



Woolooware Outside
School Hours Care

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WOSHC

PARENT HANDBOOK

Woolooware Public School Hall

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www.woshc.com

"Play is the highest form of research" – Albert Einstein

Woolooware Outside of School Hours acknowledge Aboriginal and Torres Straight people as the traditional custodians of the land on which we meet.

We pay our respects to the elders of the past, present and future and acknowledge their spiritual connection to the land.

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For all service policies please visit www.woshc.com

WOSHC Centre Philosophy

WOSHC endeavours to provide the highest level of care and education for each individual child in a warm, nurturing and safe environment.

By creating a feeling of acceptance and sense of belonging, we aim to provide a setting which is flexible and enables each child to feel independent, respected, positive, safe and secure.

We encourage and recognise every child has the right to engage in play, recreation opportunities and value their cultural, religious and artistically diverse lifestyles.

WOSHC believe that all children have a right to contribute and have a say over decisions that affect their world.

At WOSHC we strive to maintain and foster positive, approachable communication, collaboration and relationships between educators, children, families, Woollooware Public School and the wider community and value and encourage their input into the service.

Through implementation of the My Time Our Place Framework (MTOP), we build on children's interests and knowledge as individuals within the group and wider community. We look at developing the child as a whole by linking their learning and environment to the MTOP's five Learning Outcomes, principles, and practices.

WOSHC acknowledges and values educators, for their skills and experience and for their consistency in interactions with the children.

National Standards

Our Centre adheres to the National Quality Framework. The National Quality Framework provides our service with a case line standard from which we work. From January 2012 a new National Quality Framework has been introduced into all Out of School Hours programs which attract Child Care Subsidy from the Federal Government. Continued provisions of this subsidy are conditional on services undertaking the Assessment process.

The National Quality Standard (NQS) sets a high national benchmark for early childhood education and care and outside school hours care services in Australia.

The NQS includes 7 quality areas that are important outcomes for children.

Services are assessed and rated by their regulatory authority against the NQS, and given a rating for each of the 7 quality areas and an overall rating based on these results.

The 7 quality areas are:

1. Educational Program and Practice
2. Children's Health and Safety
3. Physical Environment
4. Staffing Arrangements
5. Relationships with Children
6. Collaborative Partnerships with Families and Communities
7. Governance and Leadership

WOSHC's Assessment Rating is currently displayed on the parent's noticeboard at the Sign In/Out table.

The Program

Our exciting and fun program is created by the WOSHC staff with the lead being taken by the Educational Leader. The program is developed from observations of the children's interactions, suggestions and interests.

Our program is carried out across a wide range of activities and routines, these being both structured and unstructured (spontaneous).

Although we structure around the children's interests, the program ideas also come from a variety of resources such as the wider community, the school, current events, parents & families etc.

The primary aim of our program is to stimulate all developmental areas of the children and to do this, we constantly evaluate and reflect on our program and look for ways in which we can extend our practices.

We encourage family input in our program. Please see WOSHC Educators to leave a comment/suggestion.

My Time Our Place

“All children have the best start in life to create a better future for themselves and for the nation.”

The Framework has been designed for use by school age care educators working in partnership with children, their families and the community, including schools. It represents Australia’s first national framework for school age care to be used by school age care educators and aims to extend and enrich children’s wellbeing and development in school age care settings.

The Framework acknowledges the importance of play and leisure in children’s learning and development and that their learning is not limited to any particular time or place. Developing life skills and a sense of enjoyment are emphasised. The Framework recognises the importance of social and emotional development and communication in learning through play and leisure, and it forms the foundation for ensuring that children in all school age care settings engage in quality experiences for rich learning, personal development and citizenship opportunities.

The Framework conveys high expectations for all children’s play and leisure activities in school age care settings. It communicates these expectations through the following five Outcomes:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators.

WOSHC Parent Management Committee

WOSHC is an incorporated association run by an elected parent management committee who have a vested interest in the running of WOSHC.

The Committee is responsible for:

- Initiating and maintaining the rules of WOSHC within the stated objectives
- The appointment, direction and support of staff
- Financial management of WOSHC
- Maintenance of official records
- Liaising with Woollooware Public School – staff, P&C, Parents Auxiliary
- Liaison with Government bodies re grants
- Liaison with other outside bodies when appropriate
- Fundraising

The Management Committee consists of a President, Vice President, Public Officer, Treasurer, Secretary, Staff Liaison Officer and up to 5 other members.

Parent Management Committee Meetings

The Committee hold meetings twice per term which are attended by all members as well as the Director. All WOSHC parents/guardians are also strongly welcomed to attend. The meetings are generally held on a Tuesday evening depending on the availability of the members. Families will be advised of the meeting date via the WOSHC Newsletter, signposting at the centre and it will be posted on the website.

The Committee is elected by members at the Annual General Meeting held in March each year.

Please talk to the Director if you are interested in this process and/or would like further information.

Educators

Director: Shannon Merison

Assistant Director: Georgia Williams

Administrator: Janet O'Mara

Permanent Educators: Maria Hill, Nikki Hayes

Casual Educators: Rachel Sherwen, Amelia Nugent, Cassidy Maloney, Janet O'Mara

The day to day management of the service is the responsibility of the Director and all issues should be directed to them and in their absence, the Assistant Director.

Educators are employed using a ratio of 1:15 and at least one educator with a current first aid certificate is always on premises.

Hours of Operation

WOSHC runs from the hours of 7:00am – 9:00am and 3:30pm – 6:30pm.

To ensure a smooth and relaxed transition period for the kindergarten students, they are taken to their classrooms at 9:00am by an Educator and after school they will be collected from their classrooms again and escorted to WOSHC. This takes place throughout Term's 1, 2 and 3.

Fees

Permanent Bookings:

AM = \$14.00

PM = \$20.00

Casual Bookings:

AM = \$16.00

PM = \$22.00

Child Care Subsidy (CCS)

Child Care Subsidy (CCS) is available to all families. You must register with Centrelink to be assessed. Once the assessment is complete you will receive a customer reference number (CRN's), one for the parent and one for each child. You will be required to provide these CRN's to WOSHC as soon as possible after assessment. CCS is paid directly to the service after which you will then be charged the reduced fee. Without providing this information, you will be charged the full fees.

Payment of Fees

WOSHC Direct Deposit banking details:

BSB – 062 150

Account Number – 1003 6355

To keep administration costs to a minimum please ensure that your fees are paid on time.

Permanent bookings fees are required to be paid 1 week in advance.

The Administrator credits fees to parent accounts on a weekly basis.

Fees in arrears will be referred to the Management Committee. In severe cases this could result in exclusion from the centre and debt recovery procedures.

Enrolment Process

(WOSHC follows The Priority of Access Guidelines, please see centre's Policy if needed).

Before attending the centre you need to have completed and returned a current enrolment form for your child/ren. The enrolment form contains necessary details such as phone numbers, days of care, emergency contacts and medical details.

It is vital that we obtain all of the required information prior to the commencement of your children attending the service. If your details change at any time please let the staff know ASAP.

Along with the enrolment form we also require a copy of your child/ren's immunisation records and any medical history and/or action plans.

You must also pay the appropriate fees before commencing at WOSHC. These fees consist of:

\$25 enrolment fee

\$50 security bond (once off payment & refunded once you no longer require the service)

\$50 equipment levy

Priority of Access

Our Centre works under the Governments Access of Priority Guidelines. It is a condition of approval and continued approval for Child Care Subsidy (CCS) purposes that we must comply with Family Assistance Law. The Priority of Access Guidelines are set out in the Child Care Benefit (Eligibility of Child Care Services for Approval and Continued Approval) Determination 2000. Failure to meet these Guidelines is a breach of the conditions of continued approval and may result in a service being sanctioned under the Act. The Priority of Access Guidelines must be used by approved services to allocate available childcare places where there are more families requiring care than places available. When filling vacant places, a service must fill them according to the following priorities:

- Priority 1: a child at risk of serious abuse or neglect
- Priority 2: a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test
- Priority 3: any other child.

Within these main priority categories, priority should also be given to children in:

- Aboriginal and Torres Strait Islander families
- Families which include a disabled person
- Families on lower incomes
- Families from culturally and linguistically diverse backgrounds
- Socially isolated families
- Single parent families

Upon enrolment families will be notified of their priority and advised that if the Centre has no vacancies and their child's position is a priority 3 under the Priority of Access Guidelines, it may be required that their child leave or reduce their days in order to make a place for a higher priority child.

Change of Details

We understand that things can change quite often so if any of your details such as phone number, address etc do happen to change please let us know as soon as possible so we can get your account updated.

You can let us know by seeing a staff member in the centre or emailing info@woshc.com.

Bookings

Permanent Bookings:

These are made at the time of enrolment or upon later request depending on availability, it is a set of scheduled days that your child/ren attend every week. All permanent bookings need to be paid for one week in advance and you are also required to pay for absent days as this ensured that your child/ren retains the booked place.

The childcare benefit is applied to the first 42 absent days without requiring a medical certificate.

Casual Bookings:

These are made week to week or as soon as you know you need a particular day. Payment for a casual day is required on the day or at the end of the week if you attend several days through the week. If you are a casual and have outstanding fees you will not be able to book further days until your account is paid.

If you need to cancel a casual booking please do so by no later than 6:00pm the night before. Failure to do so will result in still being charged for the full session as it is usually necessary to employ extra staff to cover casual bookings.

All cessation of care and/or change of days requests require 2 weeks' notice which must be given in writing. The child/ren can still attend during this 2 week notice period as you will be charged as per normal. School holidays can be included as 2 weeks' notice.

Arrival and Departure Procedures

It is the parent/guardian's responsibility to deliver their child/ren into the Centre on arrival and to pick them up from inside the Centre on departure. It is essential that upon arrival to the Centre the parent/ guardian must sign their child/ren in on the iPad. On pick up of an afternoon the parent/ guardian must sign their child/ren out on the iPad (must be completed by parent, not the child).

We understand that at times it can be difficult for parents to pick their child/ren up from the Centre, in these situations the parent/ guardian must phone and inform staff who will be picking up their child. This person must be on the child's enrolment form as an alternate pick-up person. The person will need to show proof of identification (if unrecognised by staff) such as a driver's licence before the educators allow the child/ren to leave with another adult, the person in which to collect the child must also be over the age of 16.

WOSHC staff are only responsible for children who have been signed in on the roll as insurance cover only applies to those who are signed in. Signing-in is also a legal requirement and a condition of receiving child care subsidy (CCS).

If your child is subject to any Access or Custody Order of the Family Law or Children's Court please inform the Director. A copy of any legal documentation must also be provided.

Late Collection of Children

Our centre closes at 6:30pm sharp.

Please be considerate of our staff and remember they expect to be able to leave on time.

In an emergency please phone the Director and arrange for someone else to pick up your child. In the unexpected event of your child not being picked up by 6:30pm the Director will telephone parents and emergency contact persons as nominated on your enrolment form.

Late charges:

0-15 minutes late = \$15 /per family

15-30 minutes = \$30 /per family

30-45 minutes = \$45 /per family

45-60 minutes = \$70 /per family

If contact cannot be made the Director will have no choice but to take the child to the local police station. Contact will then be made with Department of Community Services (DOCS).

WOSHC Menu's

A copy of our healthy breakfast and afternoon tea menu's can be found on display at our sign in/out area in the centre or on our website at www.woshc.com

Our Centre aims to provide children with food and nutrition that is supported by national dietary guidelines. A range of healthy, nutritious and delicious food is on offer daily to the children and it always accompanied by a variety of fresh fruit and cold water.

We take the matter of anaphylaxis and allergies seriously within our service and therefore provide a strict "Nut Free Zone" as well as taking into account any individual dietary requirements for the children when preparing and serving the food.

Compliments and Complaints

Here at WOSHC we take an "open door policy" as we value the needs and opinions of all children and families. We strive to provide an atmosphere in which parents and guardians are comfortable in expressing any issues they may have regarding the service.

If you do have any issues, concerns or questions please reach out to the centre Director who will arrange a suitable time to meet. After this, if you feel as though your concern hasn't been dealt with satisfactorily then please get in touch with the WOSHC Staff Liaison Officer (please refer to sign at "Sign In Table" for contact details) or the President of the Management Committee.

Sun Protection

At WOSHC we strive to provide the most effective protection against the harmful sun. Our Educators model appropriate sun protection clothing which we also enforce on the children during outdoor play, in line with our Sun Protection Policy.

Sunscreen is always available on our Sign In/Out table.

Hygiene

WOSHC aims to provide an environment that displays the most effective hygienic and healthy routines to ensure the safety of the children, staff, families and the community. The Educators model the appropriate hygiene practices and stay up to date with the most effective method of infection control.

In times of Covid-19 we have strict guidelines in place to ensure our service is run in the safest manner possible. Please see our Covid-19 Policy for further information.

Medication

All medical conditions and/or regular medications need to be listed on the enrolment form at the time of the initial enrolment process and if any changes are made from thereafter, WOSHC need to be advised ASAP.

We are only able to administer medication to your child if:

- You have completed a 'Permission to Administer Medication Form' including details of time and dosage.
- The medication is in its original container and is prescribed for that child
- Non-prescription medication will only be given if accompanied by a Doctor's Certificate stating the dosage and the time to be administered.

Educators will administer medication as required provided parental permission has been granted. All medication will be administered by an educator with a current first aid certificate; this action will be witnessed by another educator and recorded on the 'Permission to Administer Medication Form'.

Asthma and Anaphylaxis

Upon initial enrolment of your child/ren, if they have been diagnosed with asthma and/or anaphylaxis then this needs to be clearly listed on their form and an Action Plan also needs to be provided to the service. This is to ensure that staff are completely in line with the needs and requirements of each individual child in a case of emergency.

Please also be aware of the Action Plan expiry/renewal dates as we will require an updated copy as soon as this arises.

Accidents and Illnesses

If your child falls sick then please be considerate and keep them home from WOSHC, and during these times of Covid-19, if any related symptoms arise please get tested and keep them home until cleared.

If during their time at WOSHC, your child falls unwell or is involved in an incident we will call the parent/guardian to discuss the matter and arrange for their collection from the service. If we are unable to contact a parent/guardian or emergency contact person, if the situation is an emergency then the Director will take any necessary action.

Please note that if your child has any of the following then they need to be kept at home:

Mumps	Ringworm	Guardia
Measles	Chicken Pox	German measles
Diarrhoea	Thrush	Whooping cough
Hand, foot and mouth disease	Conjunctivitis	Any flu like symptoms - (Covid-19)
Impetigo	Viral Hepatitis	

Immunisation

Documented evidence of immunisation is required for each child on enrolment.

While we respect the right of individual parents and guardians on whether to immunise or not to immunise their children, we need to clarify that this is the responsibility of the parents. Therefore children who are not immunised will be excluded for the period of an outbreak that is a vaccine preventable disease.

Additionally; as per government regulations, CCS is not applicable for families in cases of no immunisation.

WELCOME TO WOSHC!