



GREENMOUNT AND ST ANTHONY'S OSHC
96 INNAMINCKA ROAD
GREENMOUNT 6056 WA
PO Box 395 MIDLAND WA 6936

Phone: 08 9294 5539 Fax: 08 9255 1774
Email: admin@stanthonygreen.wa.edu.au
Web: www.stanthonygreen.wa.edu.au



PARENT HANDBOOK

OSHC PARENT HANDBOOK

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Welcome

The Management and Staff at the Greenmount and St. Anthony's Outside School Hours Care Centre (OSHC) welcome you. We will endeavor to make you and your child's stay with us a positive and pleasant experience. We look forward to your patronage, knowing that we have your total support and co-operation in ensuring your child receives the highest quality care and attention whilst enrolled in our service.

The OSHC Centre is open Monday to Friday 7am to 9 am mornings and 3pm to 6 pm afternoons, and follows the normal school term dates. Should you have any queries regarding the facilities offered by the Centre, kindly contact the Supervising Officer during the afternoon opening hours at Tel no. 9294 5539.

Philosophy

The Greenmount and St. Anthony's OSHC Centre Management and Staff are committed to providing quality care in a healthy, safe and supportive environment, offering a range of experiences to cover the developmental needs of the children in our care.

The staffs aim to provide programs that will stimulate and provide for the development of each child's social, physical, emotional and intellectual potential, including language skills and creativity, whilst focusing on their happiness and well-being.

Within this Centre the family's rights to have its cultural and religious beliefs valued, is respected, and we believe that it is important for children to be encouraged to develop and maintain pride in whom they are, without being faced with race, religion or gender stereotypes or biased attitudes.

The Centre actively pursues and maintains a high level of communication between all persons involved – children, parents and staff. Respect for the individual's right to privacy and confidentiality is a priority, as is the creation of the environment which links child, family and community.

Aims & Objectives

- To provide a stimulating, healthy, caring and safe play environment in which the children can learn and grow.
- To secure the involvement and confidence of parents / guardians in the Centre.
- To foster the emotional, physical and intellectual development of the children.
- To ensure that the Centre employs committed and competent staff, how are a positive role model for the children.
- To treat all children with respect and genuine care.
- To accept all children into a non judgmental and unbiased environment.
- To use positive discipline techniques to reinforce acceptable behaviour.
- To promote a positive self esteem and confidence in the children.

- To provide multi-cultural experiences and encourage children from different backgrounds to share life experiences and customs.
- To actively listen to the children on their level.
- To value staff input in the decision making process within the Centre.
- To ensure that the Centre has a sound financial planning and management structure.
- To ensure that the Centre complies with the Community Services (Outside School Hours Care) regulations at all times.

Hours of Operation

The OSHC Centre is open from 7 am to 9 am, 3 pm – 6 pm on school days.

Daily Routine

The children arrive at the OSHC Centre after being collected from their respective schools by the educators. They enjoy a varied and nutritious afternoon tea that is provided. The food is fresh and prepared on site daily, and the menu is displayed in the centre for you to see.

The children then participate in a range of experiences such as art & craft, music, games, construction, dressing up, cooking, science and computer activities that are in the program, which is displayed in the centre. The children have the choice of which activities they would like to participate in each day. The educators begin to pack away the experiences at 5.30pm, the children have quiet activities indoors whilst they wait for their parents to come and collect them.

Priority of Access

The Commonwealth funding guidelines include “Priority of Access” which states that parents / guardians, who are involved in recognized work, study or training commitments, should begin priority of access to child care places. Other categories include respite care, parent / children with a disability, children at risk, and non working parents. Other members of the community are most welcome to utilize the Centre if vacancies exist. A waiting list is available.

Right to Refuse Care

The Centre reserves the right to refuse care to a child who has not been booked in or completed the necessary registration documentation. The Centre has a licenced number of 40 places each day, and once the maximum number has been reached, occasional care will be refused. It is important to give as much notice as possible if your child is on an occasional basis.

Enrollment

Enrollments will be accepted, providing places are available within our regulated licenced places.

You can obtain an enrollment form from the office during normal operating hours of 2 -6pm. To secure your child’s place at the OSHC Centre, an enrollment form must be completed and returned with a

\$25.00 deposit. The deposit will be held by the Centre and returned to you when you withdraw your child or used to pay any outstanding fees upon your child's withdrawal.

The enrollment form provides important information detailing your child's health, history, emergency contacts and consent forms for emergency and medical treatment. The forms will be updated at the beginning of each year. It is imperative that you provide us with current address, telephone number, emergency contact details, child allergies or medical conditions if they change during the year.

Enrollment information is confidential, and access to this information is available only to the Centre Supervising Officer, and educators and Commonwealth Department Officers.

Child Care Benefit

The Commonwealth Government offers Child Care Benefit (CCB) to families using registered child care services. Families have 2 options to claim CCB:

1. "Weekly fee reduction" families are issued a percentage based on their annual income that is deducted off the scheduled weekly fee at the Centre.
2. "Lump sum payment" families pay full fees weekly at the Centre, then based on their annual income they claim the CCB amount back at the end of the financial year in a lump sum payment.

To apply for CCB you need to contact the Family Assistance Office (FAO) on 13 61 50 or 13 12 02 for multilingual service.

Your assessment will be electronically sent to the Centre from CCMS and the CCB will be effective once that is active. Your account will reflect full fees until the assessment is active.

Parents are responsible for maintaining a current income assessment notice with FAO, and the Centre must comply with the CCB information from the CCMS.

Booked Days

When your enrollment with the Greenmount and St. Anthony's OSHC has been confirmed, parents need to book the days for each week that they will require. The OSHC Centre has a limited number of places, so to ensure that you retain your place at the centre, booked days must be paid for each week.

Changes in Booked Days

Parents are required to give advanced notice of 2 weeks if they wish to change their booked days, providing we have the places available on the days requested.

Absences

If your child is absent due to illness or holidays (during school term) and will not be attending the OSHC Centre, it is necessary for you to contact the Centre so that the staff are aware not to collect / expect your child. Fees are charged for these booked days.

Public Holidays

If your booked day falls on a public holiday, no fees are charged. Pupil free days incur no fees charged.

Casual Bookings

To make a casual booking you need to advise the Centre as soon as possible??. Care will be provided only if there are places available in accordance with our maximum licenced numbers

Permanent Withdrawal

Two (2) weeks notice must be given of the intention to withdraw your child from the Centre. All fees must be paid in full before your child's last day.

Fees

Fees are set in accordance with the Centre budget. The budget is reviewed at the beginning of each financial year. Fees are payable weekly, and must be paid one (1) week in advance at all times.

Enrollment Fees

Upon enrolling your child a \$25.00 deposit must be made to secure your child's position. The deposit will be held by the Centre and returned to you when you withdraw your child or used to pay outstanding fees upon your child's withdrawal.

Fees for Non Attendance (Policy Manual)

- Fees must be paid for booked days, even when your child is unable to attend.
- Fees will not be charged for Public Holidays days.
- Fees will not be charged for pupil free days.
- A late collection fee will apply at \$1.00 per minute after 6.00pm if parents show a consistant pattern of late collection. The fee will apply at the discretion of the Senior playleader.
- Fees will not be charged for school holidays

Payment of Fees

Invoice

All families will receive a weekly invoice, attached to your child's sign in/ out sheet. The invoice clearly details the amounts paid by the parent and the amount due each week. Parents are required to pay the projected care amount in order to keep their account at one week in advance at all times.

Payment

We accept Cash, Cheque or EFTPOS.

Payments can be made directly to an educator at the OSHC Centre, and a written receipt for cash and cheques paid will be issued at the time of payment.

Kindly make cheque payments to: **Greenmount and St. Anthony's OSHC**

Late payment of Fees

An account that is two (2) weeks overdue will receive a reminder notice. A three (3) week overdue account will receive a telephone call asking for payment and advising the parent that the centre may cancel care if a payment plan agreement cannot be reached. A four (4) week overdue account will result in the Centre canceling your care and contacting our debt collection agency.

* * *

Signing your Child Out

Attendance records must be signed each time your child attends. When your child returns to the OSHC Centre, the Senior playleader signs them in. When you collect your child you must sign him / her out.

Authorization for Collecting Children

The names and contact numbers of all persons authorized to collect your child from the Centre must be included in the enrollment form. Children will not be released from the Centre to persons not listed in the enrollment form. Authorization from the parent / guardian must be obtained before the child leaves the Centre.

Changes to these authorizations must be advised in writing to the centre by the custodial parent / guardian

Late Collection

Parents who are unavoidably detained and unable to collect their child before 6.00pm must telephone the Centre to advise the supervising officer and give an expected time of arrival. Late fees will apply at the rate of \$1.00 per minute after 6.00pm, at the Supervisors discretion for parents that are repeatedly late to collect their child.

Transportation of Children to the Centre

The Greenmount and St. Anthony's OSHC collects children from the St. Anthony's and Greenmount schools.

Children attending the St. Anthony's and Greenmount schools are collected by a educators and escorted by foot to the centre.

Parents must sign the "Transportation of Children" attachment in the enrollment form giving the Centre authorization to transport your child directly from the Greenmount Primary school to the OSHC Centre.

Fundraising

Your support for these events is very important as it enables us to purchase additional equipment and resources for the children.

Multiculturalism

Families within the Centre come from a variety of cultural backgrounds. We are always interested in celebrating different national holidays, listening to music and stories from various cultures, as well as games, food and other activities of interest from around the world.

Illness & Injury

If a child becomes ill whilst at the Centre, every effort will be made to contact the parent / guardian to come and collect the child. If the parent cannot be notified, the emergency contact people will be contacted next.

In the event of an emergency or inability to contact the parent / guardian, the Supervising officer in charge at the time, has the prerogative to call an ambulance if necessary. Ambulance costs are to be covered by the parent / guardian.

All illness / injury / accidents at the Centre are recorded in the Accident/Injury/Illness register. The parent is required to sign the register when the child is collected.

Children's Health (see policy manual)

The children will not be admitted to the Centre if they show signs of sickness. This is to protect the child, other children, caregivers and parents. If a child is collected from school and is ill, the parent will be contacted immediately.

Children's Medication (see policy manual)

If medication is to be administered to your child at the OSHC Centre, the following must be observed:

- A MEDICATION FORM must be completed.
- Ensure the medication is clearly labeled with your child's name on it.
- Non-prescribed medicines must be appropriate for the age of the child, otherwise it will not be administered.
- Medication must not be kept in the child's bag

Sun Protection

Outdoor play is not conducted during extreme heat out in the sun. Children may play in the undercover area. Hats must be worn for outdoor play and it is advisable for the children to wear a top with sleeves. Sunscreen SPF30+ is applied before the children go into the sun. The Centre supplies the sunscreen for the children.

* * * **No Hat - No Play** policy applies in summer and winter * * *

Staff

The Greenmount and St. Anthony's Outside School Hours Care is committed to developing and maintaining a highly motivated team of appropriately qualified and skilled people who are dedicated to creating an environment that nurtures, stimulates and guides children's development.

The staff are appropriately qualified for the positions that they hold ie: A Supervising Officer must hold a recognized Cert IV in OSHC or degree or diploma in early childhood studies for children up to the age of 12 years.

The Centre operates in accordance with the Community Services (Outside School Hours Care) regulations with regard to the staff: child ratios.

All Staff have a current First Aid Certificate, Working with Children Check.

The staff will meet regularly to discuss matters relating to their work, programming and children. They welcome opportunities to discuss any queries or suggestions that you may have to make to the OSHC Centre.

Students

The OSHC Centre accepts students from Tafe or Universities for their practical placements during their course. The students are supervised by the senior playleader and are never left alone with the children.

Behavior management

The children are encouraged to learn self-discipline by providing them with an environment in which they can test and develop their own individuality and interpersonal skills. At the Greenmount and St Anthony's OSHC Centre limits are strictly set, the children are encouraged to discuss and set the limits together with the educators. Unacceptable behaviour is dealt with fairly and consistently in a manner that develops the child's feeling of confidence and self-esteem.

No child is subject to any form of corporal punishment, punishment by solitary confinement, immobilization or other humiliating or frightening treatment.

At times a educators may conclude that a child needs to be removed from an activity for a short time to reinforce to that child that his / her behaviour is unacceptable. This "Time-out" period does not exceed 3 minutes. The child is kept in the line of vision of a educators during this period.

Emergency Evacuation Procedure

For these purposes, it is essential that your child is signed in and out each day.

The emergency evacuation procedure is displayed on the main notice board as you enter the room. Please take the time to read it thoroughly, making note of the exits from the building and the dispersal area.

In accordance with the regulations, an Emergency Evacuation Procedure Drill is practiced on a regular basis, on different days, so that the children become fully aware of the procedures.

Grievance Procedure

In order to offer the best that we can for your child, we need to keep the lines of communication open. If you have a concern about your child, please raise the matter first with the senior playleader. If the matter is not resolved at this level, then please contact the Supervising Officer of the Centre to arrange a meeting where the matter can be further discussed.

Queries regarding the management and administration of the OSHC Centre should first be raised with the Supervising Officer of the Centre, and then, if unresolved, with the management and owners of the Centre.

Government Contact Information

Commonwealth Children's Services:

Office of Family and Children's Services
Commonwealth Department of Health and Family Services
152 – 158 St. Georges Terrace
Perth WA 6000 Ph: (08) 9346 5122

State Children's Services:

Children's Services Section
Department of Community Development
189 Royal St.
East Perth WA 6004 Ph: (08) 9222 2555
Midland Office Ph: (08) 9274 9411

Child Care Services Board:

Department of Community Development
25 Adelaide Street
Fremantle WA 6000 Ph: (08) 9431 8888

Crisis Care Centre

Children's Services Section
Department of Community Development
189 Royal Street
East Perth WA 6004 Ph: (08) 9223 1111

The information contained in this handbook is elaborated upon in the companion booklet, "The Policy Manual". If you have any queries about the information in this Handbook, please discuss them with the Supervising officer of Greenmount and St. Anthony's OSHC.