at DASH in the event that they are needed.

During Terms 1 and 4 all children must wear a hat when outdoors. The 'no hat, no outside play' rule applies in these terms and over the Vacation Care periods that adjoin them. Sunscreen is available and staff will assist children to apply it if needed.

DASH Express

Acceptable standards of behaviour are needed to ensure that all children and staff can enjoy their time at DASH Care and remain safe. Appropriate standards and discipline will be applied, using positive guidance to encourage acceptable behaviour. The DASH Express (based on the Delacombe Express) is our behaviour model that all children at DASH are expected to follow.

Children at DASH are expected to demonstrate at all times the 4 whole school values of Delcombe primary school - Kindness, Respect, Resilience, Growth.



Thank you!