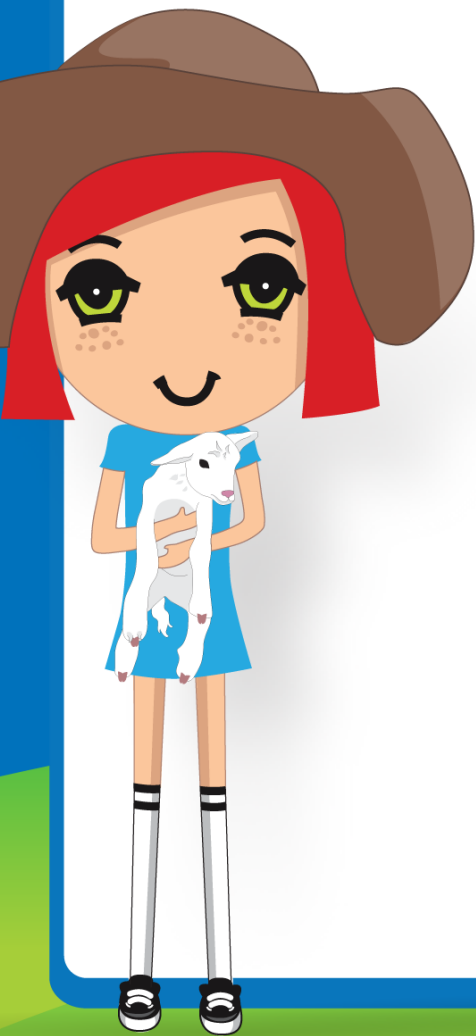


# TERM 1 - 2015

Outside School Hours Care  
Report

St Marys School



# Outside School Hours Care Term Report Term 1, 2015

## Introduction

This Term Report will provide you with:

- **Important information on changes that affect your school community.**
- **Insight into the attendance levels in your Outside School Hours Care program during Term 1, 2015.**
- **Key contact details you can use in relation to different aspects of the service at your school.**

If you would like further explanation or details regarding the program or activities at your service, please contact your Regional Manager:

**Name:** Tim Tankard

**Phone:** 0423 573 239

**Email:** [tim@campaustralia.com.au](mailto:tim@campaustralia.com.au)

To provide feedback please visit <http://www.campaustralia.com.au/schools/help-us-to-improve.aspx>

## Industry Update

The three year trial period of the National Quality Framework (NQF) concludes at the end of this year. ACECQA continues to invite the sector nationally to meet and discuss the Regulation Impact Statement (RIS) of the implementation of the NQF. There have been a wide range of views tabled from the Child Care sector, the government is collating and responding to this feedback. One of the considerations going forward is revising the National Quality Standard (NQS) to reduce the number of elements from 58 to 40.

There is also more work currently being developed in each State on Child Safe standards. This standard will be developed as a minimum to support Child Safe environments for children. We will learn more about this area in the coming months. Currently Camp Australia is working to align Child Safety Practices with Child Safe standards nationally. The Regulatory Authorities in each state are working towards completing Assessment and Ratings for every service nationally by the end of the 3 year trial period. Camp Australia continues to meet or exceed the regulatory requirements in all services assessed and have been complemented by the regulatory authorities on the quality and consistency of their services.

The Productivity Commission report into Childcare has been published and is currently being reviewed by the Federal Government as it decides which of the recommendations it will adopt. Camp Australia is monitoring this closely as it has the potential to result in significant changes in the industry.

## Operations Update

Camp Australia launched its extended online training program in Term 1. The first of its kind in the industry; one Learning Platform provides in depth online training and testing for staff across a wide range of operational areas include safety, program operation, child engagement and quality of care. Accessible 24/7, the various training modules have proven to be very popular with thousands of staff having enrolled and completed at least one unit during Term 1.

As part of Camp Australia's commitment to supporting career paths for team members, we are currently in the process of revising our Regional Coordinator Training. Over the coming term you may have the opportunity to see this training in action through your meetings and visits to the Outside School Hours Care service. We are excited about this new training approach and look forward to seeing more team members grow through their career journey with Camp Australia.

The combination of training and career paths is enabling Camp Australia to attract and retain staff at a time when the industry as a whole is confronting a shortage of qualified Educators and a higher than normal turnover.

## Parent Engagement

During Term 1 the Camp Australia website was re-launched with a new mobile friendly format. This is in response to an ongoing trend of parents accessing the website from mobile devices. We are also well advanced on an update to some of the more complex functionality within the Parent Portal to ensure that it is also mobile friendly.

Behind the scenes we have also streamlined the parent feedback processes. We value all parent feedback and appreciate that nobody understands the needs of their child better than a parent does. By adjusting our processes we are able to respond faster and more effectively to any concern raised, helping us to ensure that we meet our mission to make kids smile every day.

## Keeping our Promises

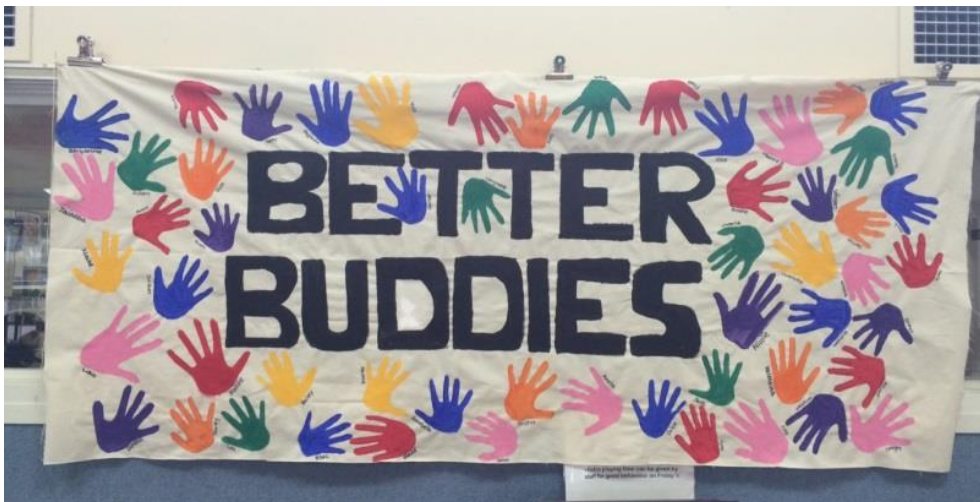
When we re-launched the website in Term 1, we also publicly published our promises to kids, parents, principals and our staff. Keeping these promises is nothing new, however we want to make sure that the people we care about the most are aware of our commitment to them. Please take a moment to review them at [www.campaustralia.com.au](http://www.campaustralia.com.au)

## tCAF (the Camp Australia Foundation)

tCAF is our not for profit organisation. A registered charity founded solely on improving the education experience of primary school children. The Outside School Hours Care programs we provide enables us to work with our charity partners to develop exclusive local, state, national and international projects to improve the lives of primary school children. tCAF co-ordinates these programs enabling our whole organisation to work together and have a big impact on the children we as a company are supporting.

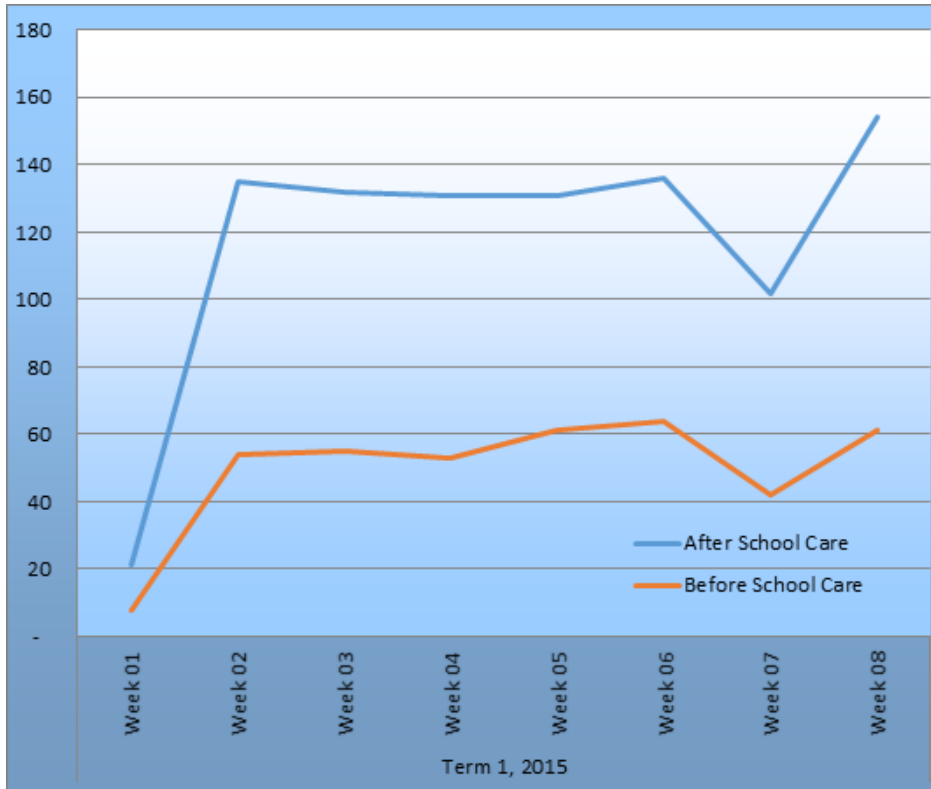
Throughout Term 1 children were offered a variety of “getting to know you” activities and created a 2015 Friendship Banner for their service. As new children join throughout the year they can also add their handprint to this banner.

This is part of our approach to a crafty place of belonging for all children, and extends into our leadership and buddy support program – Better Buddies. Our Partner in providing an environment safe from bullying is the Alannah and Madeline Foundation.



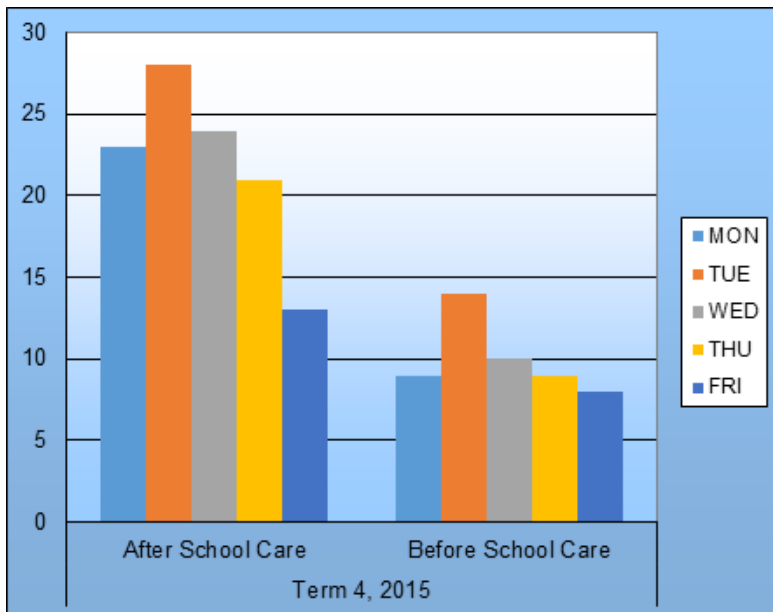
## Term 1 Outside School Hours Care Attendances

The below Weekly Attendance graph provides an indication of the attendance levels at the program. Large one-off drops in attendance can be attributed to a public holiday within a normal week.



## Daily Attendance Numbers

The Daily Attendance graph provides insight into the day-by-day popularity of the program during Term 1.



## Contact

Your Regional Manager is available to discuss any aspect of the Operations of your Service and can be contacted using the below details.

Name:	Tim Tankard
Phone:	0423 573 239
Email:	tim@campaustralia.com.au

Questions from Parents regarding bookings, government funding, billing or the operations of the program can be directed to the Customer Service Team.

Name:	Customer Service Team – 8am to 6pm, AEST - Monday to Friday
Phone:	1300 105 343
Email:	oshc@campaustralia.com.au

Questions or concerns about our Customer Service can be directed to our Customer Experience Manager.

Name:	Ben Gilkison-Duckworth
Title:	Customer Experience Manager
Email:	ben.gilkison-duckworth@campaustralia.com.au

Additional Camp Australia Contacts available

Name	Position	Phone	Email
Tim Tankard	Operations Manager	0423 573 239	tim@campaustralia.com.au
Rosa Piteri	National Operations Manager	03 8851 4154	rosa@campaustralia.com.au
Adam Pease	Chief Executive Officer	03 8851 4117	adam@campaustralia.com.au