Notes from the Directors

Hi Parents!

You may not have seen me around recently as I had to make an unplanned trip to the UK to visit my dad who has been unwell recently.

I will be back in Darwin from Tuesday and visiting all three (3) sites.

While I was away we had a regulatory spot check at our Gray Primary School site and we have received the final Assessment report from QualityECNT for the Rosebery service. More on this below.

PLEASE NOTE: Christmas Vacation care WEEK1 will take place Monday 15th December to Friday 19th December at each of the three (3) sites. We will then be closed for TWO (2) weeks until re-opening for the remaining THREE (3) weeks of vacation care on Monday 5th January 2015.

Also, we have NEW mobile numbers for each of the three sites. Please use them as the first point of contact to change bookings or advise of non-attendance for sickness or other reasons.

We look forward to seeing you and your children at Vacation Care!

Check out the photos from the October vacation week services.

PLEASE REMEMBER: If you have any feedback on any of services (both positive or negative!) - let us know.
After School Care (ASC) : A Guide for Parents

Some little reminders that help us to keep things running smoothly

When your child starts attending After school (ASC) or our other care services: Before School Care (BSC) and Vacation Care (VAC) – there are a few small things to remember.

**PLEASE REMEMBER:**

1. **To sign in and out** your child every day. (This is a legal requirement and could impact your CCB/CCR if you don’t)
2. **To advise us** immediately of any medical conditions (ongoing or temporary) that may be affecting your child. We have a legal responsibility to your child and other children in our care to maintain a healthy and safe environment
3. **To advise all authorised nominees** who collect your child that they bring photo-id along with them. Please don’t be offended if our staff challenge you or your nominees to provide evidence of their relationship to your child when they come to collect them.
4. **To let us know immediately if your circumstances change** and you no longer need care, or you have issues paying your child care fees. We are here to help families and our first priority will be to provide assistance
5. **Ask us to explain your customer statement in detail.** One of the biggest source of questions we receive is about the layout of our customer statement. Unfortunately, we can’t change it – but we can help you navigate your way around and feel comfortable that all your charges and payments are correctly accounted for.

**CONTACT INFORMATION**

Enrolment & billing related
Office@outsideschoolcare.com.au
Janet: 04 9999 4158
Rosebery
Rosebery@outsideschoolcare.com.au
NEW Number (Dani): 04 3897 2601
Office 08 8930 5100 EXT 4
Gray
Gray@outsideschoolcare.com.au
Audrey/Delaney: 04 9997 5048
Wulagi
wulagi.oshc@ntschools.net
Tyson: 04 3862 2601
Office: 08 8983 7816

*correct at November 2014

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**CHRISTMAS/NEW YEAR 2015 CLOSEDOWN:**

We will be closed
Monday 22nd December 2014
until Friday 2nd January 2015

No more TAXI for Mr EFTPOS!

- We now have separate EFTPOS machines permanently based at each service – making it even more convenient for parents to settle your account.
National Quality Standard Assessment and Rating Report for Rosebery

Our Rosebery service has now been assessed according to the National Quality Framework – Quality Areas

The National Quality Framework aims to raise quality and drive continuous improvement and consistency in education and care services and school age care.

Our Assessment by Quality Education and Care NT was to check how we are performing against the seven quality Areas. We’re pleased to say that we met all the requirements of four of the seven areas. These were: QA1, 2, 4, 5. There were some things on Areas 3, 6, 7 that we still need to work upon – but overall we were pleased how our very first site assessment went.

For Rosebery’s parent and guardians who are interested, we will have a hard copy of the full assessment report available on-site so you can review the report yourself.

Our strategic aim is to ensure that we meet or exceed the national quality areas at all our sites.

Next up for Assessment will be our Gray service and probably early next year we should expect an Assessment visit at our new Wualgi service.

We aim to be open and transparent:

A copy of our Full Assessment Report will be available on-site at Rosebery from next week.

Ask Janet or Dani if you would like to review it
PhotoBox

Some recent photos from our Vacation Care Programs at Rosebery, Gray and Wulagi...

There was a star spangled theme at Rosebery with the New York Café and statue of liberty competition amongst some of the stateside activities...
The water slide on the last day – never fails to raise a smile – as staff can never resist joining in the fun as well!
At Gray, the first anniversary of our opening of the service there – was celebrated with a sponge bob cake and end of week sausage sizzle.

Below: Ready for our Masterchef activities (hats and all)!
We also had a water slide at Gray. Again, we’re not sure who has the most fun – children or staff. BELOW: Miss Delaney nearly losing her hat on the slide.

There were quite a few bubbles created!.....
Didn't we do well! Presentation of certificates at the end of the week.

At Wulagi, the inflatable obstacle course took centre stage......
NEWS from around the sites.....

Some site specific updates and bit and pieces...

GRAY

1. A pre-assessment visit from QualityEC NT was received on Monday 27th October.
2. Plans are underway to possibly implement a self contained food prep area with new sink, hot water and dishwasher (subject to final approvals)
3. An updated quality improvement plan (QIP) will be submitted to QualityEC NT (if parent have any suggestions/input –please advise Janet)
4. EFTPOS now on site everyday

Wulagi

5. An updated quality improvement plan (QIP) will be submitted to QualityEC NT (if parent have any suggestions/input –please advise Tyson)
6. EFTPOS now on site everyday

While Mr Tyson found a different way to create some watery fun!......