



outside school hours care

Parent Handbook

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1. Centre Philosophy

The staff of Skooleez OSHC are committed to working together to achieve our goal of providing an environment of trust and security for the people within our community. An environment in which your child will be able to grow emotionally, intellectually, physically and socially. Our educational programs are based on the National Quality Framework and My time, Our Place Framework.

We as a professional body believe it is our responsibility to recognize and acknowledge each child as a unique individual, whom is developing and possessing their own feelings and views towards life. Therefore as Educators we believe we need to allow a child to develop their own independence. Every child has the right to develop and grow at their own pace and as Educators we must acknowledge this, offering our support where appropriate to enhance this development to the best of our ability. We are committed to continuous improvement towards best practice, with input from staff, families, management and the wider community.

We believe that children learn through the process of play, exploration and discovery. We feel it is our role to provide your child/children with a variety of experiences that are child initiated and planned, to cater to individual needs and differences. We believe that children learn through building on their existing knowledge base and therefore we feel that learning needs to take place in context rather than in isolation.

We believe that learning should be fun and are totally committed to encouraging a child to learn during their play, giving the child opportunity to question, explore and succeed.

Therefore we believe the environment must be secure, stimulating, challenging and developmentally appropriate while encouraging the forming of secure, respectful and reciprocal relationships which support the development of a child's self esteem and confidence.

We recognize that our community has many cultural diversities and realize that children come from different backgrounds with varying individual needs. We welcome and respect all cultural, religious and developmental backgrounds and endeavor to include these practices within our program. We feel that as carers we must respect and uphold the views and beliefs each child brings from their family traditions.

The parent's views and suggestions must be respected. They should be included in any decision concerning their child's development and well-being. We acknowledged that a child needs to be recognized as a member of a family and a member within a community. We therefore believe in ongoing family and community involvement and we will endeavour to encourage open communications between children, staff, families and members of the community.

2. Welcome to Skooleez OSHC

The staff at Skooleez out of school care would like to welcome all our new families and children and hope you will find our service caring and fun.

Our service provides quality care and our staff use positive guidance.

We plan a wide range of experiences developmentally appropriate to all our children attending our service.

All decisions involving the running of and set up will be done so with input from parents and staff as appropriate.

The service is owned by Allan Mullett and Noel Ryan.

The service coordinator acts as "Nominated Supervisor" as per childcare regulations and the second in charge will act in place of this officer during his or her absence.

3. Afternoon Activities

Programmed activities as well as experiences on request will be available, the service has a free flow system and the children can choose whether they want to play inside or outside (weather permitting)

We have an afternoon tea bar which is open from 3.00 – 4.00

While the staff encourage children to eat, sometimes the children may not be hungry during the period of the food bar being open fruit will be available at all times.

4. Staffing

Amongst our staff we have a Coordinator and Assistants. The Coordinator of the service holds a Diploma of Children's Services or Certificate IV in Outside School Hours Care along with a First Aid Certificate and Asthma and Anaphylaxis Certificate. Our Assistants hold a Certificate III in Children's Services, or are under a traineeship for this qualification. All staff have completed the Foodsafe program. Staff attend several training courses throughout the year to ensure their skills and knowledge are maintained to the highest level.

5. Hours of Operation

Our service is open from 3.00 to 6.00pm from Monday to Friday for our after school session. Vacation care (Forrestfield) is open from 6.30am to 6.00pm from Monday to Friday. The service is closed on public and pupil free days and during all holidays.

6. Child Care Benefit Scheme

The Family Assistance Office provides Child Care Benefit (CCB) in order to subsidise your childcare fees. The CCB is set according to your estimation of your family's annual taxable income.

When applying for CCB, contact the Family Assistance Office on 136150 or you can obtain detailed information on this area by visiting their website (www.familyassist.gov.au)

7. Conditions of Enrolment.

To ensure that there is no confusion about parent/s obligations at Skooleez we have listed a number of conditions that parent/s need to abide by.

These include:

- * Enrolments for children are on a permanent basis only and you need to give two week's notice to change any days.
- * Skooleez nominated form for payment of fees is Ezi-debit, a direct billing service that debits your nominated account on a weekly or fortnightly basis.
- * All account must be paid on a regular basis to ensure your permanent position.

- * Once parents have booked their children for specific days, these are considered to be permanent days and cannot be altered without two weeks notice. Any child who does not attend for two or more weeks without explanation will be presumed to have pulled out and will lose their position

- * A fee will be charged for any parents who collect their children after 6:00PM. A fee of \$2.00 for every minute per child will be charged for late collections, payable on collection of child/ren.

- * To cancel your enrolment, you will need to provide Skooleez OSHC with two weeks written notice. All

outstanding fees are to be finalised in conjunction with your letter of cancellation.

* It is absolutely essential that parents sign their children in and out every day. This is a condition of the Child Care Benefit (CCB) scheme and would also be used by the centre staff to account for all the children in the centre should an emergency arise such as a fire.

Note: The Family Assistance Office will not provide CCB payments if children are not signed in and out each day.

* In order to maintain your child/s booking at Skooleez, normal fees are applied to days were children are absent because of illness or casual absences, including public holidays and student free days mid term.

* The staff cannot release any of the children to anyone other than the parents or guardian unless prior permission has been given by the parents or guardians.

* We ask that parents provide a copy of their child's immunisation record (ACIR), we also need to sight the original of the child's birth certificate or extract on arrival or when enrolling the child.

8. Priority of access

The Government has determined a priority of access guidelines for Out of school care
It has therefore been necessary to allocate places to families whose children have the highest priority.

Priority is ranked as follows:

- A Child at risk of serious abuse or neglect
- A Child of a single parent who satisfies, or both parents who satisfy, the work, training, study test under section 14 of the New Tax System (Family Assistance) Act 1999
- Any other child

The aim is to provide the maximum number of families with the care they require.

Due to these guidelines if you are a parent whose child is in the service for Respite Care, you may be asked to change day(s) to give priority to a working parent.

9. Parent/centre communication plan

At the present time the service is committed to the National Quality Framework System as set out by ACECQA

Parents should feel free to contact any member of the staff at any time to discuss any concerns they may have or any suggestions they wish to make. There is also a parent input/ communication book next to the sign in file, staff will immediately follow up any suggestions or comments that are made in the book.

10. Homework.

A home work table is especially set up for children whose parents wish them to do their homework.

Although staff encourage children to participate with their home work we do not enforce it and staff cannot be held responsible for children who do not complete their home work.

11. Clothing

Children must wear hats outside. We have a strict "No hat, No Play" Policy, if children do not have a hat they will be asked to play in the under cover area's or play inside.

Children are welcome to bring a change of clothes so that their uniforms are safe from getting dirty or damaged."

12.From your child's point of view:

- "What do I learn from my time in out of school care?"
- I learn to be a good role model to younger children
 - I learn to collaborate in team games
 - I learn to prepare my afternoon tea.
 - I learn to share and co-operate.
 - I learn how to complete challenging experiences.
 - I learn to respect our environment.
 - I learn to question and answer.
 - I learn to be independent-but not afraid to ask for help.
 - I learn to select and choose.
 - I learn to share my family and experiences with others.

I need to learn all of these to help me grow into a happy, healthy person.

13.Birthdays

Birthdays are very special occasions in some cultures

If you would like your child to celebrate their birthday with us please keep in mind that we encourage healthy eating. For example the birthday cake could be a banana, carrot or sultanas.

Due to the high sugar content cool drinks and cordials will not be served.

14.Staffing policy

'In Western Australia, The Department of Local Government and Communities administers the legislation through the Education Care Regulatory Unit.' Our Ratios are dictated by:

- The Education and Care Services National Regulations 2012
- Education Care Services National Law (WA) Act 2012

Ages of children	Staff:Child	Service Licensed for:
5-12yr	1:10	25

15.Out of School Hours Care Programme

- The program contains a variety of activities and experiences
- Confidence building, self-esteem (acting, role-playing)
- Team games
- A wide range of art and crafts that promotes creative and aesthetic development.
- A variety of construction experiences.
- Nature and science experiences.

16. Equal opportunity

The staff at Skooleez believe that each child is unique and we are committed to providing both a program and environment that promotes equality to all children and parents regardless of their respective culture, gender, biblical or spiritual beliefs or any other special needs.

Staff will uphold family values and needs regarding individual family and caregivers. This will be achieved through staff and parents working together to provide a consistency between home and Out of school care.

17. Access to Skooleez Outside school care service **(Visitors)**

From time to time Skooleez will invite professional bodies from the community i.e.: Police Department, Nursing profession, community people with a skill from which the children will gain experience or enjoyment.

Students will be accepted for work experience. All placements will be negotiated by the supervising officer and provide the appropriate police clearances.

18. Bullying violence & Harassment policy.

All children who attend our service have the right to enjoy their play and friendships, and participate in the activity program within a supportive environment and among people who are caring and cooperative. The service staff will encourage children to speak about any concerns they may have and will ensure the program reflects and encourages core values such as friendliness, acceptance, respect, kindness, tolerance and cooperation. Staff will always listen to children when incidents of bullying, violence or harassment are reported and will act to eliminate such incidents at the service.

19. Authorisation for collecting children.

The names and contact numbers for all persons authorised to collect children from the service must be included on the enrolment form.

Any changes to these authorities must be advised in writing to the service by the parent / guardian.

If someone other than those authorised is to pick up the child, signed and written notice needs to be given. If the service has not been notified and someone else arrives to collect the child the Staff Member will contact the parent to obtain their authorisation.

If this person is unknown to the service the person will be required to provide proof of their identity.

The child will not be released until the custodial parent's authorisation has been obtained. When possible authorisation to collect a child needs to be in writing.

20. Late collection policy

Parents / Guardians who are unavoidably detained and are unable to collect their child at the negotiated collection time should telephone the service and advise of their lateness and expected time of arrival. A late fee of \$2.00 per minute is payable on collection of child.

If a parent is unable to collect their child prior to closing time they should arrange for another responsible

adult to collect the child and advise the service of this arrangement if other than on the enrolment form. This advice should be in writing.

If the parent / guardian has not contacted the Centre and the child has not been collected 10 minutes after closing, the Centre will attempt to telephone the parent or emergency contact person listed on the enrolment form to arrange for the child's immediate collection.

If no one can be contacted and the child has not been collected 30 minutes after the service normal closing time, Crisis Care or the local Police Station will be contacted and asked to take responsibility for the child. A notice to this effect will be posted on the service entrance door with the relevant contact numbers.

21. Grievance procedures

If at any time you are concerned about your child's care within the service please feel free to speak to the Nominated Supervisor.

If necessary, the Nominated Supervisor will make an appointment to discuss your concerns with you. The care of your child is of utmost importance and it is vital that we keep the channels of communications open.

22. Confidentiality

The service has a strict confidentiality code whereby no information given to us by families will leave the centre and no written information regarding children or families will be distributed to other agencies or individuals without parental consent.

Written records are stored in a secure way and are only accessible to staff.

Information regarding individual children will be shared between staff members to ensure that each child receives the best individual quality care.

23. Medication/illness/accident forms

Parents need to give authorisation for the Trained Staff Member to give a child medication. The medication form needs to be filled out, including the date, child's full name, the full name and signature of the parent/guardian who is authorising the medication.

Details of who prescribed and the name of the medication, the time and dosage to be given and the last time and dosage of the medication must also be included on the form. The form will be kept in the child's sign in sheet so that the parent can be informed of what dosage has been given.

If your child is sick whilst at the service, relevant information will be recorded on the illness form. This information will include what is wrong e.g. symptom the child has displayed and the action taken by the staff members. Parent will be notified immediately if their child / children are ill.

If your child has an accident at the Centre, including falls and bumps, the nature of the incident will be recorded, including time, how the accident happened and the action taken by the staff. Serious injury or bumps to the head will be reported to parent/guardian immediately.

The accident form will be placed in the signing in File located in the front of the class for parent to sign and therefore acknowledge the accident has occurred. This form will also be signed by the staff member attending the child at the time of the accident.

24. General policy on health and hygiene

The service aims to provide a HEALTHY environment in which children will grow and learn about the world around them.

The application of preventive measures through an infectious control process aims to prevent the spread of infectious diseases and other infections. Children will be excluded from the service if staff believes that they are unwell, or if the following occur:

- Head lice or eggs, dead or alive found in their hair
- Temperature over 38.C
- Vomiting or diarrhea (exclude for 24 hours)
- Green/yellow discharge from eyes, ears or nose
- Contagious infections such as scabies, thrush, hand, foot and mouth disease etc, and will not be permitted back into the centre until a doctor's clearance certificate is provided.
- Children who have been absent for 2 or more days due to illness may also require a medical certificate before returning to the centre. This will be at the qualified caregiver's discretion.

This policy will be followed at all times by all people in the Out of school care service.

25. Child abuse and neglect

The service believes it has a responsibility to all children attending the centre to defend their right to care and protection.

If a staff member suspects that a child is being abused, they will inform the co-ordinator immediately. Signs and indicators may include markings, burns, bruises, withdrawn persona, poor hygiene etc. An unsolicited or spontaneous report by a child that they have been abused will be treated by staff as very serious and acted upon immediately to ensure the child's safety.

The co-ordinator will contact the Department of Child Protection and communicate with one of their officers.

26. Immunisation/exclusion policy

The service encourages all parents / guardians to immunise their children against all diseases appropriate to the child's age.

A record of the child's current immunisation record will be photocopied on enrolment and kept at the Centre. Please remember to update this record as your child is further immunised.

If a child who has not been immunised is enrolled at the Centre we will notify parents through a newsletter/sign. This then gives parents the option to express their opinion.

When a vaccine preventable disease is present or suspected, children for whom the centre does not have complete immunisation record may be treated as unimmunised.

All staff must submit their own immunisation schedules and are encouraged to be vaccinated against Hepatitis and other high risk diseases.

27. Centre policy on dental care.

After consultation with dental health nurse, staff, parents and management it was decided the following Dental Care Program would be in place:

- Dental health nurse visit to children annually
- Staff are to encourage children to eat fruit and other healthy food, explaining how these items are important

for good care of teeth and gums.

- Staff are to provide water after meals, to encourage children to rinse/swish the food from their teeth and gums and a piece of cheese to help prevent acid build up.

28. Centre policy on nutrition

The Centre will provide a culturally diverse selection of foods, which are wholesome and contribute to a well balanced diet.

Children will also be encouraged to prepare their own afternoon tea snack.

29. Centre policy on sun care

Skooleez provide sunscreen which is applied 10 minutes before going outside.

Hats are to be worn outside at all times, if the child does not have a hat that day one will be provided by Skooleez out of school care then returned to be washed for hygiene reasons.

30. General notes on Arrival to out of school care

The children will wait at their classroom or allocated areas for a Skooleez staff member to collect them.

If the child has attended school that day and the teacher does not know the whereabouts of the child, the caregiver will then go to the school office to report that the child has not arrived in our care and the parents will be informed by phone.

If parents or family members decide to pick their children up straight from school it would be greatly appreciated that you inform us immediately.

(Please remember: A family member must be 16 years and over to collect a child from Out of school care.

**If you require an interpreter service please let us
know.**

Updated: March 2015