



Greenmount & St Anthony's Outside School Hours Care



Parent Handbook

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Welcome to Greenmount & St Anthony's Outside School Hours Care

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 information that is more detailed or a copy of the activity programme, please do not hesitate to consult with the OSHC Supervisor or any of our OSHC Educators. The Centre's Policy Manual is available on request for you to view at any time.

The Centre uses the National Quality Framework, Early Years Learning Framework and My Time Our Place as the basis for everything we do. Please feel free to consult with the OSHC Supervisor or a member of staff if you would like more information about this process.

Greg Green
St Anthony's Principal
Centre Manager
Educational Leader

Our Vision

Our vision is of achieving excellence in care and education for all families, children and educators that enter our Service.

Our Philosophy

Greenmount and St Anthony's OSHC

Centre Philosophy

Greenmount and St Anthony's OSHC Centre are committed to providing environments in which a child potential will be nurtured and developed.

In a healthy, safe and supportive environment, that the focus is leisure, social development and wellbeing of all children. The educational program focus is the active learning of the children, their ideas, strengths and interests. In our environments, we encourage children to question, explore and investigate to increase their thinking skills.

The Centre actively pursues and maintains communication between all persons involved in our Community, Children, Parents and Staff. We encourage unstructured play in a relaxed setting and the child's right to choose.

- 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

Our Goals

We strive to:

- Accept all children into a nonjudgmental and unbiased environment.
- Build and maintain relationships with children and families.
- Have all children experience belonging at our centre.
- Provide opportunities for each child to develop intellectually, physically, emotionally and socially.

Management of the Centre

Our Service is managed by the School Principal of St Anthony's Catholic Primary School operating under the provider approval held by the Catholic Education Commission of Western Australia Trustees Association (Inc.)

Our nominated supervisor Karen Hepworth runs our OSHC Service.

Approved Provider

An Approved Provider is a person or an entity who holds a Provider Approval granted under the Education and Care Services National Regulations 2012 and Education and Care National Law Act. This approval authorises the Approved Provider to operate approved education and care services. Approved Providers were formerly known as licensees of education and care services. Our services Approved Provider is the Catholic Education Commission of Western Australia Trustees Association (INC).

Nominated Supervisor

The Nominated Supervisor is the person that is responsible for the day-to-day running of the service. The National Law outlines that an Approved Provider must not operate a service without a Nominated Supervisor for that service. In the absence of a Nominated Supervisor, A Certified Supervisor acting in the role of Responsible Person will need to consent to filling the Nominated Supervisors role.

Responsible Person

The National Law Act requires that A Responsible Person must be physically present at the Service at all times. A Responsible Person can be The Approved Provider, Nominated Supervisor or a Certified Supervisor who has consented to be placed in charge of the Service on a day-to-day basis.

Educational Leader

Every Service must designate an Educational Leader. The role of The Educational Leader is to lead, develop and implement the curriculum at the service, to mentor staff and oversee their professional development. Our services Educational Leader is Ann Lynch along with Greg Green the Principle of St Anthony's Catholic Primary School.

Parent Involvement

We encourage you to become involved within our service to ensure we are providing care that meets your family's needs, your ideas and suggestions will always be greatly appreciated. You are welcome to join us at any time and are always welcome to share your unique skills and talents with our service community. During orientation, we ask that you support us to get to know you and your family better by sharing information about your child's temperament, stages of development, likes, and dislikes with educators.

During your child's time with us, our educator would appreciate a few minutes of your time each day to enable us to share with you your child's learning journey. We also ask that you keep our educators informed about the little things they need to know e.g. changes in the home environment, a bad night's sleep, if they are having trouble with socialising or may be a little bit sensitive on a certain day.

At Greenmount and St Anthony's OSHC, we believe that in order to give the children in our service the best opportunities for development it is important to have a collaborative environment where educators and parents work hand-in-hand. Please do keep in touch and discuss your joy, problems, concerns, and feelings with the staff. We are always ready to listen.

Some Details You Need To Know

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

Hours of Operation

Before School Care

The Service is open from 6:40am – 8:40am.

An educator walks children attending Greenmount Primary to their school; the group departs at 8.30am

Educators Release Children from year 1 to year 6 at 8.35am to walk to class

An educator escorts Kindy and Pre-Primary children from both schools to their classrooms.

After School

The Service is open from 2:45pm – 6:00pm.

Children attending Greenmount Primary gather at the meeting point prior to walking together back to St Anthony's School and then on to the OSHC room.

Kindy and Pre-Primary Children attending Greenmount Primary are collected from their classrooms by an educator before going to the meeting point.

Children Attending from St Anthony's Primary (Y1-Y6) walk down to the service from their classrooms and are greeted on arrival by an educator.

Kindy children attending St Anthony's Primary are escorted to the service by school staff.

Pre-Primary Children are picked up from their classrooms and escorted to the service by an educator.

Parents of Children attending from Greenmount Primary School must sign the "Transportation of Children" attachment on the enrolment form giving the Centre authorization to transport (walk) your child directly to and from Greenmount Primary School to or from the Centre.

Enrolment

Should you wish to enrol your child, you will need to complete an enrolment form and hand it in to our service staff. The enrolment form provides important information detailing your child's health, history, emergency contents and consent forms for emergency and medical treatment. It also contains a weekly timetable for you to fill in the days that you require. You will also need to provide a copy of the records below as part of your application:

- Birth Certificate
- Immunisation Records
- Court Orders
- Custodial Papers
- Medical Action Plans

Enrolment information is confidential and access to this information is only available to the Nominated Supervisor, Educators who work in the Centre and Commonwealth Department Officers.

If any of your Details on the Enrolment Form change, e.g. Change of address or phone number, please advise staff immediately.

Payment of Fees

All families will receive a weekly invoice via email. The invoice clearly details the amounts paid by the parent and the amount due each week.

We accept payments made by EFTPOS, Direct Debit or Cash

Our Services operation is dependent on maintaining fees. Please read the following information carefully

- This service complies with the Priority of Access guidelines required for the Federal Government Child Care Subsidy (CCs).
- Permanent bookings will be given preference.
- Casual bookings will be subject to availability
- Fees for enrolled children will be **charged on a weekly basis, one week in advance.**
- **Fees are still charged for non-attendance**
- Fees will not be charged for Public Holidays, Pupil Free Days or School Holidays
- **A late fee of \$2 per minute will be charged directly onto your account for each child who remains at the Service after 6pm.**

Anyone experiencing difficulties in meeting their fees can speak to the Nominated Supervisor or School Principle to make mutually agreeable arrangements. Failure to do so may result in the cancellation of your child's place.

Current 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.

To find out fee details please ask one of our staff.

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 service may cancel care if a payment plan agreement cannot be reached. A four (4) week overdue account will result in the cancelation of your care and may result in our service contacting our debt recovery agency.

Non-Attendance Guidelines

Families are required to advise the service if their child will not be attending their booked session. Please do not phone the School Office, Contact the service directly on 9294 5539.

Absences

If your child is absent due to illness or holidays. Fees will still be charged for those days.

Allowed Absences

As with most Child Care Centre's absences must be paid for. Each family is entitled to 42 days of absence per child per financial year while claiming CCB. An absence may be defined as: a sick day, holiday or occasional absence.

Changes in Booked Days

Parents are required to provide written notice of changes to bookings a minimum of 2 weeks prior, all requests for additional bookings will be reviewed and accepted providing the service has the ratio capacity to accept.

Casual Booking

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

Permanent Withdrawal

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

Child Care Subsidy

CCS is a payment from the government that supports families with the cost of accessing childcare. Fee reductions are calculated in real time through the service CCMS software. Your fee reduction if eligible reduces the amount you pay to the service for the care you have been provided with.

To apply for CCS you are required to have an income test through Centrelink. This can be done by logging onto MyGov and accessing Centrelink and following the prompts in the Child Care Subsidy section. You will also need to provide the service with your family's individual CRN numbers as well as your corresponding dates of birth. Our service policy is that full fees will apply and must be paid until you are formerly enrolled for CCS.

Please note that you are also required to inform the Nominated Supervisor if you have children attending another service and are claiming a multiple child percentage.

CCS is paid directly to the Service to reduce fees. For further information, please see the Nominated Supervisor or visit their website www.familyassist.gov.au. You can also call the Family Assistance Office on 13 61 50 or 13 12 02 for multilingual service.

Please note that without a Customer Reference number (CRN) and date of birth information for parent and child, the Centre will be unable to pass on your fee reduction. Again you can call the numbers above if you are unsure of what your CRN numbers are and they will be able to assist you.

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 other avenues of communication and support have been exhausted and when:

- Professional advice confirms a child is in physiological danger as a result of an unusually prolonged inability to settle into care away from the parent.
- A child puts the majority of the children at risk through inappropriate behaviour.
- The parent continually fails to observe Centre hours of operation and/or fails to pay the required fee.

Complaint Procedures

Please let us know if you are unhappy with any aspect of the service we provide for you and your child.

We welcome all parent feedback including your grievances and complaints, as these will help us to improve the services we provide. All concerns or complaints will be dealt with in a prompt, positive and sympathetic manner. If a staff member is unsure how to respond to a parent's complaint, they should refer the parent to the services Nominated Supervisor. For further details, please refer to our full policy.

Parent Complaint Procedure/ Grievance Procedure

If a parent has a complaint about any aspect of the Service, they may discuss their problem with the relevant staff member, with the Nominated Supervisor or with the School Principal. If the parent feels the problem is not resolved, they may take the matter to the Approved Provider for resolution, either through the School Principal or by writing directly to the Catholic Education Office WA.

Parents are also entitled to direct their complaints to the Education and Care Regulatory Unit. 1st Floor 111 Wellington Street, East Perth, WA 6004

Priority of Access

The Australian Government has set specific priorities of access to childcare services.

The Australian Government requires the Centre to provide access to the service according to the following priority of access. 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.

Right to Refuse Care

The Centre reserves the right to refuse care to a child who has not been booked in or if the necessary registration documentation has not been completed. The service has a licensed number of 65 places each day and once the maximum number has been reached, casual care will be refused. It is important to give as much notice as possible if your child is on casual basis.

Signing your Child In and Out

Our Primary concern is the welfare and safety of your child. We therefore request that you comply with the following requirements.

- Accurate attendance records need to be kept and checked each day. Whoever brings your child to the service or collects your child at the end of the day is required to sign the child time of arrival and departure using our Ipad device
- Only a parent or persons nominated on the enrolment form can sign.
- If an unauthorised person arrives to collect your child, your child will not be released until your authorisation (preferably in writing) has been obtained.

Signing In and Out Attendances is a legal requirement of the Family Assistance Office. If you do not complete these records you will not be eligible to claim Child Care Subsidy

Procedure for Late Collection

If a child has not been collected 30 minutes after closing time and neither the child's parent/guardians, or any of their other emergency contacts have been able to be contactable by the service, the Nominated Supervisor will contact Crisis Care, Police and the Education and Care regulatory unit to advise them of the situation and consult on what action to take.

A note detailing the action taken and the contact details of the person who can provide information about the child will be left on the service door if the child is removed from the service by authorities.

Confidentiality and Records

Greenmount and St Anthony's Outside School Hours Care has a duty to keep records about staff, parents and children in order to operate responsibly and legally. The service will protect the interests of the children, their parents and the staff including appropriate privacy and confidentiality. Archived records will be stored in a safe and secure manner in accordance with privacy laws. Please refer to our Confidentiality, Privacy and Records policies for further information.

Our Childcare Program

Centre Routines

Learning experiences and our services program are built around our daily routines. Routines are regular predictable events of the day e.g. arrival to the Centre, applying sunscreen, hand washing, eating afternoon tea or breakfast and stacking of the chair they have used. These routines aim to provide children with a sense of security and belonging.

Our service tailors our care to each child's specific needs, including children's attendance patterns, climate and physical environment, the numbers and ages of children with in a given group, children with additional needs, new children entering the group and parents expectations.

National Quality Framework

The service utilises the National Quality Framework that thrives to meet the interests and needs of every child as a basis of its service operations. The National Quality Standard is a key aspect of the National Quality Framework and sets a national benchmark for Outside School Hours Services in Australia. To ensure children enjoy the best possible conditions while at OSHC, the National Quality Standards promotes continuous improvement in quality. Our program aims to meet the requirements set out in the Framework for School aged care in Australia "My Time, Our Place" which reinforces the importance of learning through play. The framework consists of five outcomes, principles and practices that are reflected upon throughout our documentation and programming.

Celebrating Cultural Diversity

Our service community is diverse and reflective of a variety of cultural backgrounds. We are always interested in celebrating children's home cultures such as learning about national holidays, listening to music and stories from various cultures, as well as engaging with games, food and other activities of interested from around the world. We believe this is a fundamental aspect in supporting children to develop a strong sense of identity as well to become connected to their world.

Our Program

Children who attend our service are offered the opportunity to engage in a range of Activities that have been carefully planned to reflect children's interests and developmental needs. Educators 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 and reflective of the philosophy and goals of the service. The program will be balanced and include:

- Indoor and outdoor learning experiences
- Quiet and active experiences
- Individual, small group and large group activities
- Activities for staff/child interactions
- Individual and small group interests
- Children's special interests
- Spontaneity and the unexpected.

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

Supervision

The staff: - child ratios contained within the regulations will be strictly adhered to at all times. The ratios are:

Before School Care 1-13 (1-10 if Kindergarten Child in attendance)

After School Care 1-13 (1-10 if Kindergarten Child in attendance)

Staff will position themselves where they can see all the children under their supervision, listen carefully to what is happening and get to know the children individually so they can anticipate their needs. Staff will join in the children's play and encourage them to try new experiences.

Guiding Children's Behaviour

Learning appropriate behaviour is part of your child's social development. Our educator aim to support children be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations. Children will be encouraged to settle their differences in a peaceful manner with educators to support them when required.

At the Greenmount and St Anthony's OSHC limits are strictly set. The children are encouraged to discuss and set the limits together with educators. Unacceptable or unsafe behaviour is dealt with fairly and consistently in a manner that develops the child's feeling of confidence and self-esteem.

As per requirements set out in the National education and care regulations 2012 no child at the service will ever be subjected to any form of corporal punishment, punishment by solitary confinement, immobilization or other humiliating or frightening treatment.

Equipment

The service offers children access to a wide range of equipment that is suitable for children of all ages. Every year our equipment is reviewed and added to or replaced as required. In the circumstance, that a child is wilfully causing destruction or loss of equipment the service will request that the child's parent replace item.

Personal Items

The service provides a wide range of shared equipment, games and toys for children to engage with so we ask you to support our service by ensuring your child leaves personal toys and resources at home. The service unfortunately cannot accept any responsibility for lost or broken items brought in from home. Please make sure that if your child is required to bring in an item for school (e.g. Show and tell) that they are reminded to ensure it remains in their bag while they are at the service.

Mobile Phones/ Personal Electrical Devices

Children are not permitted to bring mobile phones or electrical devices including iPhones, iPads and iPods into the service. They must remain in children's bags or be handed in to educators for safe keeping.

Health and Safety Issues

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 children are on the premises.

All staff at the Centre are required to maintain a current Senior First Aid Certificate. Qualified First Aiders in the event of minor accidents will only administer First Aid or to stabilise the patient until expert assistance arrives.

A fully equipped First Aid Kit is maintained at the Centre.

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. A record of your child's current immunisation status will be kept at the Centre. Children who are not immunised will be excluded from care during outbreaks of some infectious diseases in accordance with the National Health & Medical Research Council exclusion guidelines, even if the child is well. This is to limit the spread of infection and protect unimmunised children.

Unwell Children at the Centre

In the event your child becomes ill whilst at the Centre, you will be contacted and asked to collect them. Staff will monitor your child closely until someone has arrived to pick them up and will give you an illness report to sight and sign. The OSHC supervisor has the authority to call an ambulance or doctor if urgent medical attention is required. Every effort will be made to contact you or your nominated emergency contacts as soon as possible.

Hygiene

In group care situations one of the most troublesome problems is controlling the spread of infection. 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 introduced to washing their hands before all clean tasks (i.e. Meals) and after all dirty tasks (i.e. after using the toilet) as soon as they are developmentally ready.

Medication

Wherever possible, medication should be administered by parents/guardians at home. However, we are aware that this is not always feasible. Therefore, to ensure children's safety and welfare, the giving of Medication will be strictly monitored. 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 they are unwell.

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

- A **Medication Form** must be completed and signed every day the child requires medication
- The Medication is clearly labelled with the original pharmaceutical label detailing the child's name, required dosage, date of dispensing and the expiry date or

- It is still in the original pharmaceutical packaging (i.e. Non-prescription medication), indicating the name of the medication, the dosage , age appropriateness and the expiry date; AND
- Self-administration by an enrolled child is not allowed without direct supervision of a staff member
- **Medication and medication form** must be handed to a supervisor

You must never leave medication in a child's bag. You must inform the Outside School Hours Care Supervisor or Staff Member and complete an Authority to give Medication Form. At the end of the day, you must collect the medication from the Centre Staff.

Exclusion

As a protection to 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. A clearance certificate from your child's doctor is required to pronounce the child fit for childcare, before your child can return 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 OSHC Supervisors Discretion. Fevers, vomiting, diarrhoea or unexplained rashes are some of the indicators that a child should not be brought to the Centre.

Sun Protection/Appropriate Clothing

To ensure all children attending the Centre are protected from skin damage caused by harmful ultra-violet rays of the sun:

- Children will be required to wear a hat that protects their face neck and ears whenever outside i.e. legionnaire style or broad brimmed hats.
- SPF 30+ sunscreen will be provided for children and applied 20 minutes before going outside.
- Outdoor play will not occur in extreme weather.

Occupational Health and Safety

Our Centre is concerned with protecting the health and safety of children and staff at the Centre.

In the interests of Occupational Health and Safety and the well-being 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.

Staffs 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.

Safety Drills

Safety drills will be practised to ensure that children and staff are familiar with the procedures, should an emergency occur.

Emergency evacuations and safety drills will be practiced at the Centre at least once a term. Evacuation procedures are displayed for you to see. Parents are asked to familiarise themselves with these procedures.

Accidents

Despite every precaution, accidents will occur at the Centre from time to time. In the case of a minor accident, staffs that are qualified in First Aid will attend to the injured child and apply First Aid. Depending on the injuries, 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 or, if you cannot be contacted, your emergency contact person 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 treatment. A staff member will accompany your child until you are able to be there. You are asked to sign an accident report completed by the person in charge at the Centre at the time of the accident and be provided with a copy of this report.

Lost Property

Any items bought into the centre by the child should be clearly marked with the child's name, especially items of clothing. There is a lost property box at the Centre, which should be checked every week. At the end of each term the lost property box is emptied and any unclaimed items are disposed of.

It is not our duty to check that children arrive at the centre with all of their belongings in which they were sent to school with, however we do our best to ensure they leave the centre with all they arrived with.

