

# Parent/Caregiver Handbook

**TABLE OF CONTENTS;**

<i>Philosophy, Objectives</i>	Page 2
<i>Our Beliefs</i>	Page 3
<i>Service and Centrelink Information, Operation Hours</i>	Page 4
<i>Curriculum, Parent Involvement, Newsletter and Photos</i>	Page 5
<i>Bookings, Attendance, Late Pick-Up</i>	Page 6
<i>Fees Information</i>	Page 7
<i>Personal Belongings, Behaviour,</i>	Page 8
<i>Missing Children, Clothing</i>	Page 8
<i>Emergency Procedures, Excursions, Weather, Hygiene</i>	Page 9
<i>Medication, Medical Concerns, Illness</i>	Page 10
<i>Meals and Snacks, Sun Smart Policy</i>	Page 11
<i>Bullying, Complaints,</i>	Page 12
<i>Contact Details</i>	Page 13

## **PHILOSOPHY**

We believe that Waikerie Out of School Hours Care (WOOSHC) is a valuable service, which provides safe quality care and education whilst supporting parents/caregivers and staff within our diverse local community. A place for children to learn, have fun, be exposed to new experiences, enjoy playing together, develop friendly relationships and life skills. At WOOSHC, relationships will be nurtured, respected and encouraged. All staff and children will initiate conversation, express ideas, express feelings, respond sensitively and appropriately to each others efforts and engage in quality sustained conversations.

## **OBJECTIVES**

To support our philosophy, Waikerie Primary School Governing Council, Waikerie OSHC Management Committee and OSHC Staff will ensure that the OSHC service:

1. Is safe, stimulating and caring
2. Encourages communication and social interactions
3. Is affordable and accessible
4. Addresses the needs of all families in the community
5. Employs appropriately qualified and skilled staff

## **CONTACTING WOOSHC**

Please do not hesitate to contact us via phone, text or email, with any questions, queries or concerns you may have.

## **CONTACT DETAILS**

**Contact Number: 0419 845 451**

**Email: [waikerieoshc@bigpond.com](mailto:waikerieoshc@bigpond.com)**

**Address: 23 Coombe Terrace,  
Waikerie S.A 5330**

## **BULLYING**

Our OSHC values of respect, responsibility, confidence, honesty, persistence and care help us to build a OSHC community in which everyone feels safe and valued.

Therefore our OSHC does not tolerate bullying.

Bullying :

☒ Is repeated and purposeful behaviour which causes fear, distress and/or harm to another

☒ May be physical, verbal, social or psychological

☒ Is conducted by a more powerful individual or group against a less powerful individual or group unable to effectively resist

**Standing by and watching someone being bullied helps the bully hurt another person or group. It is everyone's responsibility to stop bullying.**

## **PARENT COMPLAINT PROCEDURE**

We welcome contact from parents. It is often that contact which provides the OSHC with information for change and improvement.

There are times when a parent has a concern or complaint. All complaints will be handled in a timely and confidential manner.

If you have a complaint please;

**1. Contact the Director-** Organize a time to meet to discuss the complaint.

↓ Complaint remains unsolved

**2. Contact the Principal-** Organize a time to meet to discuss the complaint.

↓ Complaint remains unsolved

**3. Contact the DECD Parent Complaint Unit (PCU)**

A full copy of the parent complaint procedure is available within the policy folder at the OSHC building. A hard copy can be provided to you upon request.

## **OUR BELIEFS**

### **Parents, Caregivers, Families**

Parents are the child's first educators and play a vital role in their child's development.

Open and on going communication between parents/caregivers and staff is essential.

Parents are individuals and they have the right to be involved at any level with which they feel comfortable.

Parent's skills, knowledge and resources should be valued in the service's program.

The diverse values and attitudes each child brings from their family will be respected.

Confidentiality and privacy of all individuals will be protected.

### **Children**

Each child is an individual and should be able to develop at their own rate.

Children learn best in a safe, secure, welcoming, caring and healthy Environment.

Each child has the right to be heard, cared for, accepted and feel safe. It is through play that children make sense of their world.

Play provides the opportunity for children to explore, experiment and test ideas. Children develop confidence through positive relationships with others.

### **Staff**

Staff are to be welcoming and sensitive to the needs of parents/caregivers.

Staff are to be open to communication with parents/caregivers at an appropriate time.

Staff are responsible for supporting the development of the whole child within the framework of the family and the community.

Staff will work as a team, supporting and assisting each other.

Staff are responsible to the individual child and each other.

Staff will be given the opportunity to improve skills through staff training to ensure the provision of quality care.

### **Community**

It is essential to participate with other community groups, agencies and services to share resources and develop networks for families in our community.

We reflect a wide range of social and cultural diversity of the community we serve and are responsive to its changing needs.

We promote pride in our immediate environment and support good environmental practices in the broader community.

## **WOOSHC SERVICE AND INFORMATION**

Waikerie Out of School Hours Care (WOOSHC) is operated by the Waikerie Primary School Governing Council. The management of the service is overseen by the WOOSHC committee which operates as a sub-committee of the Governing Council. The Director or the Nominated Supervisor is responsible for the day to day operation of the After School Care and Vacation Care Service.

Our service operates within the National Quality Framework and the Education and Care Services National Regulations. WOOSHC has a Quality Improvement Plan updated annually and based on seven areas that are important to outcomes for children. Assessment against the seven Quality Areas and National Regulations is mandatory.

All WOOSHC Policies and Procedures can be made available to you upon request.

**Phone Number:** 0419 845 451

If you leave a message a staff member will contact you as soon as possible.

**Address:** 23 Coombe Tce  
Waikerie 5330

**Email -** [waikerieoshc@bigpond.com](mailto:waikerieoshc@bigpond.com)

## **CENTRE NUMBERS FOR CENTERLINK**

Waikerie OSHC organisation ID 1-3WB-42

This ID number is for ASC and VAC care.

You need to quote this number when applying for Child Care Benefit (CCB) from Centrelink (ph. 13 61 50).

## **HOURS OF OPERATION**

### **Monday to Friday**

After School (ASC) – 3:00 pm to 6:00pm (Thursday: 2:30pm-6pm)

Student Free Day (SFD) – Care may be provided 7:00am to 6:00pm

Vacation Care (VAC) –7:00am to 6:00pm

End of Term Early Finish – 2:15pm to 6pm

Waikerie OSHC does not provide care on Public Holidays.

## **MEALS AND SNACKS**

A nutritious afternoon snack is provided during ASC and VAC Care. We strive to provide satisfying and healthy snacks and encourage children to try new foods. So that we are better able to cater for your child/ren's taste, please fill in the "what foods I like" section of the 'Profile' page in the enrolment pack.

**ASC :** Afternoon snacks (provided by WOOSHC at 3:30pm)

**VAC Care:** Morning snack (10:30am)

Lunch (12:30pm)

Afternoon snack (provided by WOOSHC at 3:30pm)

During VAC Care parents/caregivers are asked to provide a packed lunch and morning recess unless the VAC Care program states otherwise.

## **SUNSMART POLICY**

Children must wear a broad brimmed, bucket or legionnaires hat when playing outside. All children that do not have an appropriate hat will need to sit in a shaded area during out door activities – 'no hat, no play'.

All children are required to wear clothing with long or short sleeves for out-door play.

Families are to provide hats for their children. Sunscreen is provided by the OSHC service.

## **BROCHURES**

A variety of 'Head Room' brochures covering numerous topics are available for all parents/guardians from the Director's office.

## **MEDICATION**

Situations where a child may require medication at WOOSHC:

Asthma, bee sting allergy, etc.—medication for these should be kept in the office and a Health Care Plan should be written by the student's doctor.

Short term medication—students requiring only a course of medication (e.g. Antibiotic) should give this medication to the Director or Nominated Supervisor. It needs to be delivered and picked up by an adult and in the original packaging with clearly labelled instructions. We are unable to administer any first doses or out of date medication.

Long term medication—should come with a doctor's letter giving instructions on administration. Proformas for this are available from WOOSHC.

**Panadol and pain killers:** we are not permitted to give any child these medications.

## **MEDICAL CONDITIONS**

A Health Care Plan completed by a doctor is required before your child can be enrolled at the centre if they have a medical condition such as epilepsy, asthma or diabetes. You can obtain the relevant forms from WOOSHC.

## **ILLNESS AND INFECTIOUS DISEASES**

**PLEASE DO NOT SEND YOUR CHILD TO THE SERVICE IF THEY ARE UNWELL. CHILDREN WHO ARE ILL OR SUFFERING FROM A CONTAGIOUS CONDITION WILL NOT BE ABLE TO ATTEND THE SERVICE FOR A REQUIRED NUMBER OF DAYS.**

In the event of a child becoming unwell during the program, he or she will be cared for and the parent/guardian or emergency contact will be called to come and collect the child as soon as possible.

Please refer: <http://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/health+topics/health+conditions+prevention+and+treatment/infectious+diseases/exclusion+from+childcare+preschool+school+and+work>

## **WOOSHC CURRICULUM PLANS**

Our curriculum plans and programming are completed based on:

- The Quality Area of Educational Program and Practice
- The Educators' Guideline to the Framework for School Age Care in Australia
- Child, parent/guardian and family ideas
- Child observations and profiles
- Significant days or community events

Our curriculum plan is a working document and gives a guide to the planned activities for the week. It is located at the front of the sign in and out book. A very important component of the curriculum plan is a place for parents/caregivers to have a voice about any part of the program. Please write your comments in the space that says 'parent voice'. Each day an evaluation will be completed which will include the children's input.

Parents are encouraged to view and discuss their child's profile and completed observation by speaking to the Director or Nominated Supervisor.

These observations continue over time.

Weekly programs may include : Arts and crafts, out door games, drama, environmental activities, excursions and much more.

## **PARENT/CAREGIVER INVOLVEMENT**

It would be appreciated if parents/guardians could support the service at any level that they feel comfortable.

This support could be in the form of ideas and feedback on current and previous programs, or as donations of resources such as craft materials, fresh fruit and veg, etc.

## **WOOSHC NEWSLETTERS**

Newsletters are published twice a term or as needed and emailed to those who have provided an email address. They can also be collected from WOOSHC.

## **PHOTOS**

Please initial on the enrolment form if you approve photos to be taken for the WOOSHC newsletter or River News. No last names will be advertised.

## **FACEBOOK**

Please initial on the enrolment form if you approve for your child's full image,

## **BOOKINGS**

An enrolment form must be filled in prior to booking your child in to attend the service. If your child has a medical condition a Health Care Plan must accompany the enrolment form – forms can be obtained from WOOSHC.

Please phone, text or email to book your child in the week before you need the care and stipulate the arrival and collection time.

If your child is going to be absent the day they are booked into WOOSHC please phone, text or leave a message as early as possible.

If you do not cancel your WOOSHC booking 1 week prior to the session, the full session fee will be charged.

## **ATTENDANCE**

All children must be signed in to Vacation Care and Student Free Days on the daily attendance record with the exact time of sign in provided.

All children must be signed out of ASC, Vacation Care and Student Free days on the daily attendance record, with the exact time of sign out provided. Please inform staff before you take your child.

Please let your child know when they are attending WOOSHC, as they need to make their own way from the classroom to WOOSHC.

Children can only be collected by those specified on the enrolment form in the collection authority section unless written or personal consent has been given to the Director or Nominated Supervisor.

If you know you are going to be late please make alternative arrangements for your child/ren to be collected on time. Children are to be collected by 6pm. After 6pm a late fee of \$1 a minute applies and will be charged to the account.

## **LATE PICKUP**

When a child is still at the service after 6:00pm the Director or Nominated Supervisor will attempt to:

1. Contact the parent/caregiver
2. Contact a nominated emergency contact person and arrange for collection if the parent is unobtainable

If steps 1 and 2 have been unsuccessful, the Police will be called to help locate the parent/caregiver.

A late fee of \$1 a minute applies and will be charged to the account.

## **EMERGENCY PROCEDURES**

In the event of a fire or similar emergency the children's safety is our priority. To ensure that everyone is familiar with correct procedures for evacuation or invacuation, drills are conducted from time to time.

## **EXCURSIONS**

A risk assessment is conducted before any excursion to determine the requirements and staffing ratio. Usually there is an excursion to Adelaide once a year with other excursions organised closer to WOOSHC or locally. Excursion forms will be provided to be completed prior to excursion commencing. This excursion permission form must be completed for every child attending the excursion.

## **EXTREME WEATHER**

When the Riverland is forecast for 38 degrees or over we will follow our extreme weather procedure.

## **HYGIENE**

Food will be prepared under our Healthy Food Supply and Nutrition Policy. Children are asked to wash their hands before/after eating, after outdoor activities and going to the toilet.

## **TOILETING**

A minimum of two children to go to the toilet at any one time. Children must notify staff when they are leaving and when they return.

## **ACCIDENT PROCEDURE**

In the event of an accident First Aid will be provided.

A First Aid Record will be given to the child to put in their bag for their parent/guardian to view. Staff will notify the parent/caregiver of any such occurrence.

If a serious injury or illness, the staff will seek assistance from S.A. Ambulance and transportation to the Waikerie Hospital will occur and parents will be notified as soon as possible. Parents are responsible for the cost incurred for the ambulance transportation.

Educators will fill in an ED155 (Injury Report) form and a serious incident form for major injuries.

## **PERSONAL BELONGINGS**

All personal belongings and clothing need to be labelled.

The service provides a wide range of games, entertainment and activities for children. If children have toys or precious things from home, they will be asked to keep them in their bags after they have been given the opportunity to talk/show others at an appropriate time. WOOSHC will not be responsible for student's personal belongings.

## **CHILDREN'S BEHAVIOUR**

We do have a set of rules to ensure that all children feel safe and secure. These rules are displayed and made known to all children.

If a child chooses inappropriate behaviour the following procedures will occur:

**Step 1** Child is given a friendly reminder

*If behaviour persists:*

**Step 2** Child is removed from the situation to play elsewhere

**Step 3** Child is given 5 minutes 'chill out' time

**Step 4** Parent/guardian rung to come and collect child

If the behaviour persists, the child will not be able to return to the Service until the Principal and Director have negotiated a behaviour plan with the parent/guardian and the child. This will be done at a mutually convenient time.

The Principal has the right to suspend a child from the Service.

A copy of WOOSHC's Behaviour Code is in this enrolment pack.

## **MISSING CHILD**

A search of the school grounds will be made for children who are booked in but are not in attendance and parent/guardian notified if the child cannot be found.

If parents/guardian cannot be contacted the Police will be called.

For this reason it is imperative that WOOSHC be notified of non-attendance.

## **CLOTHING**

All children need to wear enclosed shoes and appropriate clothing, including a broad brimmed hat, shirt with long or short sleeves, e.g. no singlets or thongs or they may not be able to participate in some activities such as cooking and construction. All children are required to wear a t-shirt/rash vest for swimming activities.

## **FEES**

**PARENTS/CAREGIVERS ARE REMINDED THAT FEES ARE CHARGED FOR CARE. THE SERVICE HAS A POLICY RELATING TO THE COLLECTION OF THESE FEES AS WELL AS A POLICY FOR DEBT MANAGEMENT.**

The current fees are as follows:

AFTER SCHOOL: \$20.00 per session
AFTER SCHOOL CARE THURSDAY: \$22.00 per session
VACATION CARE and STUDENT FREE DAY: Whole Day: \$50.00
Half Day: 7am-1pm \$30.00
Half Day: 1pm-6pm \$30.00

Child Care Benefit is available to all families using care. All parents are asked to register with Centrelink for an Assessment Notice.

Please ask the Director for further information regarding Child Care Benefit (CCB)

## **FEE PROCESS**

Invoices are emailed, posted or sent home weekly to be paid on a weekly basis. Payments can be made by enclosing money/cheque and the remittance advice at the bottom of your invoice in an envelope and given to the Director, or dropped into the school office. Payment can also be organised by electronic transfer.

Parents/caregivers will receive a reminder notice regarding outstanding fees.

If the fees are not paid forthwith, the parent/guardian will receive:

**After one week overdue** - a polite reminder will be attached to the account or messaged to the account holder.

**After two weeks overdue** - the parent will be approached by the Director requesting payment or to negotiate payment if the family is experiencing financial hardship.

**After three weeks of non-payment** - if no arrangements to pay has been made, or if made, not kept, a letter will be sent to the family requesting payment within 7 days or the place will be cancelled and further action will be implemented by the WOOSHC Committee to ensure that outstanding monies owed to the service are recovered.

Care may be denied to families who are greater than two weeks in arrears with payments. To avoid this happening, the Director must be notified if difficulties with fee payments arise so that a payment plan can be implemented.