



# CATHOLIC EDUCATION

## WESTERN AUSTRALIA

### **Holy Rosary Outside School Hours Care Family Handbook**



#### Service Contact Information

Physical Address

Angelico Street, Doubleview

Postal Address:

Holy Rosary OSHC C/O Early Years Learning and Care Team  
Catholic Education WA  
P.O. Box 198, Leederville WA 6903

Email Address

[hroshc@cathednet.wa.edu.au](mailto:hroshc@cathednet.wa.edu.au)

Phone Number

0467 574 705

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## Welcome to Holy Rosary Outside School Hours Care

The management and educators of our service would like to welcome you to our service.

This handbook contains information to assist you in your orientation process and to help answer any questions you may have.

If you require more detailed information, please do not hesitate to consult with the Nominated Supervisor or our contact the Early Years Learning and Care team operating from Catholic Education WA. 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 afterschool catering for school-age children aged from 4 – 12 years on a permanent or casual basis.

This service runs as part of a Catholic Church 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 Child Care Consultant Kerrie Cuning who along with OSHC Support Officer, Nominated Supervisor and educators employed ensures that the service is operating within all legislative requirements and quality guidelines.

It is the role of the educator to ensure your child/ren are cared for in a welcoming, supportive and stimulating environment. Our aim is 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 you to liaise with families regularly to encourage them to get involved with the services program and to communicate regularly with the you and other educators to ensure that our service is meeting their needs.

We look forward to welcoming you into our service community.

## 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.

## Holy Rosary Out of School Care Philosophy

*Holy Rosary Outside School Hours Care aims to provide an environment that is inclusive to all children and provides support and encouragement to develop each child to their full potential. This, combined with the Catholic ethos and Christian Values upheld at the service, creates a nurturing and safe environment for all children.*

*Our service values and respects each child, family member and educator as unique individuals who deserve to be treated with grace, kindness, empathy, dignity and without judgement or prejudice.*

*The foundation of our OSHC program is ensuring that all children develop a sense of belonging. In order to develop this, our educators understand that it is essential to grow a meaningful and caring relationship with every child.*

*Our service acknowledges that play and recreation are essential elements of learning and growth. Through reflection and meaningful interaction, we aim to provide holistic learning experiences that integrate recreation and challenging opportunities for children. These experiences provide a fun environment, while also allowing growth and consolidation of previous learning.*

*At our centre we implement practises that reflect the 7 quality areas of the National Quality Area Framework and continuously develop these. We follow My Time Our Place and the Early Years Learning Framework and embed the principles, practices and outcomes of these learning frameworks within our service program and practice.*

*We aim to establish an attitude of appreciation for the role the local community plays in providing a high standard of care. We believe that it is not only important that we maintain and utilise connections with the wider community, but also that we instil a sense of respect in the children as active members of their community.*

*(Updated June 2017)*

## Operations and Important Information

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

### **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	Pupil Free Days	Closure dates
BSC 7.00am – 9.00am ASC 3.00pm – 6.00pm	VC 7:00am – 6:00pm	Care for pupil free days will be negotiated according to community demand on a term by term basis.	The centre will close for a period over Christmas. This is determined each year.

### **Enrolment**

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

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 refer them to the Nominated Supervisor immediately.

### **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 the child's application will be assessed by the inclusion support team to ascertain which services will be of benefit to the child. Inclusion support agencies aim to support the child and the educators caring for the child with information, advice, care plans and training as well as funding to provide more dedicated one on one support from our staff should the child require it. If you feel a child would benefit from accessing inclusion support please speak to the Nominated Supervisor.

### **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.

#### *2018 Fee Rates*

<i>Before School Care</i>	<i>After School Care</i>	<i>Vacation Care</i>	<i>Pupil Free Day Care</i>
<i>\$18</i>	<i>\$30</i>	<i>\$80</i>	<i>\$80</i>
<i>Per Session</i>	<i>Per Session</i>	<i>Per session</i>	<i>Per session</i>

### **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, families will receive an invoice in advance detailing each child/rens attendance and the fee payable.

Fees are paid through via direct debit (Ezidebit) and families can nominate an account or credit card for fees to be debited from upon enrolment.

### **Our service offers the following booking options**

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

##### Permanent (Regular) care

Clients pay for a place on a set session and day or days each week.

The child's booking will be guaranteed each week once accepted, if the child is unable to attend a booked day due to illness or absence families will be required to sign for the absent day on their return and fees will be charged for absent days on their account.

In order to cancel this booking type, families will be required to provide us with a minimum of 7 days 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.

In order to cancel this booking type, families will be required to provide us with a minimum of 24 hours notice in writing. If a booking is made within the 24 period the fee will be charged regardless of attendance.

##### Non – Booked Children

Children arriving at the service who you are not booked in will be referred to the Nominated Supervisor, who will arrange with the school office to contact the child's family.

##### 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 a family wishes to access emergency care please ask them to 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 Nominated Supervisor.

##### Late collection

A late fee of \$5 for every 5 minutes or part thereof will be charged directly onto families accounts for each child who remains at the Centre after 6pm.

Please see our delivery and collection of children policy for details.

##### Fee payment difficulties

Anyone experiencing difficulties in meeting their fee payments should be asked to make an appointment to speak to the Nominated Supervisor who can, in conjunction with the approved provider, make mutually agreeable repayment arrangements. If family's fees are more than three weeks in arrears, and they have not made arrangements to pay, the service management will suspend a child's place.

##### 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 and ensure they speak to an educator to ensure they have received the notification of absence.

On their child's return they should be reminded to sign the attendance sheet for all absent days that will be marked with and "A". Each child is eligible for 42 allowable absences per year before full fee rates apply.

## **Reducing fees**

All families who meet Australian residency requirements are eligible for Child Care Benefit (CCB) & Child Care Rebate (CCR). They can apply for this payment, which will reduce their childcare fees or entitle them 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 their fees.

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

- Customer Reference Number's
- 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 their account.

Families should contact the Family Assistance Office on 13 6150 to discuss your their 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 will then apply the additional discount to their 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 for the child attending care, as well as the nominated parent.

## **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 the service has:

- notified the family when the child first entered care that your service follows this policy
- given at least 14 days' notice of the need for the 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.

## **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 Kindy 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 January Vacation Care immediately prior to commencing school as well as the Term 1 BSC/ASC Programs.

### **Children attending Year 7**

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

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

As our OSHC service is run on site at the Holy Rosary Catholic Primary School 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 Holy Rosary Catholic Primary School you will be required to arrange your own private transport arrangements to drop off and collect your child from their 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 their behalf.

### **Signing In and Out**

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 our 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.

## **Arrival and Collection of Children**

Our primary concern is the welfare and safety of child/ren attending our program. We therefore request that educators ensure that families comply with the following requirements.

### **Arriving at the centre**

Our service opens at 7.00am, we are legally unable to accept children into our service until this time.

We ask families to ensure they have been greeted by an educator upon arrival, if the children and educators are gathered in the outdoor area or other licensed space when they arrive, we ask that they accompany their 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 should be advised of the group's departure time and reminded that we will require them to transport their child to the venue should they wish to arrive after this time.

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

### **Departures**

On arrival at the service, educators will hand over information about your child's participation and learning. Families are able to choose what time they collect their child from the service, however all children are required to be collect 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 reminded that they will be required to collect their child from the venue if an earlier pick up time 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 families require their child to be collected by another person over the age of 18 they will be required to submit the request in writing prior to collection. The person collecting the child should 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 collected by 6pm will be supervised by an educator 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 should contact Crisis Care & will notify the Education and Care Regulatory Unit for guidance approximately 30min after the closing time of the service.

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

## **General Program information**

### **Food & Drinks**

Fresh clean drinking water should be available at all times for children. At our service we ask children to bring in from home a clearly labelled water bottle and provide jugs of water and cups for children who require them.

A weekly menu that details all other food & beverages on offer to children will be displayed in the kitchen, families are asked to read the menu carefully and liaise with educators to discuss any items that are not suitable for their child so an alternative can be offered.

During Vacation Care breakfast, morning tea, and afternoon tea will be provided. We offer a rotational menu that includes children's requests. This allows the menu to stay interesting and for children to enjoy their favourites. All meals that are provided are fresh at the service. Families are required to bring in lunch (when required) and encouraged to bring healthy options for lunch.

If families would like a copy of the menu please ask them to see the Nominated Supervisor.

When families bring in food items for their child's consumption at Holy Rosary School during term periods, please ensure they are aware that our service aims to promote healthy and nutritious eating, we also ask that you ensure you are aware of all known food allergies of other children and educators attending our service. The list of items that are restricted due to allergies are listed on the parent notice board on our ALLERGY AWARE NOTICE.

During the term, children are not permitted to consume left over food from their lunch boxes during After School Care, due to the risk of bacterial growth.

If your child has food allergies or special dietary requirements, please inform the educators and complete the dedicated area on the enrolment form. You will also need to complete the forms provided and have them signed by your doctor.

Each child may, as part of the program have the opportunity to be involved in food preparation. Children learn life skills on how to prepare, store, cook and serve food appropriately.

Children's learning is supported during meal times by providing them with opportunities;

- To view meal times as social occasions by sitting together
- To express appreciation of others with manners
- To enjoy social interactions
- Discuss nutrition and healthy eating

Educators are asked to support our service by not bringing these items into our service where possible and to liaise with families to ensure that they are aware of this policy.

### **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 6. Planning for children attending OSHC from Kindergarten classes should be planned for using the Early Years Learning Framework Curriculum.

In our service, educators are required to ensure they are meeting these requirements by;

- Regularly recording observations of each 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 to 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 can access records kept for their children at the service by contacting the Nominated Supervisor at the service.

Please see our services programming framework for more details.

### **Our program of experiences**

Our program will be displayed at the service and/or emailed to families each week that outlines the planned experiences on offer to children attending the service. These experiences are carefully planned to reflect the children's interests and meet their developmental needs.

Our service aims 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 are encouraged to have input into program planning whenever possible, educators will ensure that they use all opportunities to scaffold and reflect on children's learning. 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.

Any suggestions you have should be discussed directly with the Educational Leader, Nominated Supervisor and other educators.

## **Before School Care**

**7.00am – 9am**

**Weekdays during all school terms**

### **Our BSC Routine**

7.00am – 8.15am	<ul style="list-style-type: none"> <li>• Set up experiences as per program.</li> <li>• Greeting families and children as they arrive.</li> <li>• Support children to engage in the services program.</li> <li>• Breakfast is available see menu for details.</li> </ul>
7.00am – 8.15am	<ul style="list-style-type: none"> <li>• Indoor experiences commence</li> </ul>
8.25am – 8.45am	<ul style="list-style-type: none"> <li>• Educators and children tidy and pack away and prepare to transition to classrooms.</li> </ul>
8.45am – 9.00am	<ul style="list-style-type: none"> <li>• Cleaning tasks performed</li> <li>• Reflections/Observations documented</li> </ul>

## **After school Care**

**3.00pm – 6.00pm**

**Weekdays during all school terms**

### **Our ASC Routine**

3.00pm – 3.30pm	<ul style="list-style-type: none"> <li>• Kindy children brought to the centre first for transition</li> <li>• Children are collected from classrooms and/or met at meeting points by educators</li> </ul>
3.30pm – 4.30pm	<ul style="list-style-type: none"> <li>• Afternoon Tea is made 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 led experiences/special events commence</li> </ul>
5.30pm – 6.00pm <ul style="list-style-type: none"> <li>• Educators and children tidy &amp; pack away</li> <li>• Indoor experiences continue</li> <li>• Cleaning tasks performed</li> <li>• Reflections/Observations documented</li> </ul>

## **Vacation Care**

**7.00am – 6pm**

**Weekdays during school holiday periods**

### **Our VC Routine**

7.00am – 8.15am <ul style="list-style-type: none"> <li>• Set up experiences as per program.</li> <li>• Greeting families and children as they arrive.</li> <li>• Support children to engage in the services program.</li> <li>• Breakfast is available see menu for details.</li> </ul>
7.00am – 8.15am <ul style="list-style-type: none"> <li>• Indoor experiences commence</li> </ul>
8.45am – 10:00am <ul style="list-style-type: none"> <li>• Indoor and outdoor experiences</li> <li>• Children tidy away prior to morning tea</li> </ul>
10:00am – 10:30am <ul style="list-style-type: none"> <li>• Morning tea made available</li> </ul>
10:30am – 12:30pm <ul style="list-style-type: none"> <li>• Indoor and outdoor experiences continue</li> <li>• Children pack away prior to lunch</li> </ul>
12:30pm – 1:30pm <ul style="list-style-type: none"> <li>• Lunch eaten</li> </ul>
1:30pm – 3:30pm <ul style="list-style-type: none"> <li>• Indoor and outdoor experiences continue</li> <li>• Children pack away prior to afternoon tea</li> </ul>
3.30pm – 5.30pm <ul style="list-style-type: none"> <li>• Afternoon Tea is made available</li> <li>• Indoor and outdoor experiences continue</li> </ul>
5.30pm – 6.00pm <ul style="list-style-type: none"> <li>• Educators and children tidy &amp; pack away</li> <li>• Indoor experiences continue</li> <li>• Cleaning tasks performed</li> <li>• Reflections/Observations documented</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.

### **Transitions between the OSHC Service and School**

During BSC, educators should escort children in Kindy, Pre Primary and Year 1 to their classroom each morning, they are happy to pass on any messages required to classroom teachers (If the message is of a confidential or sensitive nature we ask that families contact their child's teacher directly). Educators will regularly communicate with your children's teachers and school support staff to ensure consistency between school and OSHC service and ensure each child has a smooth transition between the various parts of their day.

In the afternoon, an educator will collect all children in Kindy, Pre Primary and Year 1 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 each child's bag (***If the message is of a confidential or sensitive nature we will request that the teacher contact the family directly***).

Children in grades 2 – 6 are asked to meet educators at the pick-up point to have their name ticked off. Children who fail to arrive at the designated meeting point will be highlighted on the roll and brought to the attention of the Nominated Supervisor who will contact the child's parents and, if possible, their classroom

teacher to ascertain their whereabouts.

Educators will ensure they display information about up-coming school events on the service's family notice board to ensure that families using the service are receiving all school 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 with them that has been provided by other services so our educators can discuss this information and use this as a starting point for our records.

Should your child wish to leave our service, the family may request that our service complete a transitional record – this request must be made to the Nominated Supervisor and will require a waiting time of up to 2 weeks to be completed.

### **Excursions**

As part of our booking process families will be asked to sign an excursion consent form for all outings that their child wishes to attend. Children attending the program who do not have a signed consent form will be unable to attend the outing and will either be supervised by an educator at the service or, when this is not possible due to staffing ratios, they will be asked to find alternative care for their child while the service is out on excursion by the Nominated Supervisor or Service Manager.

During excursions, educators will ensure each child is adequately supervised by allocating them into smaller groups, assigning them to an educator, providing them with identification (badge/wrist band with the services name and contact mobile number) and will ensure all educators perform regular head counts and roll calls to ensure all children are accounted for.

An excursion plan and risk assessment for each outing will be completed by the service and signed off on by the Nominated Supervisor and Service Manager before it is made available to families, both prior to and on the day of the outing, and an emergency contact number will be left on the service's main entry door to be used by families.

## **Policy Information**

### **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 Kindy aged child present)
- 1 adult :10 children when 1 or more Kindy children present.

A detailed roster that includes supervision duties will be provided to all educators by the service.

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

### **Personal items**

Our service provides children with a wide variety of equipment for their use while in attendance at the service – should children choose to bring along items from home for use at our service please be advised that 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 unless authorized by the Nominated Supervisor with the express purpose of recording reflections and observations to be used by educators within the service. The recording of digital images is strictly regulated and images captured of children attending the program will not 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 children arrive with these items educators should ask for them to be taken home or should be handed to the Nominated Supervisor and returned to family members at the end of the session.

See our confidentiality policy for more details.

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

See our phone use policy for more details.

Lost and found items will be placed by the sign out area for families to collect when they next return to the service.

### **Birthdays**

The service will acknowledge children's and educators birthdays by displaying their names on our celebration wall.

### **Clothing**

During term time, children have the option of bringing along a change of clothes or wearing service provided protective clothing for all messy experiences.

During school holidays and pupil free day programs 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.

The service has access to a limited supply of spare children's clothing for unforeseeable accidents or incidents. If a child's clothes become wet or soiled during a care session educators will ensure that where possible the child is provided with a change of clothing and that soiled clothing is rinsed and placed in a plastic bag to be provided to family members at the end of the care session. Our service asks that families wash and return any borrowed clothing when the child next returns to the service.

See our Dress code policy for more information.

### **Health Care**

If a child has a specific health care need the Nominated Supervisor will ask that families complete a health care plan and provide (if appropriate) an action plan to the service along with the child's enrolment form.

The service will provide the family with a copy of our Managing medical conditions policy for their records.

All health information provided will be treated with strict confidentiality. If educators feel that the child would benefit from the support of other professionals to meet the child's needs at our service the Nominated Supervisor will discuss this with the family before proceeding. Should the family choose to grant permission for additional support to be sort of the child, the service will ask the family 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.

Any care plans provided to the service by outside organisation will be used by educators to support the child's participation in the program.

### **Immunisation**

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

Our service encourages 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.

### **Medication**

If a child/ren requires medication to be administered by educators during a care session families will be required to complete an authorization form available from the health and safety file.

On arrival at the service educators are asked to ensure that families hand an educator the medication in its original packaging along with a completed authorization form.

Only 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. A record of administration will be completed and signed by both educators. A copy of this form will be provided to families on return to the service along with the medications provided.

Children with medication for emergency treatment of Asthma or Anaphylaxis are exempt from these requirements. Epipens and Ventolin inhalers do not require an authorisation form to be administered either by the children themselves or by staff in an emergency situation.

If children are required to take any medication while at the service the following procedure must be followed.

- Medications must be in the original packaging.
- Medications must be stored in the locked medical cabinet at the service not in bags.
- Medications taken, dosage and time taken must be recorded on an administration record form.
- Possible side effects or adverse reactions must be disclosed to the Nominated Supervisor in case of an emergency situation.
- Medications must be taken home at the end of the care session.

Please see our Administration of medication policy for more information

### **Illness**

In order to maintain a safe and healthy environment we ask that if child are unwell that they refrain from coming to the service.

Alternatively, if a child becomes unwell during a care session, educators will contact the child's family to come and collect the child, while they travel to the service an educator with first aid qualifications will monitor the child's condition and complete an illness record form, on arrival the educator will go over this form with the family and provide them with a copy to take to medical professional if required.

If a child's family informs us of a decision to take a child to a medical professional for further advice then the Nominated Supervisor is required to contact your OSHC support officer who will work with the service to complete a Notification of Serious Incident that will be submitted to the Education and Care Regulatory Authority. The service should follow up and report to the support officer any outcome of the medical treatment and the date when the child returned to the service.

If educators suspect that a child or staff member has a contagious illness the service will require that they provide a medical clearance by a GP stating that the symptoms are no longer contagious prior to returning to the service. If several cases of a contagious illness occurs, the Nominated Supervisor should seek the support of the health department to ensure a serious outbreak does not occur.

Families & Staff members are asked to report to the service the name of any contagious illness that they have contracted as we are required to notify other families using the service who may have come in contact with you during the period when the illness was considered contagious.

### **Accidents**

If an accident should occur during a care session an educator with first aid training will provide first aid treatment and ensure that an accident report form is completed as well as assessing if further emergency assistance is required.

For all accidents involving children attending the service educators will ensure that;

- Family members are contacted immediately to notify them of any serious injuries sustained that requires medical attention and an accident injury form will be completed.
- Once the child's family or emergency services personnel have collected the child, the Nominated Supervisor will contact their OSHC support officer who will support the service to complete a Notification of Serious Incident and submit it to the Education and Care Regulatory Unit on the services behalf.
- The service should follow up with the family and report to the support office any outcome of the medical treatment and the date when the child returned to the service.

Records of accident/injury reports are required to be stored at the service until the child reaches 24 years of age.

Our service has a fully stocked first aid kit and the service will ensure that at least one educator is on duty at all times who holds current first aid qualifications.

The service will follow up with the family and report to the support officer any outcome of the medical treatment and the date when the child returned to the service.

### **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 will be reviewed regularly by educators in consultation with the appropriate authorities and will be displayed by all exit doors from the service.

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

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

Please see our Emergency evacuation policy for more details

### **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.

### **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, educators are encouraged to check weather conditions prior to arriving at the service and to ensure they have with them weather appropriate clothing and protective gear.

In order to comply with our service's Sun Safety Policy, we ask that everyone in our service bring along a wide brimmed hat each day for their exclusive use. Our service provides generic brand 30+ sun cream, if your child requires a special brand of sun cream, please ensure it is clearly labeled 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. Educators are encouraged to check the UV index daily to use as a guide for assessing the safety of outdoor play.

Should a child or educator arrive at the service without a hat they will be provided with a spare hat for their exclusive use for duration of the session. The hat will then be washed prior to placing it back in the spare box.

Please see our Sun Safety Policy for more information.

### **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 are required to actively explore sustainable practices with the children as part of everyday practice at the service and to encourage children to become actively involved in promoting sound ecological practices both at the service and within their community.

All staff and service community members are invited to become involved in our service's sustainability plan. To view our service's current Sustainability Plan please see the Nominated Supervisor.

### **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 service hours of operation and/or continuously fails to pay the required fee.

### **Guiding Children's Behavior**

Learning appropriate behaviour is part of all children's social development. As educators, it is our aim to help children to be responsible for their own behaviour, and to develop an understanding of what is appropriate in different situations.

Limits to children's behaviour will always be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate ways. Children will be encouraged to settle their own differences in a peaceful manner. Educators will focus on modelling positive behaviours, providing praise and encouragement where appropriate. Wherever possible, problems will be prevented before they arise by using methods such as diversion.

If a child is exhibiting dangerous or disruptive behavior educators will speak with the 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 behaviors, or if their behavior become a safety risk to other children attending the program, educator may choose to redirect the child to another area of the service and or provide them with a safe area to calm down until they feel ready to rejoin the group.

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

Please see our behavior management policy for more information

### **Grievance Procedures**

Please see the Nominated Supervisor to report your comments or grievances you may have regards to our services program or practices.

Our service welcomes all feedback, including 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 feel the problem is not being resolved, they may take the matter to the Child Care Consultant for resolution, either through the Supervisor, or by writing directly to the Child Care Consultant – Kerrie Cunning (eylc@cathednet.wa.edu.au).

Parents are also entitled to direct their complaints to the Department of local government and communities Education and Care regulatory Unit. Ph: (08) 6551 8333

### **Family Support**

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

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.

### **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=150000000000000000000000>

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

### **Other government and Community Support Services**

1800RESPECT

[1800 RESPECT](#) is the national family violence and sexual assault counseling 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 counselor.

*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 counseling 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 131 114 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

*Parent 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>