



# FAMILY HANDBOOK

2024

LIKE NO  
OTHER OSHC

[www.inspireprogram.com.au](http://www.inspireprogram.com.au)

[info@inspireme.com.au](mailto:info@inspireme.com.au)

1300 665 275



**Inspire**  
Program Australia

# Welcome

## Welcome to Inspire Program Australia!

Thank you for the opportunity to care and educate your children. We hope that their time at Inspire Program Australia (hereafter 'Inspire') is rich and rewarding.

Our holistic program has been designed so that children have the opportunity to engage in academic, physical and creative activities each time they attend Inspire. This means at the end of the day - you can just enjoy quality family time!

This handbook is designed to give families more information about Inspire, and ways that you can provide input, feedback and share ideas.

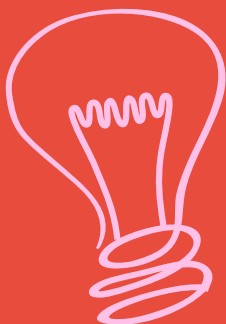
Kind Regards,  
**The Inspire Team**

**1300 665 275**

**[info@inspireme.com.au](mailto:info@inspireme.com.au)**



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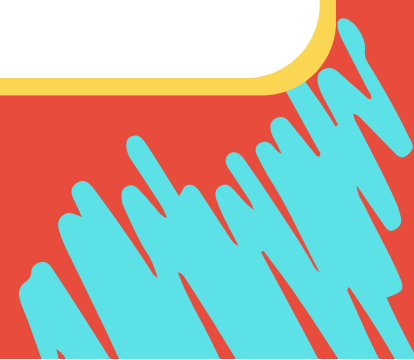
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### **STILL HAVE A QUESTION?**

Visit our frequently asked questions page at:  
[www.inspireprogram.com.au/faq](http://www.inspireprogram.com.au/faq)



# ABOUT INSPIRE

## Our Philosophy

At Inspire, our philosophy is shaped by the input of children, families, educators, management and the community - and our program is intentionally designed to support families in their important parenting role. An example of this is our unique homework program, developed in consultation with children and families, supporting children's sense of responsibility and giving families the opportunity to spend quality time with their children at the end of a busy day. We believe that children's confidence and self-esteem are critical to their positive learning and development. The Taekwondo program that is a feature of our curriculum enhances children's confidence, self-esteem, physical, social and emotional development. Inspire's program reflects the nationally approved learning framework, My Time Our Place.

## Our Children

At Inspire, we view children as capable and competent, and this is reflected in curriculum design. We provide many opportunities for children to contribute to and lead the program. We listen carefully to children and consider them in the curriculum. Our program is designed to reflect the diversity of children and families, and to ensure inclusion for all. We believe strongly in the principles of social justice and equity, and support children's critical thinking about community and global issues to empower them to become strong social citizens as they grow and develop. For each and every child at our service, we aspire for them to do their very best for themselves and others, and to believe in their own unique capabilities.



## Our Families

At Inspire, we understand that families are a primary influence in the lives of children. For this reason, we carefully consider how all families, in all of their uniqueness, are welcomed into our program. We are committed to building strong and supportive relationships with families and understand that positive relationships with families are essential for successful partnerships. We know that when we work in partnership with families, positive outcomes for children are enhanced. We think critically about responsive ways to connect to and consult with families, mindful of their communication styles and individual circumstances.



## Our Community

At Inspire, we acknowledge the Australian Aboriginal and Torres Start Islander (ATSI) peoples as the first inhabitants of the nation and the traditional custodians of the lands where we live, learn and play. We endeavour to work in collaboration with Aboriginal representatives to bring value to ATSI culture and heritage in our program. We believe that our service should be reflective of our local community. Our program operates from the premises of local organisations, so strong partnerships are critical to our operations. Through supportive reciprocal relationships we aim to build a strong sense of community. We understand the unique difference in communities and consider this carefully in our program.



## Our Environments

At Inspire, we understand the key role that the environment plays in supporting children's learning and development. Our educators strive to create environments that are welcoming, engaging, inviting and fun. In consultation with children, we provide experiences that challenge thinking, enhance self-esteem and position children as drivers of their own leisure and learning, building their leadership skills. Our environments are safe and healthy, and we also intentionally provide opportunities for risk taking and challenges to support children's development and build their confidence and self-esteem. Environmental responsibility and sustainability are important to us, and we work with children to understand their responsibility as future custodians of the environment.

## Our Educators

At Inspire, our educators are enthusiastic and positive role models who have high expectations for all children. They build strong and supportive relationships with children and families, and respect children's rights to contribute to the program and to make decisions in matters that affect them. Our educators think carefully about the program in evaluating and planning for future program though collaborative and professional dialogue. Reflective practice drives program direction and professional learning opportunities are also valued by Inspire for their potential to support quality improvements. Our educators understand children's individual needs and dispositions and respond to them accordingly. They are enthusiastic participants in children's fun and discovery.

## Our Program

At Inspire, our program is led by our children. We facilitate play and recreation activities that invite children to discover, create and imagine, through our intentionally established resources and environments. Play and recreation activities, our Taekwondo program, Homework program and Inspired Time program, developed in consultation with children and families, provides a secure and supportive curriculum where our children know they belong. Our program is guided by the principles, practices and outcomes of the approved learnign framework, My Time Our Place.

## Hours of Operation

### After School Care

NSW School Terms

Inspire starts when school finishes

Closing time is 6.00pm

### School Holiday Fun

Selected Inspire centres

7.30am - 6:00pm

Dates and details are at:

[www.inspireprogram.com.au](http://www.inspireprogram.com.au)

**Our Head Office Team is contactable between 9am – 6pm, Monday to Friday on 1300 665 275**

## Policies and Procedures

In line with the Education and Care Services National Regulations (Regs) and National Quality Standards (NQS). Inspire aims to provide a quality service which includes the ongoing development and reviewing of our policies and procedures. We encourage families to view our policies - a copy is available at each of our Inspire centres.

We welcome any feedback and suggestions as we work to continually improve of service.



## Staffing

Inspire staff bring an array of skills and experience to ensure each child's time at Inspire is rich and rewarding.

Our team includes experienced child care educators, primary school teachers, black belt Taekwondo instructors and undergraduates who are passionate about working with children.



### OUR TEAM

- All staff are trained and accredited by Inspire
- All staff are trained in Child Protection
- All staff hold a NSW Working with Children Check, and are cleared prior to starting with Inspire

Each centre has a Centre Manager and staff qualified in First Aid, inclusive of CPR, asthma and anaphylaxis. You can find more details about individual staff members on display at each centre.

Inspire maintains a high ratio of staff as we know this improves our service, safety and the experiences of the children. While the National Quality Framework (NQF) requires a ratio of 1 staff member per 15 children, Inspire aims to maintain a ratio of at least 1 staff member per 10 children - and it is often much higher than this!





## Bus Pick Up Service

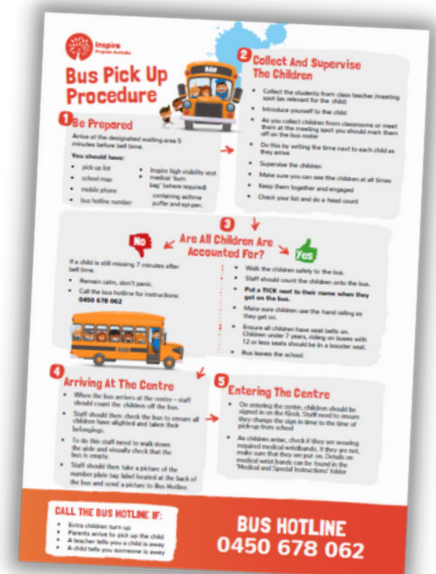
We understand that many families are concerned about their children being picked up from school and taken to Inspire - and that's a perfectly normal way to feel! At Inspire we take this responsibility very seriously. Below we have provided details about our bus pick up service that we hope will put your mind at ease.

### Our Buses

Our buses undergo a HVIS inspection every 6 months with RMS. Each bus is fitted with GPS tracking - allowing for head office support team to monitor drivers, and provide assistance when required.

### Collecting Children from School

- Inspire liaises with each school and conducts a risk assessment to identify the safest area to park the bus and pick up children.
- Each school has a 'designated pick up area' and this is marked on a map of the school
- Inspire works with individual schools to determine which children need to be collected from their classroom (e.g. kindergarten children).
- Our staff are trained in how to safely pick up the children and supervise them waiting for the bus, walking to the bus and getting on and off the bus.
- Our staff are easily identifiable with their Inspire logo orange safety vest and name bags, and a list of the children they are picking up.
- Inspire has dedicated 'bus hotline' that staff can contact if they encounter any problems
- All children are marked off the list upon arrival to the meeting spot and again prior to leaving the school grounds. A head count is conducted as the children board and disembark the bus



## How Can Families Help?

Please ensure your child knows what days they are coming to Inspire (remind them each morning).

If your child is absent from school or if they aren't attending Inspire, please mark your child absent in the XAP smile app, call [1300 665 275](tel:1300665275) or email [info@inspireme.com.au](mailto:info@inspireme.com.au). This will help to prevent our staff unnecessarily searching for your child at the school grounds during bus pickup.

You must be contactable by phone call during bell time to allow Inspire to get in touch with you if we are unable to locate your child.



We require families to be contactable, as:

- If your child is missing, whilst we spend time trying to contact you our search procedure is delayed.
- If your child is away from school and we have not been notified this will impact our entire afternoon and delays the children's arrival to the centre.
- If we cannot contact you this puts our staff under unnecessary pressure.
- If we cannot find your child, and cannot contact you after 30 minutes, we are required to lodge a missing child report with the police.

## School Excursions

Often school will not communicate with us about your child's excursions - it is your responsibility to inform us if an excursion will impact your child's pick up!

Our staff must leave the school by a certain time to ensure we get to the other schools and the centre in time.



# OUR PROGRAM

## National Quality Framework (NQF)

The Australian Children's Education and Care Quality Authority (ACECQA - pronounced a-see-kwa) is an independent national authority that assists governments in implementing the NQF for children's education and care. Introduced in 2012, the NQF aims to improve quality and drive continuous improvement and consistency in the education and care sector through:



Australian Children's  
Education & Care  
Quality Authority™

- Education and Care Services National Law (Law) and Regulations (Regs)
- National Quality Standard (NQS)
- Assessment and ratings process
- National learning frameworks

Inspire is an Approved Provider and all our centres have Service Approvals which are displayed at each centre

## My Time Our Place

Inspire offers a unique program filled with enriching experiences for children. Our programming is guided by My Time, Our Place - The framework developed by the Council of Australia Governments. My Time, Our Place fosters the following outcomes for children:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators

My time, Our Place is designed to ensure children receive the highest quality care, where they can engage in quality experiences for rich learning, personal development and citizenship opportunities.

The framework aims to develop life skills and a sense of enjoyment, acknowledging the importance of play and leisure in children's learning and recognising the significance of social and emotional development and communication.



## After School Care

A weekly program is displayed in each centre and provides families with details of the activities and routines for each day.

As a general guide, a typical daily routine is below:

- Children are collected from schools
- Children arrive and are served a healthy afternoon tea while they socialise with friends
- Children change into their Taekwondo uniform
- Children engage in a range of spontaneous and planned interest based experiences (including Homework Time & Taekwondo).

As required by the learning framework, children are provided with choices and a variety of activities. Through our ideas board, we regularly gather information from families and children and use this to create experiences that interest children and extend their learning.



Our Program is flexible and thoughtfully designed to support children's wellbeing, development and learning. **Key aspects of our program include:**

### Homework

Inspire provides children with an opportunity to engage in homework at our centres. Our educators work in collaboration with the children when developing the homework aspect of our program. This means that children are given the opportunity to contribute to the way in which they undertake homework at the centre. When children feel a sense of ownership and take part in decision making in matters that affect them, they are much more likely to be motivated.

Families can help us by completing a 'family input form' at your centre, providing information regarding your Child's homework. In consultation with children, we will develop strategies to support homework being undertaken at the centre.

In addition to supporting children with their homework—Inspire offers a range of engaging learning experiences—as we know children learn best when they are having fun. Throughout the year children can participate in numeracy club, literacy club and science club. All booklets and resources are provided by Inspire at no additional cost.



## Taekwondo Lessons

Not only is Taekwondo great exercise, but it has been shown to improve a child's concentration, coordination and confidence—skills that are essential in all areas of life! Our Taekwondo program is non-contact.

Every school term we run an inspire grading day where children are given an opportunity to take part in grading. Whilst grading is not compulsory, we encourage families to participate as Grading offers a fun-filled day where children can display their new skills, build self-esteem and a great sense of pride and accomplishment. We have many children that have started with Inspire in Kindergarten and Year 1 and have now achieved black belt status.



## Inspire Time

Our be inspired experiences are fun and engaging, and are programmed based on children's interests, input from the 'Ideas Board', and developmental needs. Children are able to freely engage with these experiences throughout the afternoon some of which include art, craft, science, dramatic play, sport, drawing, games and cooking.

We acknowledge the diversity within our centres and celebrate these regularly through various cultural days, experiences and through community events.

We also include regular incursions where children can engage with the wider community and learn about environmental issues, wildlife rescue and engage with the fire brigade!



## School Holiday Fun

Our School Holiday Fun programs are run at select Inspire centres.

School holidays at Inspire are lots of fun!

Each day includes a themed excursion or incursion, such as the zoo, visiting museums, watching the latest movie at the cinema or sports incursions, master chef, construction days and more - every day is different at Inspire!

All Children attending excursions are required to wear Inspire's orange vests, as this helps with supervision.

If a School Holiday Fun program is not running at your usual Inspire centre, we encourage you to attend another centre close to you.

Details can be found on the Inspire website:  
[www.inspireprogram.com.au/school-holidays/](http://www.inspireprogram.com.au/school-holidays/)



# ENROLMENT & BILLING

## Fees and Charges

### Enrolment Fee

To secure your place at Inspire you will be charged a non-refundable enrolment fee of \$80.

### Daily Fee

When you enrol at Inspire you will be advised of the daily fee for your centre. Inspire's fees are paid fortnightly in advance via Debit Success. You will receive a email statement prior to the funds being deducted from your nominated bank account.

### Annual Administration Fee

At your re-enrolment for the next year, you will be charged an administration fee of \$30.00.

### Late Pick Up Fee

Children are required to be picked up by the centre's closing time, after which you will be charged \$10 for every 5 minutes that your child remain in the care of Inspire staff.

### Search Fee

If your child is away or not attending Inspire you must notify us before 1pm. Failing to notify us means our staff are looking for your child. This affects our bus run and the other children at Inspire. Therefore we charge a \$50 search fee when you fail to notify us.

Please refer to our Fees & Charges table found in your enrolment form.

## Child Care Subsidy

On 2 July 2018 the Child Care Subsidy (CCS) and Additional Child Care Subsidy replaced the previous child care fee assistance payments (Child Care Benefit and Child Care Rebate). Care Subsidy will generally be paid directly to Inspire to reduce the fees you pay. **Therefore fortnightly fees charged by Inspire will be reduced by the amount specified by Centrelink - you will see lower charges from Inspire.**

Please understand that Inspire cannot change entitlements - you need to deal directly with Centrelink. To learn more, you can visit:

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

## Casual Bookings and Extra Days

All casual booking are subject to availability.

### After School Care

Inspire accepts casual bookings for our after school care program.

If you require your child to attend an extra day which had not been previously booked, you must first call 1300 665 275, or email [info@inspireme.com.au](mailto:info@inspireme.com.au) to check availability and arrange for your child to be added to the bus roster and attendance sheet.

### Before School Care

Inspire accepts casual bookings for our before school care program.

If you require your child to attend an extra day which had not been previously booked, you must first call 1300 665 275, or email [info@inspireme.com.au](mailto:info@inspireme.com.au) to check availability and arrange for your child to be added to the attendance sheet.



### School Holiday Fun

Inspire accepts casual bookings for our school holiday fun program.

If you require your child to attend an extra day which had not been previously booked, you must first call 1300 665 275, or email [info@inspireme.com.au](mailto:info@inspireme.com.au) to check availability and arrange for your child to be added to the bus roster and attendance sheet.



## Non-attendance, Sick Days and Holidays

Fees are charge for the days the child is booked into the service even if they are absent due to illness, family holidays (excluded publics holidays & school holidays).

If your child is absent from school or they aren't attending Inspire, please notify Inspire by 1:00pm on 1300 665 275 or at [info@inspireme.com.au](mailto:info@inspireme.com.au)

Thereafter, cancellation can be made by giving Inspire head office a written 2 weeks notice. The written notice can be sent to [info@inspireme.com.au](mailto:info@inspireme.com.au). Your child's enrolment will be cancelled 2 weeks from the date that we receive this written notice.



## Change in Attendance or Booking

Changes to your child's bookings can be made at any time (subject to availability). Because we prepare weekly bus rosters – you need to contact us by 4pm on the Thursday before the week you need to make the change so we can adjust our bus rosters for the following week.

## Cancelling Enrolment

Once your child's enrolment is confirmed, bookings in the first 2 weeks cannot be cancelled. You will be charged for these 2 weeks and this payment is non-refundable, whether or not your child attend Inspire.

All cancellations are dependent on the current billing schedule, and the Inspire head office must receive a minimum of 2 weeks' notice. All families wishing to cancel must complete a "Cancellation Request Form", either contact our bookings team or visit [www.inspireprogram.com.au/cancellation](http://www.inspireprogram.com.au/cancellation) to receive access to this form.

Once our team have received your cancellation request they will advise you of your child's last day.

**Please note - if your child does not attend on their last day at Inspire they will not be eligible for the child care subsidy**

## Cancelling Prior to your child commencing

Once your child's enrolment is confirmed and you have decided that you wish to cancel their enrolment prior to their commencement date you have two options

1. Your child is able to attend for the first two weeks from their commencement date to enable the child care subsidy to be applied. Please note they must attend their first and last day
2. If you are not wishing for your child to commence with us you would be charged the full fee for the first two weeks from commencement date and our Head Office team will advise you of the chargeable amount.

## XAP & the XAP Smile App

### What is XAP?

XAP is a childcare management software platform and you would be familiar with the platform during your child's enrolment with Inspire.

Once enrolment is complete, you should download XAP Smile app to your phone. From the app you will be able to:

- Mark you child absent
- Update your authorised nominees
- Update your payment details
- View your invoices
- View your child's bookings
- Receive notification from your child's centre



### Where to download the XAP Smile App?

The XAP Smile app is available for download on both the Apple Store & Google Play.



# FAMILIES & PICKUP

## Signing In and Out

- All children are to be signed in and out of the centre.
- Inspire marks the children off the attendance list when they pick them up from school. Children are also signed into Inspire when they arrive at the centre.
- Children are not to leave the centre unaccompanied.
- Parents/guardians must notify Inspire head office on 1300 665 275 or [info@inspireme.com.au](mailto:info@inspireme.com.au) of any custody arrangements or court orders that impact on the collection of children.
- Children are only released from the centre to people (referred to as 'Authorised Nominee') nominated by the parent/guardian on the enrolment form.
- Parent/guardian must inform Inspire in writing if someone other than the Authorised Nominees is to pick up their child—we will require their full name, mobile number and residential address and relationship to your child
- Staff will need to see photo identification of all people unknown to them who are to pick up a child.

## Late Pick Up

Children are to be collected from Inspire before the centre's closing time. Please call Inspire head office on 1300 665 275 to advise if you are running late. Late pick up fees will be incurred at a rate of \$10 per 5 minutes after closing time.

If a child has not been collected by 10 minutes after the pick up time with no notification, staff will call all numbers listed on the enrolment form. If contact has not been made by 30 minutes after the centre's closing time, arrangement will be made to report your child to the local police station. At no time will a child be left unattended.

## Family Communication

Inspire want families to feel connected to, and included in our service. We know that when you are picking up children, time may be limited as you need to get home, so we provide a variety of different ways for families to be involved:

- We encourage you to speak to staff whenever you are in the centre. If you ever have any questions or concerns - please raise them with your Centre Manager or call head office on 1300 655 275
- Inspire will email you regular newsletters and announcements so you are up to date with what is happening at the centre
- When you have time, check out the displays and journals at your centre - they will also give you information about what the children have been doing.
- We also encourage families to use the 'family input form' to inform our staff of specific information regarding your child and their homework
- Feel free to share your ideas for experiences on the ideas board at your centre - or send us and email to [info@inspireme.com.au](mailto:info@inspireme.com.au)
- From time to time your centre will invite families to BBQ's and social events - we would love to see you there!
- We also have a feedback form at the back of this booklet

### We require parents and guardians to:

- Maintain appropriate and respectful communication with Inspire
- Call Inspire on 1300 665 275 if you child is going to be away from Inspire, otherwise you will be charged the search fee.
- Change any booking in writing - please email [info@inspireme.com.au](mailto:info@inspireme.com.au)
- Inform Inspire if you child has been unwell.
- Inform Inspire of any court orders that affect your child and family
- Disclose any conditions that your child may have.
- Do not approach any child other than your own whilst at Inspire.
- Advise Inspire of any changes of enrolment record



## Feedback, Compliments and Complaints

If you have feedback, a complaint, compliment or suggestion about any aspect of our service we are keen to hear from you. We value open communication and there are many ways you can contact us. You can:

- Send an email to [info@inspireme.com.au](mailto:info@inspireme.com.au)
- Call Inspire head office on 1300 665 275
- You can use the feedback forms in the back of this family handbook
- You can put a comment, complaints or suggestion into the feedback box at the centre.
- Submit online at:  
<https://www.inspireprogram.com.au/feedback-complaints>



### OUR COMMITMENT

- We will listen and respond to your feedback
- We will deal with your issue thoroughly, fairly and in a timely manner
- We have a clear process for resolving problems and urge you to contact us as early as possible
- We comply with the NQF by reporting all serious complaints to the regulatory authority

### Compliments and Positive Feedback

We'd also love to know if you think we are doing something well!

It helps us to make sure we continue to do great things, and we'll make sure your message is passed on.



# ACCESS

## Custody and Access - Court Orders

If you are experiencing problems associated with custody and access, we ask that you discuss this with our bookings team on 1300 665 275 or [info@inspireme.com.au](mailto:info@inspireme.com.au). A copy of the current family law court order is required on enrolment.

It is your responsibility to keep Inspire informed of any changes to court orders and any problems you anticipate may arise with the collection of your child.

## Priority Access

The Commonwealth Government has a Policy on Priority of Access as follows:

### First Priority

Children at risk of serious abuse or neglect.

### Second Priority

Child of a single parent or parents who both work or study full time.

### Third Priority

Any other child.

For further information, please visit: [www.mychild.gov.au](http://www.mychild.gov.au)

In addition to, and including the above, Inspire will also give priority to bookings to siblings of an enrolled child and according to the time at which they have been received by our bookings team at [info@inspireme.com.au](mailto:info@inspireme.com.au).



# HEALTH, SAFETY & WELLBEING

## Inclusion and Professional Support Program

If your child has special needs, please discuss this with our bookings team on 1300 665 275 as it may be beyond the capabilities of our educators to provide appropriate care for your child.

In some cases Inspire may be able to receive an Inclusion and Professional Support Subsidy (IPSP) which can assist with the inclusion of children with additional needs. The number of funded positions is capped by the national funding authority and children must undergo assessments to determine if our program is suitable for them.

Please speak to our team for further information.



## Food and Nutrition

The weekly menu is displayed at each Inspire centre. All food offered is healthy and prepared daily. Water will be provided at all times. All allergies, intolerances and religious needs will be catered for. Families are to specify these needs in the enrolment form or by writing to [info@inspireme.com.au](mailto:info@inspireme.com.au).



## Sun and Heat Protection

Inspire runs 'sun-safe' centres. Children must wear hats when in the sun and we encourage play in the shade. Sunscreen is also available at every centre.

## Child Protection

Inspire is dedicated to creating a supportive, safe and fun environment which is committed to the safety and well-being of the children attending our centres.

All employees, volunteers, contractors, consultants, children and families are expected to:

- Respect the rights of children
- Provide positive, caring experiences
- Create an environment where children feel safe
- Use best practice standards in recruitment, screening and employment of staff
- Not tolerate abuse of any kind
- Report any form of abuse or neglect, suspicious behaviour, issues or concerns to management and external authorities
- Act in accordance to all of Inspire Program's policies and procedures and the Code of Conduct.

## Recruiting and Training of Staff

Inspire's screening of staff includes a minimum of 2 reference checks and the verification of a NSW Working with Children Check.

When new staff start at Inspire, they complete a comprehensive induction and training program, including training in child protection.

## Our Staff Responsibilities

Inspire's staff have the responsibility of ensuring all children are safe and protected from all forms of abuse and neglect. Being a **Mandatory Reporter** means that Inspire's staff are legally obliged to report risk of significant harm to Family and Community Services.

## Staff: Reporting Concerns

Inspire has the following reporting avenues for our employees.

Within Inspire:

- Centre Manager and/or Operation Manager

External to Inspire:

- Mandatory Reporters Online -  
<https://reporter.childstory.nsw.gov.au/>
- Child Protection Helpline - Mandatory reporters Live (Family and Community Services)
- NSW Ombudsman - (for allegation against employees)





## Families: Reporting Concerns

If families have any concerns they can discuss them with their Centre Manager and/or Inspire's Operations Manager on 1300 665 275. Child Protection Helpline 132 111.

## Health

### Medical Conditions

Families are required to inform Inspire of any medical conditions your child may have at the time of enrolment - this information will be recorded on the child's enrolment form. Specific or long term medical conditions will require the completion of a medical action plan developed in conjunction with the child's doctor and family.

**A copy of Inspire's Medical Conditions Policy is available as an Annexure A to this Handbook.**

### Medication

If a child is undergoing medical treatment and requires medication (including natural remedies), the following procedures must be adhered to:

- Continuing medical requirements must be recorded on the child's enrolment form.
- Families will provide a written Medication Consent Form (detailing the date, child's name, name of medication, dosage and time to be given) to accompany the medication.
- Medication must be in its original container and usage date must be current.
- A staff member will administer medication with another staff member present as witness

### Infectious Diseases

The service cannot care for children with infectious diseases, for example measles, mumps, chicken pox, influenza, fever or virus. If your child has any symptoms of infectious disease you or your emergency contacts will be contacted to collect the child immediately.

### Injuries, Illness and Accidents

Staff will assess injuries /situation and, if minor, provide basic first aid to the injury. If there is doubt to the extent of the injury or how the situation should be handled, a doctor or ambulance will be immediately called. Any incident that occurs at the centre, regardless of the extent, will be documented, including the date name of the staff member who saw the accident. The parent/guardian must read and sign the report stating that they were informed of what occurred and the treatment implemented. It is then a parent/guardian's own decision whether to seek further medical advice.

If a child becomes ill or injured in circumstances which require immediate medical attention, all reasonable steps will be taken without delay. The parent or legal guardian will be notified immediately.

## Uniforms

On their first day at Inspire, children are given a calico drawstring bag and a Taekwondo uniform which consisting of Taekwondo pants, Inspire orange polo shirt and a Taekwondo belt.

Children are required to wear their Inspire uniform when attending Inspire's after school care program. They will change into the Inspire uniform when they arrive at the centre. If you wish to purchase additional uniforms, please place your order through our website:

[www.inspireprogram.com.au/uniform-order](http://www.inspireprogram.com.au/uniform-order)



## Lost Property

If your child's belongings are labelled we will be able to return it to them (including shoes, lunch boxes, hats, stockings). All centres have a lost property box and items are kept for 2 weeks before returning to the school. Socks are thrown out at the end of the day for hygiene reasons. We encourage parents to check bags before leaving the centre and reporting any lost items to the Responsible Person.

## Media and Devices

Children will not use any electronic devices such as mobile phones, games, computers, tablets etc. at Inspire.

- Inspire is proud to be screen free
- At Inspire, there are no iPads or computers
- This gives children the opportunity to exercise, socialise, play games, spend time in nature and engage in new experiences

### DID YOU KNOW?

An average 7 year old has watched screen media for more than one full year of 24 hour days - and the impacts are no longer just cultural.

It is creating medical issues, learning difficulties and biological changes in children's brains & bodies.

## Photograph and Videos

Photographs/videos are taken at Inspire—they may be used for Inspire's newsletters, website and marketing and evaluations of our program. It is important that you indicate on your enrolment form as to whether or not you wish to consent to photographs being taken of your child.

## Smoke Free Zone

Smoking is not allowed at any Inspire centres or its surrounding buildings, grounds or facilities.

# FORMS & POLICIES

## Family Feedback Form

At Inspire we value feedback and input from families as it helps us improve our service.

This feedback form is one way you can provide input.

You can also call 1300 665 275 or email [operations@inspireme.com.au](mailto:operations@inspireme.com.au)

Thank you for taking the time to provide feedback.

### Inspire's Policies

A copy of Inspire's policies and procedures is available at each centre.

Do you have any suggested amendments or improvements to Inspire's policies or procedures?

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Are they easy to read and understand?

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### Family handbook

A copy of the family handbook is emailed to each family and a copy is available at each Inspire centre.

Do you have any suggested amendments or improvements to the family handbook?

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Is it easy to read and understand?

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### Our Program / Activities

Do you have any suggestions for activities or experiences we could provide the children attending Inspire?

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### Other Feedback / Suggestions

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Can a member of our head office team contact you to clarify or discuss your feedback / suggestions?

Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_



**Inspire**  
Program Australia