

Outside School Hours Care
(After School Care and Holiday Program)

Parent Handbook

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Welcome

Welcome to our Centre.

Please read this information carefully to assist you in settling your child into the Centre and to answer any questions you may have. If you require more detailed information, or a copy of the activity program, please do not hesitate to consult with the Supervising Officer or a staff member.

The Centre's Policy Manual is available from the Harvey Recreation & Cultural Centre Reception for your perusal and return at any time.

We hope you will find your time here to be very satisfying and rewarding. Our childcare team strives to be highly committed to the personal growth and development of all the children in our care and provide the best quality care for all families and children using our service.

The Centre is accredited by the National Childcare Accreditation Council, ensuring the highest possible overall standards in childcare are upheld. The Centre was accredited in 2016 and was deemed to be meeting the quality standards in all areas.

We are a licensed childcare establishment that cares for up to 20 children from 5 years of age to 11 years of age or until 31 December of the year the child completes primary school.

We believe that as carers of children we need to ensure that we are responsible, endeavoring to act as positive role models to each other as well as to the children, respecting and appreciating diversity.

Philosophy of our Service

Our Outside School Hours Care Program aims to meet the needs of children and families within the community by providing a safe, stimulating and nurturing environment within the Harvey Recreation & Cultural Centre.

Staff at the Centre encourage children to explore their environment and welcome children from all cultural and diverse backgrounds. Children are encouraged to share their beliefs and are welcome to bring ideas from home to the Centre.

The Centre's program enables children to develop positive social interactions with staff, other children and members of the community by providing opportunities to learn in a fun and vibrant social setting.

The Centre offers a wide range of activities to help develop individual creativity and decision-making skills, as we believe the children should have a say in developing the program. Children are encouraged to talk about their likes and dislikes in this process.

Staff will be active role models for the children and will show respect toward one another. Staff will recognise and accept each other's individual strengths and weaknesses. Staff will uphold their professionalism, attend training courses and will also follow the Centre's policies along with its philosophy at all times.

All staff will act in a skilled manner and uphold privacy in regards to the Centre and all operations including children and their families.

Childcare Staff

Our current Nominated Supervisor and Responsible Person, Tanya Caruso, has been with the service for over 18 years, holds a Diploma in Childcare, as well as many years of experience working with school aged children.

Jessica Cherubino has been with the service for 16 years and is qualified in OSHC and holds a Certificate IV in Outside School Hours Care.

Brittany has been working out of service for the last 2 years and works as an Assistant Certificate 3 educator.

Our Childcare Administration Officer Paula Vaughan, has been with the service for 4 years. She holds a UK Postgraduate Certificate in Education (Early Years). This has been assessed by ACECQA as suitable for OSHC. Therefore, she is qualified to take over from Tanya or Jessica, should the need arise.

We also employ suitably qualified casual staff when the need arises.

Settling your child into the service

Our staff are experienced in encouraging children to feel at home, make new friends and ensure that children of all ages treat each other with care and respect.

If you are concerned about your child in any way, please contact the service during the time your child is attending.

Our staff are also happy to discuss your child's emotional needs with you, should any issues arise.

Service Information

The following information will help you to understand the administrative requirements of enrolling your child into our service and the operational policies that you need to know.

Priority of Access

The Commonwealth Government requires the Centre to provide access to the service according to the following priorities. This means that when the Centre is full, those families who are third priority may be asked to alter their care arrangements to allow a family with higher priority to access the service.

First priority: Children at risk of serious abuse or neglect

Second priority: Children whose parents satisfy the work/training/study test under Section 14 of the Family Assistance Act

Third priority: Any other child

Hours of Operation

The Outside School Hours Care Centre is open from:

- 2.50pm to 6.00pm during After School Hours Care
- 8.00am to 5.30pm during the Holiday Program

The service is closed on:

- Pupil free days. Public holidays and Christmas closures vary

Current Fees

Our fees are reviewed on an annual basis.

Our current fee schedules are:

- \$29 per session After School Care
- \$62 per session Holiday Program

Late pickup fees apply at a rate of \$1 per 1 minutes per child.

Payment of Fees

Account statements will be sent to you monthly via email, at the end of school terms and at the end of school holidays. If you would like your account statements to be sent via post, please discuss this with staff.

You may pay any time either by cash or card, in-person at the reception desk, or over the phone using you credit card.

Anyone experiencing difficulties paying their fees, please speak to Paula Vaughan HRCC Coordinator, who can make mutually agreeable repayment arrangements.

Your child's place may be cancelled if your fees:

- are more than three weeks overdue
- you have exceeded \$250 balance per child
- you have not made arrangements to pay
- have not adhered to arrangements made

Enrolment

Before booking your child into care for the first time, you will be asked to complete an Enrolment Form which requests information about your child's health, medical details, custody arrangements and emergency contacts. You will need to name all persons who may deliver and/or collect your child from the Centre. It is your responsibility to ensure your authorised people are responsible and available when required.

Once you have completed the form, please return it to the Centre for our staff to process. You may then make an appointment with the Nominated Supervisor, Tanya Cherubino, to tour the facilities. You will be added to our online Learning app Xplor. This will help you to make and manage bookings. Please ensure those who are authorised to pick up your child/s has the online app and has been added by you for Authorised Pickup.

Arrival and Collection of Children

Arriving at the Centre (Holiday Care)

We request that children are met by a childcare staff member upon arrival. No drop and runs. There is at least one qualified staff member on duty at all times. Please sign your child/children in upon arrival.

Arriving at the Centre (After School Hours Care)

A staff member collects children from school each afternoon. All children must be waiting at the pick-up area at the arranged pick-up time and be prepared to accompany the staff member willingly and quickly. The staff member will sign your child/children in on return to the Centre.

Pickup Points

Harvey Primary School: Undercover seating area in lower primary section and Pre-primary from their classrooms

St Anne's Primary School: Designated classrooms will be visited

Collecting your child

Please collect your child from the OSHC room or area in the Centre where the children may be. You must sign your child out of the service and make sure you have informed a staff member you are collecting your child.

If you cannot pick-up your child yourself, please make sure that the authorised person is listed on the Enrolment Form as an authorised person. Any person coming to collect your child who is not named on this list will not be able to collect your child. If this occurs, we will phone you for authorisation to release your child with that person. Please ensure your authorised person list is up to date.

Late Collections

If you are unable to collect your child at the agreed time, you must call the Centre and advise staff of your expected time of arrival. If you need to arrange for another person to collect your child, they must be listed as an authorised person on your Enrolment Form.

If you have not contacted the Centre and your child has not been collected by closing time, the Centre will attempt to call you. If this is not successful, the emergency contact listed on your child's Enrolment Form will then be contacted to arrange for immediate collection of your child.

The Centre has a policy of charging a fee (\$1 per 1 min per child) to parents who collect their child after closing time. This fee is to cover the costs of staff overtime hours. The Centre will contact the police to advise them of the situation if a parent is more than 15 minutes late without explanation and no-one else can be contacted.

Cancellation of Bookings

Parents are required to contact the Centre to advise if their child is unable to attend a booking at the Centre.

Cancellation by the following times will incur no charge:

After School Care before 12 noon on the day of attendance

Holiday Program before 5:30pm the day before attendance

CCS (Child Care Subsidy)

All families who meet Australian residency requirements are now eligible for Child Care Subsidy (CCS). You can apply for this payment via your myGov account. This may reduce your child care fees and should be done prior to your child attending the service.

Any family who does not want to claim CCS must pay full fees.

A family's income is assessed and used to determine the amount of CCS. The Centre is only able to reduce your fees on receipt of your acceptance of CCS through your myGov account.

Please note: The forms that you sign for the purposes of CCS are legal documents. Providing false information is a criminal offence. It is your responsibility to notify us if your circumstances change.

Family Access

We will work in partnership with families at all times and welcome your input and access to the service according to the following guidelines:

Communication with Parents

Staff at the Centre are supportive of children and their parents. Both parents of the child will be treated equally. Without legal documentation, staff cannot act as though one parent is more fit than another to the legal rights of their child.

Parents may visit the Centre at any reasonable time whilst their child is in care. Any concerns you have may be discussed with the Centre's Supervising Officer at a prearranged time. All information about your child will always be treated with the utmost confidentiality.

The Centre's Childcare Policies and Procedures are kept onsite and you are free to ask to see them at any time.

Termination of Care

In extreme circumstances, it may be necessary to terminate a child's care.

Exclusion of children from the service will only occur after all practical avenues of communication and support have been accessed and/or;

- Professional advice confirms a child is in psychological danger as a result of an unusually prolonged inability to settle into care away from the parent
- When a child puts any other children at risk through inappropriate behaviour
- The parent continually fails to observe Centre hours of operation and/or fails to pay the required fee
- Beyond 31 December of the year the child completes primary school
- At the Supervising Officer's discretion

Complaint Procedures

Please let us know if you are not satisfied with any aspect of the service we provide for you and your child.

We welcome all feedback, including your concerns or complaints, as these will help us to improve the services on offer. All concerns or complaints will be dealt with in a timely manner.

Please discuss concerns at a time arranged with a staff member, away from children and other parents.

If you have a concern or complaint, you may discuss this with a relevant staff member or with the Supervising Officer. If you feel the concern or complaint is not being resolved, you may take the matter to the Manager for resolution, either through the Supervising Officer, or by contacting the Manager directly.

Contact details for Australian Children's Education and Care Quality Authority are displayed on the doors to the Childcare Room, should you feel your complaint has not been adequately dealt with using the above channels.

Children's Activity Program

Children who attend our Centre may participate in a range of activities that have been planned to reflect the children's interests and meet their developmental needs.

The staff are responsible for creating an atmosphere and environment which is responsive to the needs of each individual child and to the group as a whole, which reflects the philosophy and goals of the service. The program will be balanced and include indoor and outdoor learning experiences, quiet and active times, individual, small group and large group times, time for individual staff/child interaction, group interests and children's special interests. The program will be flexible enough to allow for spontaneity and the unexpected.

Children are encouraged to have input into program planning. The program will allow children to experience a variety of resources and pursue their own interests. There will always be alternative choices when a child does not want to participate in a particular activity.

You will find the weekly program displayed in the Child Care room. We invite you to have input into program development, especially in relation to multicultural issues, craft, excursions and music. Any program suggestions are to be submitted through a Suggestion Form, which can be found on the noticeboard near the Child Care entrance, or discussed directly with Centre staff.

Centre Routines

The activities that happen at the Centre are built around the daily routines. These routines take into account the developmental needs of individual children, children's attendance patterns, climate and physical environment, the numbers and ages of children within a given group, children with special needs, new children entering the group and parent's expectations.

Excursions

Children may be taken on excursions outside of the Centre.

Permission for walks to the local park can be granted or denied on the Enrolment Form. For all other excursions, details of the outing will be provided and written permission will be sought from parents. All excursions will comply with the Community Services (Outside School Hours Care).

You are requested not to send your child on an excursion if they display any signs of being unwell. Children should bring with them:

- a packed lunch
- morning and afternoon tea
- a hat
- shoes and socks
- a drink bottle

Pocket money for excursions should be for afternoon tea, not in place of a packed lunch.

What should your child wear

It is important that children are in comfortable clothes that do not restrict their enjoyment or participation at the Centre.

If you are concerned about your child's school uniform, it is encouraged to provide them with a change of clothes for after school.

Children are required to wear shoes and a hat that protects the face, neck and ears. All clothing and property should be clearly labelled with your child's full name.

Food and Nutrition

Please make sure that any food allergies or special dietary requirements your child might have are recorded on the Enrolment Form and discussed with the Supervising Officer.

The Centre prepares afternoon tea on After School Care days. The weekly snack menu is displayed on the notice board inside the OSHC room. Parents are asked to provide a packed lunch, morning and afternoon tea for their child during the Holiday Program. Children will often be involved in preparing and cooking snacks as part of the planned activity program.

Personal Toys

We understand that sometimes children would like to bring toys to the Centre however, if toys get damaged or lost at the Centre it can cause great distress for the child. Whilst all care is taken, the Centre will take no responsibility for broken or lost toys that do not belong to the Centre.

Birthdays

Children's birthdays are a special day that we enjoy celebrating with them. If parents wish the Centre to celebrate their child's birthday, they may provide a cake (only) for afternoon tea.

The staff will encourage the children to sing "Happy Birthday" and will take a photograph to enable parents to share in this special treat. Parents are more than welcome to join the celebrations.

Special Events

Special events provide an excellent learning and socialising opportunity for the children.

Programs will reflect the cultural differences of all families using the service. The Centre will celebrate special events with the children that reflect the cultural heritage and ethnic origins of children attending the service.

The following events are celebrated at the Centre each year:

- Special Persons' Days (i.e. Mothers' Day, Fathers' Day etc.)
- Multi-Cultural days
- Easter
- Christmas
- ANZAC day

We encourage children to participate in the celebrations. However, should the parent object to their child participating in the celebration, please advise the Centre in writing.

Supervision

The Centre will maintain high levels of supervision of children at all times.

The staff to child ratios contained within the Education and Care Services National Regulations (Western Australia) 2012 will be strictly adhered to at the Centre. The ratio is 1 staff for every 10 children during normal contact hours.

This ratio will only increase, not decrease during some periods.

Guiding children's behaviour

Learning appropriate behaviour is part of your child's social development. Our staff aim to teach children to be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations.

You are encouraged to discuss your child's behaviour with Centre staff to ensure consistent behaviour expectations at home, at school and at the Centre. Limits to children's behaviour will always be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way. Children will be encouraged to settle their differences in a peaceful manner.

The staff will focus on positive behaviour, providing praise and encouragement where appropriate. Wherever possible, problems will be prevented before they arise by using methods such as diversion and providing enough equipment for all.

Limits

We find the following limits/rules necessary to protect the safety and wellbeing of every child and ask parents to reinforce these with their child:

- Respect for other people and their property
- Noisy play is to be conducted in the larger recreation areas
- Please stay within the boundaries
- Take care of the equipment

Developing a supportive relationship with the children encourages them to learn skills in self discipline. Punishing a child stops the negative behaviour, but does not teach the child self restraint. When “cooling off” is used as a consequence of negative behaviour, the reasons will be discussed with the child and the “cooling off” period will be no longer than 5 minutes. A “cooling off” period may be needed so the child can calm down before discussing what happened and sharing their feelings with the Child Care Staff, who will in turn talk about their own feelings and responsibilities with the child.

The Child Care Staff will always talk to the child quietly and as an equal. No further punishment will be given and the child will be reminded in positive terms of the expected behaviour.

At no time will a child receive any form of corporal punishment, be placed in a room alone, made immobile, frightened or humiliated, verbally or emotionally punished, nor will food or drink be withheld as a form of punishment.

If children consistently display unacceptable behaviour, the Supervising Officer will ensure:

- The expectations of the child’s behaviour are realistic and appropriate to their developmental level and culture
- The child understands the limits
- There is no conflict between Centre, school and home expectations
- The child’s needs are being met
- The child has no impediments, which may be causing the unacceptable behaviour e.g. dietary problems, poor hearing, poor co-ordination, communication difficulties, illness or emotional distress
- The child is not copying observed behaviour
- Events at the Centre have not encouraged the behaviour
- Consequences of the behaviour do not encourage it to persist
- Strategies are consistently followed by all Child Care Staff in contact with the child

Members of staff are always available to discuss and assist with any concern a parent may have in respect to the child’s behaviour or participation in the program. Staff will work with parents to address any persistent behavioural problems.

Alternative care

Each child will be provided with multiple chances to improve their behaviour and parents will be provided with written reports regarding strategies used to improve their child’s behaviour.

If poor behaviour continues, the Coordinator/Supervisor will discuss alternative care with the parent, in consideration of the health and safety of other children in care.

Addressing bullying behaviour

The Centre does not accept any behaviour that is intimidating to other children. Our staff aim to ensure all children are accepted for themselves and are able to express themselves without intimidation.

All children who attend the Centre have the right to enjoy their play and friendships and participate in the activity program within a supportive environment and among people who are caring and co-operative. The service will assist children to establish a network of people they can speak to about any concerns they may have and will ensure the program reflects and encourages core values such as friendliness, acceptance, respect, kindness, tolerance and co-operation. Staff will always listen and respond to children when incidents of bullying are reported or observed and will act to eliminate any form of bullying immediately.

Staff will discuss the issue of bullying behaviour with the children and make it clear that this kind of behaviour is not acceptable at the Centre. Children will be encouraged to speak to staff if they see, or are subjected to, bullying behaviour.

Parents are asked to tell a staff member about any incident of bullying, or if they suspect that bullying has occurred. Parents are also asked to support the Centre's policies and emphasise the importance of courtesy, consideration and co-operation in everyday life, with their child.

Health and Safety

Hygiene

The application of universal hygiene procedures will be followed at the Centre at all times to control the spread of infection within the Centre. Staff model a high level of personal hygiene at all times and place emphasis on the children learning and understanding why hygiene is important.

Hand washing is central to this system and children will be asked to wash their hands before all clean tasks (e.g. snack time) and after all dirty tasks (e.g. after using the toilet).

COVID - To minimise risk of potential exposure to any outbreaks, we ask that parents do not enter our room during session times. Children must be signed out at the desk.

Immunisation

Immunisation of children who attend the Centre will help to limit the spread of infection.

We encourage parents to immunise their children against all diseases appropriate to the child's age.

Children who are not immunised will be excluded from care during outbreaks of some infectious diseases in accordance with the National Health and Medical Research Council Exclusion Guidelines (on display in the reception area), even if the child is well.

This is to limit the spread of infection and to protect all children. Children who have not been immunised may also be unable to claim Centrelink's Child Care Benefit.

Exclusion

As a protection for all children and staff, the following exclusion policy applies to all children enrolled in the Centre:

- Children with infectious diseases will be excluded from the Centre in accordance with the National Health & Medical Research Council Exclusion Guidelines (on display in the reception area). A medical certificate is required after contracting Diphtheria, Hepatitis A, Polio, Tuberculosis, Typhoid and Paratyphoid before your child can be re-admitted to the Centre.
- If your child is unwell at home, please do not bring him/her to the Centre. Children who have more than a slight cold should not be brought to the Centre and may not be accepted at the Coordinator's/Supervisor's discretion. Fevers, vomiting, diarrhoea or unexplained rashes are some of the indicators that a child should not be brought to the Centre. If your child has vomited, please do not bring them into care for 48 hours after last sick.

Unwell children at the Centre

The Centre provides a safe and healthy environment for all the children in its care. The Centre is not able to care for children who are ill. The following policy has been developed to protect your child and the other children attending the Centre. It is important that the Supervising Officer be notified if your child has been unwell or received an injury since last attending the Centre.

In the event your child becomes ill whilst at the Centre, you will be contacted and asked to collect your child. Where the Supervising Officer has asked you to seek medical advice regarding your child's health, you will be given details about your child's symptoms and information of any illnesses that have recently affected children and/or staff at the Centre to relay to the doctor. The doctor will need to provide a Clearance Certificate that pronounces your child fit for care before they can return to the Centre.

On your child's Enrolment Form, you have given approval for an ambulance or doctor to be called if urgent medical attention is required. Every effort will be made to contact you or your nominated emergency contact as soon as possible. All medical and ambulance costs are the parent's responsibility. In the event of an outbreak of a communicable disease at the Centre, families and the Health Department will be notified.

Medication

The giving of medication to children will be strictly monitored to ensure the child's safety and welfare.

Whenever possible, medication should be administered by parents/guardians at home. Parents/guardians should consider whether the child who requires medication is well enough to be at the Centre, and to keep the child home if unwell.

Staff at the Centre will only administer medications accompanied by a signed 'Authority to Administer Medication' form which are available from the Supervising Officer.

Any kind of medication including cough mixtures, eye or ear drops, medicated creams, insect repellents, herbal remedies will only be given/applied if the child has previously received three doses by the parent/guardian to safeguard possible allergic reactions occurring whilst the child is in care.

Medication will only be administered at the Centre if:

1. It is prescribed by a doctor and has the original pharmaceutical dispensing label detailing the child's name, the name of the medication, the dosage, the date of dispensing and the expiry date; or
2. It is still in the original pharmaceutical packaging (ie. Non prescription medication), indicating the name of the medication, the dosage and the expiry date; and
3. The parent/guardian has completed and signed an 'Authority to Administer Medication' form on the day that it is to be administered.

Medication is not to be left in a child's bag. It is to be given directly to a staff member.

Self-administration by an enrolled child is not allowable without direct supervision from a staff member and the completion of a 'Self Administration of Medication' form by the parent/guardian. These forms are available from the Supervising Officer.

Where medication is needed for long term treatment (e.g. Asthma, Epilepsy, ADD), the Centre will need a letter from the child's doctor detailing the medical condition, correct dosage of medication and how the condition is to be managed.

If a child is receiving medication at home but not at the Centre, the Centre should still be notified of the purpose of the medication, its nature and the possible side effects it may have on the child while they are in care.

Occupational Safety and Health

In the interest of Occupational Safety and Health and the wellbeing of the children, the Centre is a smoke-free zone. This includes all indoor and outdoor play areas and anywhere that is within sight of the children. We request that parents adhere to this.

Staff are vigilant to identify and remove any hazards that may create a risk to children or themselves. All equipment, toys and play areas are checked regularly to ensure they are clean and safe for children's use.

Sun Protection

Children will wear a suitable hat whenever outside and will be encouraged to use available areas of shade during outdoor activities. SPF 30+ broad spectrum water resistant sunscreen will be provided for children and applied 15 minutes before going outside. Outdoor play will not occur in extreme heat or at the hottest time of the day. Staff will act as role models, by wearing hats, applying sunscreen and seeking the shade wherever possible.

Please be aware that children will be excluded from outside activities without a hat and sunscreen, and be asked to sit in the shade.

Safety Drills

Emergency evacuation medical and lockdown drills will be held at the Centre with staff and children during each school term and Holiday Program period. Evacuation procedures are displayed in the reception area and in each activity room. Parents are asked to familiarise themselves with these procedures.

Accidents

Despite every precaution, accidents will occur at the Centre from time to time. The following policy will be implemented to protect your child and keep you informed should an accident occur.

In the case of a minor accident, staff who are qualified in First Aid will attend to the injured child and apply first aid. Depending on the injury, you will be contacted at the time of the accident or informed about the incident when you arrive to collect your child.

If a serious accident occurs which requires more than simple first aid treatment, you will be contacted immediately. If you cannot be contacted, your nominated emergency contact will be phoned.

Your child's injuries will be assessed and either an ambulance will be called or your child will be taken to a local clinic or medical practitioner for medical treatment.

A staff member will accompany your child until you are able to be there. An accident report will be completed by the person in charge at the time of the incident. You will be asked to sign the report and will be provided with a copy for your records.

First Aid Qualifications

It is a requirement that at least one staff member with a current First Aid and CPR qualification is on duty at the Centre at all times when children are on the premises. All staff at the Centre are required to maintain a current Senior First Aid Certificate.

First Aid will only be administered by qualified first aiders in the event of minor accidents or to stabilise the patient until expert assistance arrives. A fully equipped First Aid Kit is maintained at the Centre and is taken on all excursions.

Thank you for taking the time to read our Parent Handbook.

Please speak with the Nominated Supervisor Tanya Cherubino or Childcare Administration if you require any further clarification.