



ST JOHN BOSCO  
COLLEGE  
JOY IN LEARNING



## St John Bosco Outside School Hours Care Service

2016 / 2017 Family Handbook





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# 1. INTRODUCTION

## 1.1 Welcome to St John Bosco Outside School Hours Care

The management and educators of our service would like to welcome you to our service, our aim is to ensure parents/carers feel safe, secure and comfortable with the level of professionalism and care that our educators' provide.

This handbook contains information to assist you in settling your child into the service and to help answer any questions you may have.

If you require more detailed information, or would like a copy of the services program, please do not hesitate to consult with the Nominated Supervisor or an educator. The services policy manual is also available in the service for you to view at any time.

Our service is licensed to offer care before school and after school catering for school-age children aged from 4 year old Kindergarten – Year 6 on a permanent or casual basis.

This service is part of a Catholic organisation and aims to promote positive relationships that enable children to understand what is involved in living as Christians in Australia today. In our service it is the role of the educators to model and promote Christian values, attitudes and behaviour. Our service recognises the dignity and rights of each person regardless of race, religion or social status and aims to provide a welcoming and inclusive environment.

The Catholic Education Commission of Western Australia Trustees Association (inc) holds the Provider Approval for this service, the responsibility for the service under our provider structure falls to the College Principal Kevin Sheehy whose role as manager, along with the Nominated Supervisor (Miss Valeria Campos) and educators (Miss Jessica Alcock, Miss Mikayla Bramley and Miss Lauren Oxwell) employed ensures that the service is operating within all legislative requirements and quality guidelines.

Our educators work hard to ensure your child/ren are cared for in a welcoming, supportive and stimulating environment. Our educators aim to ensure that Children's and families input form the basis of our services program to ensure that our service is meeting the needs and interests of both the children themselves are our service community.

We value your input into the operation of our service and encourage families to get involved with the services program and to communicate regularly with the educators at the service to ensure that our service is meeting your needs.

We look forward to welcoming you into our service community.

## 1.2 The National Quality Framework

Our service follows the National Quality Framework and adheres to all relevant industry and workplace legislation. Educators are employed for their industry experience, training and suitability for working with school aged children.



The National Quality Framework aims to raise quality and drive continuous improvement and consistency in education and care services throughout Australia through:

- A National legislative framework
- A National Quality Standard
- A National quality rating and assessment process.

A new National body known as the Australian Children's Education and Care Quality Authority (ACECQA).

A new regulatory body in WA known as the Education and Care Regulatory Unit whose role it is to assess quality in WA and to enforce the National Education and Care Regulations & Act.

Want to find out more? Go to [www.acecqa.gov.au](http://www.acecqa.gov.au)

## 1.3 Our Vision for Catholic Education Children's Services

### OUR MOTTO AND VISION

The College motto "**JOY IN LEARNING**" is strongly exemplified in the person, life and teachings of our patron, St John Bosco. The vision of educators at our OSHC service will be to create a nurturing environment in which every child can experience the joy in learning and achieve to their potential.

## 1.4 St John Bosco Outside School Hours Care Service Philosophy

St John Bosco Outside School Hours Care proudly follows the College's motto "Joy in Learning" aiming to provide a distinctive, high quality care service that promotes development with particular emphasis on play, social interactions and recreation.

At St John Bosco OSHC we strive to provide a quality service that meets each child's physical, emotional and social needs in a safe, nurturing and supportive environment. Our service promotes learning through play, exploration and development of self-reliance. Our educational approach follows Vygotsky's theory which highlights scaffolding as a way of helping bridge the difference between a child's current level of problem-solving and his potential for more complex problem solving.

We believe that every child has the right to be supported in the development of their physical, emotional, intellectual, creative and social growth to their fullest potential. Our educators respect each child's identity, dignity and privacy while promoting each child's wellbeing. The educators also value the freedom of choice and support children's interest through a meaningful program which includes child initiated experiences. As underlined in Piaget's theory, our service wants to provide children with opportunities for them to construct their understanding of the world through their active involvement and meaningful interactions.

Our program offers a range of learning opportunities for all children and is guided by the framework “My time, Our Place” and this values input from the children, families, staff and local community.

Children, parents, staff and relevant community members are treated with respect and their views in relation to the proper operation of St John Bosco OSHC are considered and valued. We encourage and welcome all families, parents and guardians to open discussions with all issues relevant to our daily operation.

## **1.5 St John Bosco Outside School Hours Care Goals**

### **OUR GOALS**

- To support and recognise the OSHC service is part of St John Bosco College, where the gospel values and teachings of Jesus are reflected in the OSHC service.
- To provide an environment that offers choices to children, to encourage independence, enhance self-esteem, meet individual needs and interests and acknowledge each child’s uniqueness.
- To promote the spiritual, developmental, social, emotional and intellectual needs of children within the service.
- To ensure children have a choice and control over their learning by actively contributing to the planning of the program.
- To foster children's autonomy and development by providing a program that is reflective of the Early Years Learning Framework, “Belonging, Being and Becoming”, and the Framework for School Age Care “My Time, Our Place”.
- To provide a caring environment that is inclusive, tolerant and respectful of our community.
- To actively encourage parent participation in the activities of the service

## 2. OPERATIONS AND IMPORTANT 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.

### 2.1 Hours/Days of Operation

The service is open for care on weekdays during term time and school holiday breaks with the exception of any dates listed below.

School term	School Holidays	Student Free Days	Closure dates
<b>BSC</b> 7.00am – 9am  <b>ASC</b> 2.30pm – 6pm	Our service will be closed during school holiday periods.  <i><b>An associated program will be offered by Xavier OSHC located on the grounds of Xavier Catholic Primary School in Hilbert.</b></i>	Our service will be closed on pupil free days.	<i><b>Service will be closed all school holiday periods and student free days as well as on all public holidays.</b></i>

### 2.2 Enrolment

Prior to your child/ren first day at our service, you will be required to obtain and complete an enrolment package that will require you to provide information about your child's health, custody arrangements and emergency contacts. We request that where possible you return your completed enrolment package to the service at least a week in prior to your child commencing his/her care to ensure administration tasks and planning can be completed for your child.

As part of the enrolment process you will be required to name all persons who may deliver and/or collect your child from the Centre. It is your responsibility to ensure your nominated people are responsible and available when required. The details on the enrolment form are required by our staff to help them take the best possible care of your child/ren.

All information will be treated as strictly confidential.

If any of the details on the enrolment form are required to be updated you are asked to advise the Nominated Supervisor immediately.

At the time of enrolment you will be asked to fully disclose any medical or health concerns relating to your child/ren, and agree to lodge your application with the Family Assistance Office for Child Care Benefit within 28 days of your child starting care. (See the section on Child Care Benefit for further information.)

## 2.3 Children with additional care requirements

Our service provides an inclusive environment that aims to cater to the needs of each and every child. In order to provide additional support to children who have a diagnosed medical condition or disability we have access to Inclusion Support Agencies. Once a request is made by the service with the family's permission your child's application will be assessed by the inclusion support team to ascertain which services will be of benefit to your child. Inclusion support agencies aim to support your child and the educators caring for your child with information, advice, care plans and training as well as funding to provide more dedicated one on one support from our staff should your child require it. If you feel your child would benefit from accessing inclusion support please speak to the Nominated Supervisor.

## 2.4 Current Fees

Our fees are reviewed on an annual basis, as we are a not for profit service we only aim to ensure that we can cover the services operational costs.

### 2015 FEE RATES

Before School Care	After School Care	Vacation Care	Pupil Free Day Care
\$20 Per Session	\$30 Per Session	N/A	N/A

## 2.5 Payment of Fees

In order to ensure the successful continuation of service's ability to provide a quality program, resources and staffing we are dependent on the collection of fees.

Each week, you will receive an invoice detailing your child/ren attendance and the fee payable.

Fees can be paid by direct debit or at the Administration Office by cash, cheque, EFTPOS or through internet banking. If using internet banking, please advise the centre of payments made and the reference used for your transaction.

## 2.6 Booking Options

### OUR SERVICE OFFERS THE FOLLOWING BOOKING OPTIONS

#### Sessional Booking (BSC/ASC - school terms only)

##### Permanent care

Clients pay for a place on a set session and day or days each week. Your child's booking will be guaranteed each week once accepted. If your child is absent and you have not notified the Nominated Supervisor, you will be required to sign for the absent day on your return and fees will be charged for absent days on your account. Payment must be made for any booked days that parents have not cancelled at least 24 hours in advance. In order to cease a permanent booking you will be required to provide us with a minimum of 7 day notice in writing.



## **Casual care**

Clients are asked to book at least 48 hours in advance (where possible) and ensure they speak to a staff member to ensure that the booking has been accepted as casual bookings are restricted to ratios and numbers of permanently booked children already attending the care session.

## **Fee payment difficulties**

Anyone experiencing difficulties in meeting their fee payments should make an appointment to speak to the College Principal who can make mutually agreeable repayment arrangements. If your fees are more than three weeks in arrears and you have not made arrangements to pay, your child's place can be cancelled.

## **Non-attendance of a booked day**

Families are asked to where possible inform the service in writing of absences, providing as much notice as possible. If this is not possible families are asked to call the service on (08) 9234 9628 and ensure they speak to an educator to ensure they have received the notification of absence.

On your child's return you will be asked to sign the attendance sheet for all absent days that will be marked with an "A". Each child is eligible for 42 allowable absences per year before full fee rates apply.

## **2.7 Reducing Your Fees**

All families who meet Australian residency requirements are eligible for Child Care Benefit (CCB) & Child Care Rebate (CCR). You can apply for this payment, which will reduce your childcare fees or entitle you to a lump sum payment at the end of the financial year, at the Family Assistance Office.

CCB entitlements are payable on 42 allowable absences per year after which full fees apply for absent days.

### **Childcare benefit (CCB)**

Each eligible family who has applied to Family Assistance Office for a customer reference number will have their income automatically assessed, a families combined income level is used to determine the amount of Childcare Benefit by the Family Assistance Office that will be applied to your fees.

Once you provide the service with the parent and children's;

- Customer Reference Numbers
- Dates of birth

As well as information in regards to;

- Number of siblings in approved childcare.
- Other information in regards to other services that enrolling children are also attending.

The service can then obtain CCB information via the CCMS software at the service and can apply the fee reduction to your account.

Please contact the Family Assistance Office on 13 6150 to discuss your family's individual circumstances.

### **Childcare Rebate (CCR)**

CCR provides families with a rebate of up to 50% of their out of pocket childcare cost, this payment is not means tested and is available to all families even if they are not eligible for CCB.

Families are required to notify the family assistance office if they would like the CCR benefit to be paid directly to the service who then apply the additional discount to your fees.

Alternatively families who wish to receive a lump sum payment at the end of the financial year, instead of having their fees reduced during the year should notify the family assistance office of their preference.

In order to claim families require a Customer Reference Number. Please contact the Family Assistance Office on 13 6150 to discuss your family's individual circumstances.

**Please note:** The forms that you sign for the purposes of CCB are legal documents, and we are asked to remind you that giving false information is a criminal offence. It is your responsibility to notify Family Assistance Office if your circumstances change.

## **2.8 Priority of Access Guidelines**

Every Child Care Benefit approved child care service has to abide by the Commonwealth Government Policy in regards to priority of access;

Priority of access must be given to;

- **First Priority:** a child at risk of serious abuse or neglect
- **Second Priority:** a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999'
- **Third Priority:** any other child.

Within these main categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- children in families which include an individual whose adjusted taxable income does not exceed the - lower income threshold of \$41,902 for 2013-2014, or who or whose partner are on income support
- Children in families from a non-English speaking background

- Children in socially isolated families
- Children of single parents.

A childcare service may require a Priority 3 child to vacate a place to make room for a child with a higher priority. They can only do so if you:

- are notified when your child first entered care that your service follows this policy
- are given at least 14 day notice of the need for your child to vacate.

Outside School Hours Care is primarily for school children. A service may ask a child not yet in school to leave care if a child who is in school applies for a place.

## **2.9 Other eligibility criteria**

### **Kindergarten Aged Children**

In order to meet the definition of a school aged child, children are required to be enrolled in a Kindergarten program prior to starting within the OSHC program, this will mean that children enrolled to start school in term 1 are eligible to attend the Term 1 BSC/ASC Programs.

### **Children attending Year 7**

Our OSHC program accepts children from Kindergarten to Year 6. Families who require care for children year 7 or above will need to contact the service and discuss your care requirements with the Nominated Supervisor.

### **Children attending from other primary schools**

As our OSHC service is run on site at St John Bosco College we unfortunately do not have provisions to transport children to other school sites.

If you wish to enrol a child attending any other primary school other than St John Bosco College you will be required to arrange your own private transport arrangements to drop off and collect your child from their primary school, any person over 18 who is nominated by the a child's parent or guardians is eligible to collect and deliver children to our service they will be responsible for ensuring that they sign in/out on your behalf.

## **2.10 Emergency Care**

Our service recognises that the safety and wellbeing of children is paramount. Under the Education and Care National Regulations and Act our service has limited emergency care places available.

Emergency care over and above licensed places is limited to the following

- One child or
- One family unit (siblings of 1 family)

If your family wishes to access emergency care please contact the Nominated Supervisor and provide the service with the details of the emergency situation and the days/times that care is required. Acceptance of emergency places is at the discretion of the School Principal and or Nominated Supervisor.

## 2.11 Signing In and Out Process

Families are required to sign their children in and out of the service at the time of arrival and prior to departure. This procedure is a legal requirement of all children's services in Australia. It is also a DEEWR requirement and is directly linked to your CCB eligibility. Only a family member or authorised person over the age of 18 is eligible to sign as this is a legal requirement. Families will be asked to sign for absent days on their next visit to the service.

## 2.12 Arrival and Collection of Children

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

### **Arriving at the centre**

Our service opens at 7am we remind families that we are legally unable to accept children into our service until this time.

We request that you ensure you have been greeted by educator upon arrival, if the children and educators are gathered in the outdoor area or other licensed space when you arrive we ask that you accompany your child/ren to greet the educators in order to maintain supervision and to ensure that educators are aware of which children are in attendance at all times.

Our service will ensure that there will be a minimum of two staff members in attendance at the service at all times.

On days when the program includes an excursion families will be advised of the groups departure time and will require you to transport your child to the venue should you wish to arrive after this time.

Once you have signed you child into our service and delivered your child/ren to an educator you are welcome to stay with your child to help them settle into the program and to speak to educators about your child's participation in the program.

### **Departures**

On arrival at the service families are asked to collect any information from educators and take a few minutes to discuss their child's day before proceeding to sign their child out and departing. Families are able to choose what time they collect their child from the service, however all children are required to be collected by the services closing time of 6pm.

On days when the program includes an excursion families will be advised of the groups return time and will be required to collect their child from the venue if an earlier pick up is required.

Children will only be released to parents/legal guardians or other person authorised on your child's enrolment form who are over 18 years of age. If you require your child to be collect by another person over the age of 18 your will be required to submit the request in writing prior to collection, the person collecting your child will be asked by educators for ID when they arrive at the service to confirm their identity.

**Please note:** We are unable to release children to walk home alone, be transported home by taxi without an authorised person being present or to go with any person who is under 18 or who has not been authorised by the child's family. Our service also reserves the right to refuse the authorisation of persons who present at the service to collect children under the influence of alcohol or drugs.

Children not collect by 6pm will be supervised by an educators while the second educator attempts to contact the persons listed on the child's enrolment form. If none of the contacts listed are available to collect the child or cannot be reached educators will contact Crisis Care & will notify the Education and Care Regulatory Unit for guidance approximately 30min after the closing time of the service.

If you are unavoidably detained and unable to collect your child by closing time you required to telephone the service and advise the educators of your expected time of arrival. If you need to arrange for another person to collect your child in an emergency situation you must provide the educators with the person's full name and their contact number – on arrival educator will ask them to show ID to verify their identity. Please note late fees will apply after 6pm.

## 3. GENERAL PROGRAM

### 3.1 Food & Drinks

Fresh clean drinking water will be available at all times for children.

A weekly menu that details all other food & beverages on offer to children will be displayed on the service's parent information board. Families are asked to read the menu carefully and provide educators with details of any items that are not suitable for your child so an alternative can be offered. Families also have the option of bringing along food items from home for their child's consumption.

Should you choose to bring in food items for your child's consumption please be aware that our service aims to promote healthy and nutritious eating, we also ask that you ensure that you are aware of known food allergies of children attending our service. The list of items that are restricted due to allergies are listed on the parent information board on our ALLERGY AWARE NOTICE and you are asked to support our service by not bringing these items into our service where possible.

(If you would like a copy of the menu please see the Nominated Supervisor)

### 3.2 Observations /Programming/Assessments of learning

As part of the National Quality Framework all OSHC services are required to plan using the My Time Our Place Curriculum for children attending Pre- Primary – Year 7. Planning for children attending OSHC from Kindergarten classes will be completed using the Early Years Learning Framework Curriculum.

In our service educators will ensure they are meeting these requirements by;

- Regularly recording observations of your child's interests, participation in the program and their development. (These confidential records will be used for program planning and to help educators to prepare assessment documentation).
- Assess, reflect and highlight children's learning to families and the children themselves through various methods of documentation and conversations.
- Ensure that programming for the service is based on these records and is meeting the needs of the children attending.
- Provide families with yearly overviews and ask for families support with forward planning and goal setting.

Families are able to access records kept for their children at the service by contacting the Nominated Supervisor at the service.

Please see our services programming policy for more details.

### 3.3 Our program of experiences

A program will be displayed at the service each week that outlines the planned experiences on offer to children attending the service. These experiences have been carefully planned to reflect the children's interests and meet their developmental needs.

Our service aim to provide a program that is balanced and includes opportunities to participate in both indoor and outdoor learning experiences, quiet and active times, individual, small group and large group times, time for individual educator /child interactions, group interests, children's special interests, as well as being flexible to allow time and space for spontaneous play.

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

We invite you to have input into program development especially in relation to multicultural issues, music and storytelling. Any suggestions you have can be put into the Suggestion Box located in the service or discussed directly with service educators.

### 3.4 Before School Care

**7.00am – 9.00am**

**Weekdays during all school terms**

#### OUR BSC ROUTINE

7.00am – 8.15am	Breakfast is available see menu for details.
7.00am – 8.15am	Indoor experiences commence
8.15am – 8.30am	Educators and children tidy and pack away and prepare to transition to classrooms.

### 3.5 After School Care

**3.00pm – 6.00pm**

**Weekdays during all school terms**

#### PROGRAM

During an after school session children will be offered a choice of a variety of indoor and outdoor learning experiences. Educators will support children to make choices and to participate in experiences as required.

Our OSHC program has been designed to meet the complex and unique needs of children of school age and aim to provide a fun, challenging and stimulating environment for the children attending.

## OUR ASC ROUTINE

3.00pm – 3.30pm	Children are collected from classrooms and/or met at meeting points by educators
3.30pm – 4.30pm	<ul style="list-style-type: none"><li>• Afternoon Tea is available</li><li>• Indoor Experiences commence</li><li>• Outdoor Experiences commence</li></ul>
4.30pm – 5.30pm	<ul style="list-style-type: none"><li>• Indoor Experiences continue</li><li>• Outdoor Experiences continue</li><li>• Educator lead experiences/special events commence.</li></ul>
5.30pm – 6.00pm	<ul style="list-style-type: none"><li>• Educator and children tidy &amp; pack away.</li><li>• Quiet indoor experiences commence.</li></ul>

## HOMEWORK

Our service will provide a quiet space for children to complete their homework. Children will have access to this area both in BSC and ASC. Families are welcome to request that children be reminded by educators to complete homework tasks with the understanding that the service cannot take responsibility for enforcing this request and will not held responsible for checking or providing one on one coaching to ensure that assigned tasks are completed.

## 3.6 Transitions between the OSHC Service and School

During BSC educators will escort children to their classrooms each morning, they will pass on any messages required to classroom teachers (***If your message is of a confidential or sensitive nature we ask that contact your child's teacher directly***). Educators will regularly communicate with your child's teacher and school support staff to ensure consistency between school and OSHC and ensure your child has a smooth transition between the various parts of their day.

In the afternoon the service will ensure that an educator collects all children from their classrooms, they will collect any notes or record any messages to be passed on to families, these items will be placed in the front pocket of your child's bag (***If the message is of a confidential or sensitive nature we will request that the teacher contact you directly***).

Educators will display information about upcoming College events on the service's parent information board to ensure that families using the service are receiving all College communication.

## TRANSITIONS BETWEEN SERVICES

If your child has attended another childcare, family day care program or OSHC service prior to enrolling in our service we encourage you to bring along a copy of any transitional documentation that has been provided to you by other services so our educators can discuss this information with you.



## 4. POLICY INFORMATION

### 4.1 Supervision & Service Boundaries

The service will maintain high levels of supervision of children at all times, the set supervision ratios contained within the Education and Care National Regulations will be strictly adhered to at the service at all times which are -

- 1 adult :13 children of school aged (No Kindergarten aged child present)
- 1 adult: 10 children when 1 or more Kindergarten children present.

Our play area plan, which clearly defines the boundaries and areas where children may safely play, is displayed in the OSHC area. Parents are asked to become familiar with the plan and reinforce with their child that they must stay within the boundaries.

### 4.2 Personal items

Our service provides children with a wide variety of equipment for their use while in attendance at the service – should your child choose to bring along items from home for use at our service we will be unable to accept responsibility for the item should it become lost or damaged.

Personal Items such as mobile phones, laptops, tablets, cameras, electronic handheld games that have the capacity to take digital images and videos are not permitted to be used within the service as the recording of digital images is strictly regulated and images captured of children attending the program cannot be removed or transmitted out of the service without the express permission of the Nominated Supervisor. Under no circumstances will permission be granted for images of children taken at the service to be uploaded onto social networking sites by any member of staff or any other community member including children attending the service. Should your child arrive with these items educators will ask for them to be taken home or be placed in a safe place by an educator and returned to family members at the end of the session.

See our confidentiality policy for more details.

Mobile phones should be handed to an educator for safe keeping on arrival at the service.

Other lost and found items will be stored by the service for families to collect when they next return to the service.

### 4.3 Birthdays

Our service aims to support children's belonging within our program by acknowledging and celebrating children's birthdays however due to health and safety restrictions we regret that we are unable to share food items brought in by children or family members e.g. birthday cake.

## 4.4 Clothing

During term time children have the option of bringing along a change of clothes or wearing service provided protective clothing for all fun experiences. Families are asked to ensure that children's clothing complies with our health and safety policies:

- Wide brimmed/legionnaire style hat.
- Tops that cover the tops of arms and back of the neck.
- Closed in shoes that have sturdy grip for outside play.
- Simple clothes that children can easily negotiate independently and that do not restrict children's movement.
- Protective clothing for weather extremes.

If you feel your child may require a change of clothes during a care session please ensure that all clothes packed in your child's bag are clearly labelled.

The service has access to a limited supply of spare clothing for unforeseeable accidents or incidents. If your child's clothes become wet or soiled during a care session educators will ensure that where possible your child will be provided with a change of clothing and soiled clothing will be provided to family members at the end of the care session. We ask that you wash and return any borrowed clothing when your child next returns to our service.

## 5. HEALTH CARE

If your child has a specific health care need we ask that you also complete a health care plan and provide (if appropriate) an action plan to the service along with your child's enrolment form.

The service will provide you with a copy of our dealing with medical conditions policy for your records.

All health information will be treated with strict confidentiality. If the service feels that they require the support of other professionals to meet your child's needs at our service the Nominated Supervisor will discuss this with you before proceeding. Should you choose to grant your permission for additional support to be sort of your child the service will ask you to complete an authority form which will enable your child's health care information and observations recorded by staff to be shared with these professionals including records of a confidential nature.

### 5.1 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 & 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.

### 5.2 Medication

If your child/ren requires medication to be administered by educators during a care session please complete an authorization form available from the service. On arrival at the service please ensure that you hand an educator the medication in its original packaging and a completed authorization form.

An educator who has first aid training will administer the medication to your child as directed after a second educator has checked that they have the correct dosage and medication.

When you collect your child educators will provide you with your medications and a copy of the record or administration.

Children with medication for emergency treatment of Asthma or Anaphylaxis are exempt from these requirements.

Please see our administration of medication policy for more information

### 5.3 Illness

In order to maintain a safe and healthy environment we ask that if child is unwell that you refrain from bringing them to the service. Alternatively if your child becomes unwell during a care session educators will contact you to come and collect your child, while you travel to the service educators will monitor your child's condition and complete an illness record form, on arrival educators will go over this form with you and provide you with a copy to take to medical professional if required.

If educators suspect that your child has a contagious illness they will ask you to provide a medical clearance that your child is no longer contagious prior to returning to the service.

Families are asked to report to the service the name of any contagious illness that your has contracted as we are required to notify other families using the service who may have come in contact with your child during the period when the illness was considered contagious

## **5.4 Accidents**

If your child has an accident or becomes injured while they are in attendance at our service our educators will ensure that an accident report form is completed and provided to a family member on arrival at the service. Educators will ensure that family members will be contacted immediately to notify them of any serious injuries sustained that requires medical attention, for all other injuries educators will ensure family members are informed when your child is collected from the service. Our service has a fully stocked first aid kits and educators on duty at all times who hold current first aid qualifications.

If your child requires medical treatment the service is required by law to complete a Notification of Serious Incident with the Education and Care Regulatory Unit within 24hours of the incident, who will then investigate the services practices and make recommendations to the service to support them to prevent further incidents where possible.

A copy of your child's accident report form will be provided to you should you request one.

## **5.5 Emergency evacuations and practice drills**

Our service aims to actively ensure that all educator and children are aware of and understand our evacuation and other emergency procedures.

Our evacuation plans are reviewed regularly by educators, and are displayed by all exit doors from the service.

Exit doors and gates are regularly checked to ensure they are kept clear and are easily opened in an emergency.

Drill as performs every 3 months on different times and days to ensure that all children and educators have the opportunity to participate.

Please see our dealing with emergencies policy for more details

## **5.6 Smoking/Alcohol/Drugs**

As per our regulations our service is a smoke free zone. No persons will be allowed on to remain at the service who are under the influence of alcohol or illicit drugs.

## **5.7 Sun and heat protection**

Outside play is a valuable component of our services program. Although weather conditions determine if outdoor programs are safe for children to participate in, families are encouraged to check weather conditions prior to arriving at the service and provide their child with weather appropriate clothing and protective gear.

In order to comply with our services sun safety policy we ask that you bring along a wide brimmed hat each day for your child's exclusive use, our service will provide generic brand 30+

sun cream if your child requires a special brand of sun cream please ensure it is clearly labelled and is brought to the service on every booked day.

Where possible shaded areas will be sort for outdoor experiences and during times of weather extremes outdoor play will be ceased until it is safe to resume.

Should your child arrive at the service without a hat, a spare hat will be provided for your child's use.

Please see our sun safety policy for more information.

## **5.8 Sustainability**

As part of the National Quality Framework services are required to support children and the service community to become more environmentally aware. As part of our services program educators will explore sustainable practices with the children at the service and will encourage children to become actively involved in promoting sound ecological practices both at the service and within their community.

If you would like to view our services Sustainability Plan please contact the Nominated Supervisor.

## **5.9 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 psychological danger as a result of an unusually prolonged inability to settle into care away from the parent.
- A child puts the majority of children at risk through inappropriate behaviour.
- The parent continually fails to observe Centre hours of operation and/or continuously fails to pay the required fee.

## **5.10 Guiding Children's Behaviour**

Learning appropriate behaviour is part of your child's social development. Our educators aim to help 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 educators to ensure consistent behaviour expectations, both at home and at the service. 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. Educators will focus on modelling positive behaviour, providing praise and encouragement where appropriate. Wherever possible, problems will be prevented before they arise by using methods such as diversion.

For the safety of everyone at the service the following behaviour guidelines have been developed by our services community.

- Treat each other with respect.
- Show respect for our service.
- Play within the service boundaries.
- Follow the directions of the educators working within the program.
- Be safe and follow our hygiene guidelines.
- Choose your words carefully – we are a bully free zone.

Please ensure that your child is aware of our services behaviour guidelines prior to beginning our program, should you have any questions or comments in regards to our services rules please contact the Nominated Supervisor.

If your child is exhibiting dangerous or disruptive behaviour educators will speak with your child in a calm and patient manner and support them to move towards choosing more positive and appropriate ways of expressing themselves.

If children continue to exhibit these behaviours or if their behaviour become a safety risk to other children attending the program educator may choose to redirect your child to another area of the service and or provide them with a safe area to calm down until they feel ready to re-join the group.

Educators will work with families whose child is experiencing issues with self-regulation and may seek support of outside support agencies for guidance should the behaviour pattern continue to occur.

Please see our behaviour guidance policy for more information

## **5.11 Grievance Procedures**

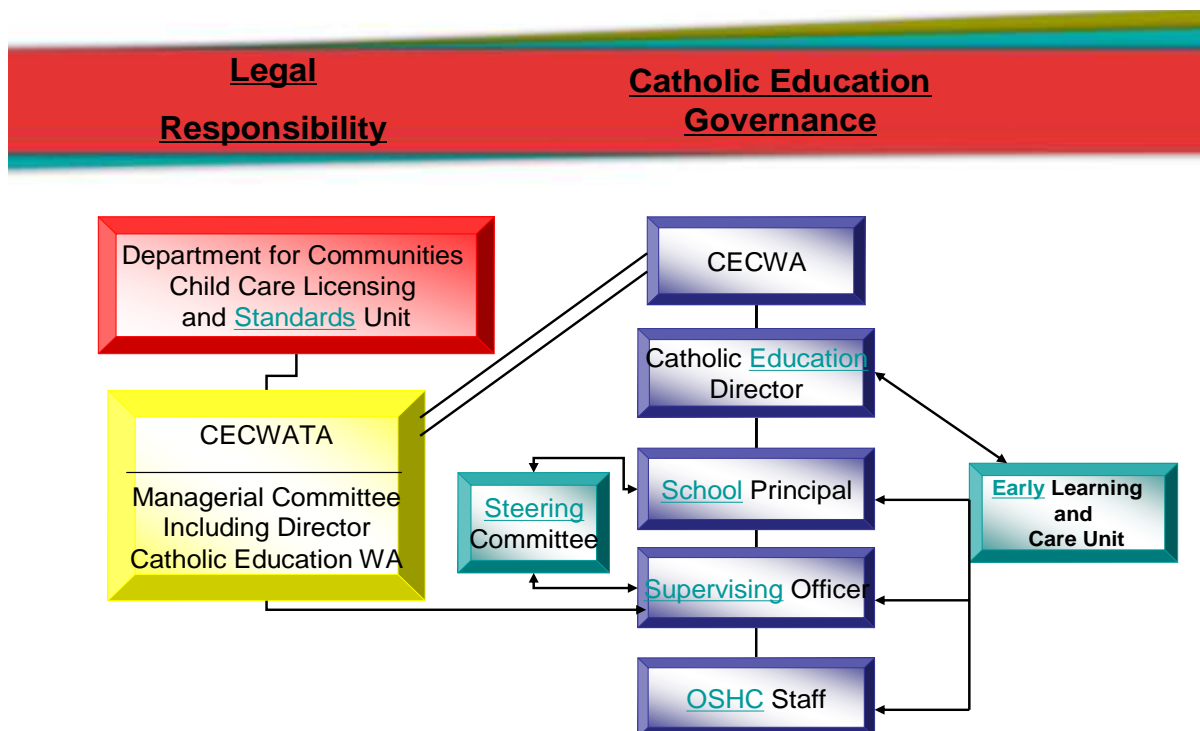
Please let us know if you are not satisfied with any aspect of the service we provide for you and your child.

We welcome all 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 you have a complaint or a concern, you may discuss your problem with a relevant staff member or with the Supervisor. If you feel the problem is not being resolved, you may take the matter to the College Principal for resolution, either through the Supervisor or by writing directly to the College Principal.

Parents are also entitled to direct their complaints to the Education and Care regulation unit. Phone: (08) 6210 3333

## 5.12 Governance



## 6. OTHER IMPORTANT INFORMATION

### 6.1 Prior to your child's first day

We ask that you provide the service with;

- All enrolment forms, including Immunisation form/records, medical forms, copy of child's birth certificate (all signed)

### 6.2 Your First Visit

On your child's first visit we ask that you;

- Hand to an educator any medication that your child may require that needs to be kept at the service and along with a signed authorisation form.
- Speak with the Nominated Supervisor who will go over the services sign in/out process and point out all other pertinent information at the service.

## 6.3 Family Support

Our families are our biggest support. Their encouragement and assistance, in whatever way, such as coming collecting bits and pieces for the craft corner or suggestions in the program, is of invaluable assistance to our educators.

In order to provide the children attending our program with the best opportunity for a positive experience we aim to encourage our educators and families to work hand-in-hand to ensure that each individual child's needs are being met. We encourage families to keep in touch with the service and participate in discussions with educators on a regular basis.

## 6.4 Community Links for families

**CCB / CCR or family support go to,**

<http://www.humanservices.gov.au/customer/subjects/payments-for-families>

**Rent assistance, go to**

<http://www.humanservices.gov.au/customer/services/centrelink/rent-assistance>

**Support for WA / overseas families**

<http://www.humanservices.gov.au/customer/payment-finder/?q=15000000000000000000000000000000>

**Child disability support**

[www.humanservices.gov.au/customer/services/centrelink/child-disability-assistance-payment](http://www.humanservices.gov.au/customer/services/centrelink/child-disability-assistance-payment)

Parents receiving Child Support can call the [Child Support Info Service](#) on 131 107 for information about Child Support payments 24 hours a day

## 6.5 Other government and Community Support Services

### 1800RESPECT

[1800 RESPECT](#) is the national family violence and sexual assault counselling service. It is a free, confidential service available 24 hours a day, seven days a week. Call **1800 737 732** to speak to a professional counsellor.

### Family Relationship Advice

The Family Relationship Advice Line provides information and advice on family relationship issues and parenting arrangements after separation. It can also refer callers to local services that can provide assistance. Call 1800 050 321 between 8 am and 8 pm, Monday to Friday, or 10 am to 4 pm on Saturday (local time), except national public holidays.

### Kids Helpline

Kids Helpline is a free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25. Call 1800 55 1800 24 hours a day, seven days a week.



## **Lifeline**

Lifeline provides crisis support services. Call 13 11 14, 24 hours a day, seven days a week.

## **Mensline Australia**

[Mensline Australia](#) provides telephone and online support, information and a referral service. They provide counselling support for men to help deal with relationship problems in a practical and effective way. They also provide specialist support to those who use or experience family and domestic violence. Call 1300 789 978.

## **Crisis care helpline**

Crisis Care is a telephone information and counselling service for people in crisis needing urgent help.

It operates 24 hours, 7 days a week.

Telephone (08) 9223 1111 or 1800 199 008 (country free call)

Crisis Care can be accessed through the translating and interpreting service on 13 14 50.

## **Department for Child Protection and Family Support**

Telephone: (08) 9222 2555 or 1800 622 258 (country free call)

## **Parenting line WA**

(08) 6279 1200 or 1800 654 432 (free for STD callers) 24 hours a day, 7 days a week

<http://www.communities.wa.gov.au/parents/Pages/ParentingWALine.aspx>