

Parent information booklet

Welcome to  
**ourpatch** 



66 together we create  
a patch for every  
child to **grow** 99



# Welcome to Our Patch,

We are thrilled to be introducing Our Patch to your school community. Our Patch is a fresh provider in the education and care space, which has been meticulously designed from the ground up by Rosa Piteri and Daniel Mundy. It sprouted from a dream to create entirely unique spaces that gives children voice and offers them a safe place to wonder in which to GROW.

Our Patch is seeded in programs that provide children with endless opportunities to build confidence and resilience. It is our aim to grow and develop grounded and respectful children, brimming with confidence, who are true to themselves, and have a keen commitment to each other and shared community values. Our vision is that all children will want to come to Our Patch and experience a true sense of ownership, because they love being in a space specifically designed for them – not because it is the only choice they have.

## Our Core Values

We inject passion into every patch through our values



### Grounded

A true awareness of self with a balance of calmness, humility and honesty.



### Relationships

A caring community minded team that requires great leadership and exceptional connectedness to children, families, schools and each other.



### Ownership

By our very nature of pride and satisfaction, we promote autonomy, empowerment and personal ownership with each role we play at Our Patch.



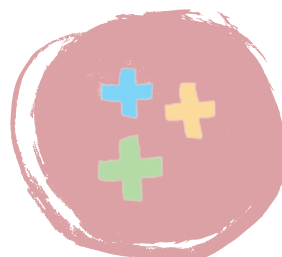
### Wonder

A journey of discovery through magic and imagination that allows for creativity and laughter each and every day.

## Our Brand Promise



### Voice



### Value



### Excellence

# Voice

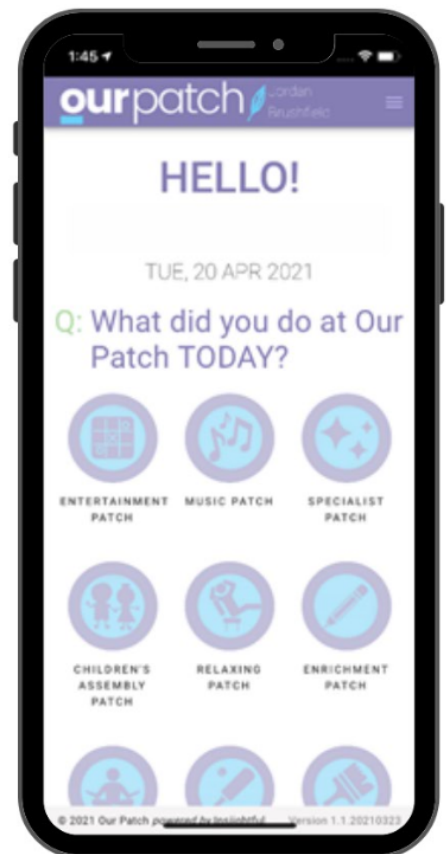
The voice of every child is the foundation of each tailored program running in every Patch.

We want to hear all feedback, good or bad from our families, children and our schools and you can provide this to your Patch Leader, our Leader of Operations via [info@ourpatch.education](mailto:info@ourpatch.education) or call our Customer Service Team on 1300 018 310.

In every session of care children are able to provide feedback through the Our Patch Voice App. They can let us know how they're feeling, what they've done that day, or what they'd like to do in the program moving forward.

All feedback is important as it can influence our programs in several ways:

- The service philosophy
- Community Voice Journal
- Reflection Journal
- Quality Improvement Plan



# Value

When children are in the care of Our Patch, we focus on each minute being spent on engaging, developmental experiences with intention. We want our families to feel comfortable leaving their children in our care whilst also receiving real value.

Our programs are adventurous, creative, artistic and an opportunity for all children to play with different age groups.

**Specialist offerings** will be offered throughout each term based on what children say they would like to do. As an example, activities that may be offered at no additional cost to families include: Karate, Cooking, Basketball, STEAM, Netball, Dancing, Singing, it all comes down to what the children would like to do.



Performing Arts



Gardening



Creative Moments



Team Games



Mindfulness Games

**Food** We provide healthy food options, with a menu that is approved by an accredited practising Dietician and considers children’s specific dietary/cultural requirements and preferences. Following is an example of a menu:

WEEK 1	MON	TUE	WED	THU	FRI
<b>Breakfast</b>					
Fresh fruit & Vegetable platter offered to children ( includes seasonal fruit and vegetables), <u>and</u>					
<b>Food</b>	DIY porridge/yoghurt add: - Colourful fruit - Muesli (nut free) seeds	Banana breakfast muffins with mixed seeds & berries	French Toast with natural yoghurt & honey	Omelette wedges (ham, low fat cheese, tomato)	Healthy toasties: wholegrain or wholemeal bread with ham, low fat cheese, low salt baked beans and tomato.
<b>Drink</b>	Breakfast Smoothie (Strawberries, blueberries, mango, banana, honey, cinnamon, apple, carrot, orange) or Water or Low fat milk				
<b>Afternoon Tea</b>					
Fresh fruit & Vegetable platter offered to children ( includes seasonal fruit and vegetables), <u>and</u>					
<b>Food</b>	Veggie & chicken fried rice (Carrot, peas, broccoli, cauliflower)	Sushi with teriyaki chicken or tuna & avocado/cucumber	Veggie mac & cheese (capsicum, spinach, pumpkin)	Chicken schnitzel wrap with salad and cheese	Homemade meatballs with pasta
<b>Drink</b>	Water or Low fat milk				
<small>*Foods do not contain tree nuts, peanuts, sesame seeds.            *Foods can be modified for vegetarian/vegan/Gluten Free and any other allergies/intolerances.            *Foods aim to meet 20-30% RDI for children ages 4-12 years.</small>					

## Excellence

Each Patch is measured on outcomes. A level of excellence enabled by great leadership and connectedness to the school community. Our Patch continuously reflects and improves practises to go above and beyond the National Quality Framework.

We have also commenced doing some terrific work in partnership with the Australian Childhood Foundation and we will spend countless hours working toward ensuring that Our Patch will be an Accredited Safeguarding Children Organisation from top to bottom. This includes ensuring all Our Patch policies and practices are in line with Safeguarding Children in all that we do. Children’s voice will be central to our Safeguarding Children Accreditation. Should parents wish to review any of the Our Patch policies they just need to speak with their Patch Leader.

We also want to support the local suburb community. Whether it be supporting local community businesses, local community events or school fundraisers, Patch Leaders will be actively involved in the community and school events where possible.

**Our Team** To provide the level of excellence required for your Patch, all our team members will have the appropriate skills and qualifications as mandated by the Education and Care Regulations to look after the children in their Patch. their own skill set and needs of their Patch.

Each team member will be required to have:

- A current and valid Working With Children's Check
- National Police Check
- First Aid Training
- Australian Childhood Foundation Child Protection Training

In addition to this we provide an in-depth Induction that every employee at Our Patch will complete. This induction includes a combination of face-to-face training and supervised onsite training at Our Patch.

A professional development course will be designed for Educators, based on their own skill set and needs of their Patch.

**We want to grow our Educators as much as our children.**



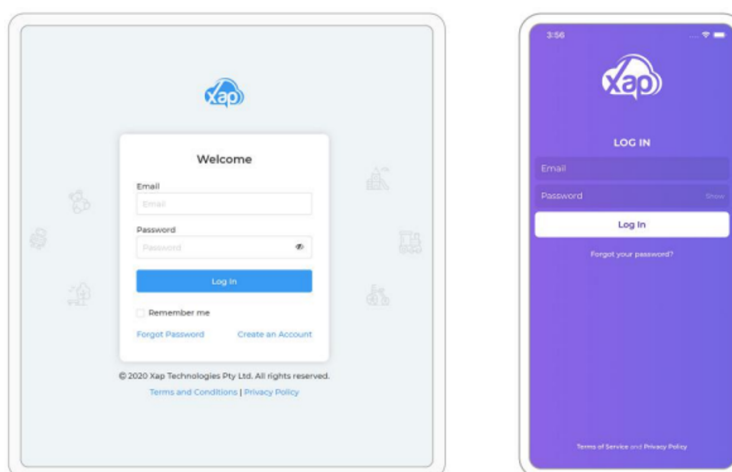
# How to Enrol & Book



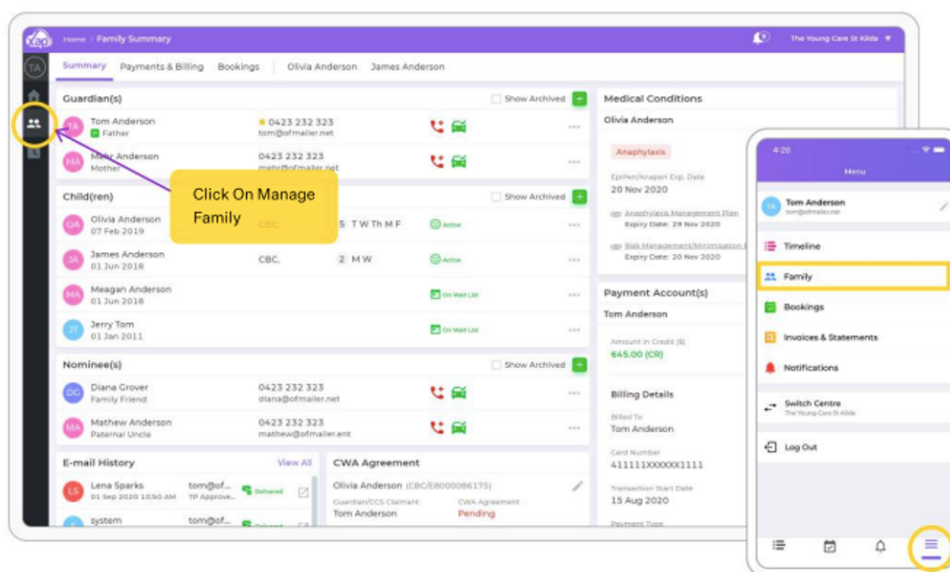
Our Patch utilises Xap Childcare Software to manage their CCS processes including bookings.

Xap has an easy-to-use App and Guardian Portal which allows you as the guardian to manage your own data, in your own time.

We encourage all parents/guardians to register their child into their school's Patch in case of an emergency. An online enrolment form must be completed in full before your child can attend the program.



Each Patch has a unique link to register, and this can be found online at: [www.ourpatch.education](http://www.ourpatch.education). Once here click on For Parents in the top right corner, scroll down and find your school to click on the Enrol now button. Once enrolled, download the Guardian Smile App to manage your child's bookings, update your details should they change, etc.



## Permanent Bookings

You can book set days throughout the year and can alter at any time via the Guardian Smile App.

## Casual Bookings

Casual bookings can be made at any time via the Guardian Smile App based on your requirements and should there be places available.

## Cancellation of Bookings

You can cancel your booking at any time either via the Guardian Smile App or contacting our Customer Service Team on 1300 018 310.

Where no notice of cancellation is provided, full fees for the session will be charged.

## Late Pick Up

Should you or an authorised nominee be running late to collect your child, then a late fee of \$15.00 for every 15 minutes or part there of may apply.

## Medical Conditions

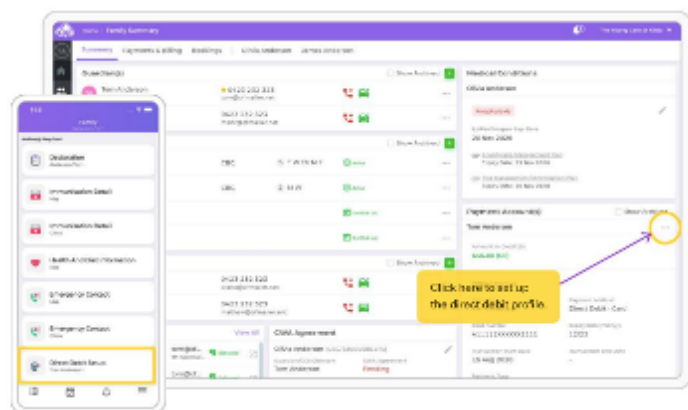
It's important that we are aware of any allergies and/or medical conditions that your child may have, and must be included as part of the registration process, including any medical management plans. It's also critical that this is updated at any point in time should the condition change.

## How to Pay

Payment is either via direct debit from your nominated bank account or by credit card (Mastercard or VISA) and you can provide these at the point of setting up your account. You can also change these at any time by updating your account via the Guardian Smile App. Accounts are to be paid fortnightly in arrears, with credit cards and/or bank accounts being debited with the amount owed after your Child Care Subsidy rebates have been deducted.

To ensure that you receive your Child Care Subsidy rebate you must enter your Centrelink Customer Reference Number (CRN) into your account. Should this not be provided or submitted incorrectly you will be charged the full fee.

Should you have any issues or questions regarding your child care subsidy entitlements you can contact the Centrelink Families Line on 136 150.





## **Privacy Policy and Terms and Conditions**

Information on our Privacy Policy and Terms and Conditions can be found on our website at [www.ourpatch.education](http://www.ourpatch.education)

For further information Our Customer Service Team can be contacted on 1300 018 310 or you can send an email to: [info@ourpatch.education](mailto:info@ourpatch.education)

## learn more

 [www.ourpatch.education](http://www.ourpatch.education)

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