



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 Committee and OSHC Educators will ensure that the OSHC service:

1. is safe, exciting, educational and caring
2. encourages communication and social interactions
3. is affordable, accessible and addresses the needs of all families in the community
4. 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

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

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 refer to the Parent Complaint Management Procedure which is available upon request.

1. Contact the Director

Organize a time to meet to discuss the complaint.

2. Contact the Principal

Organize a time to meet to discuss the complaint.

3. Contact the Education Standards Board

Ph: 1800 882 413 for information advice and support

OUR BELIEFS

Parents, Caregivers, Families

Parents are the child's first educators and play a vital role in their child's development. Open and ongoing communication between parents/caregivers and educators is essential.

Parents can 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 his/her own rate.

Children learn through a safe, secure, welcoming, caring and healthy environment.

Each child has the right to feel safe, be listened to, cared for and to belong.

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.

Educators

Are welcoming and sensitive to the needs of parents/caregivers.

Are open to communication with parents/caregivers at an appropriate time.

Are responsible for supporting the development of the whole child within the My Time, Our Place.

Work as a team, supporting and assisting each other.

Are responsible for the individual child and each other.

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

Are inclusive of everyone within our diverse community

Community

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

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

We promote respect for the pride in our immediate environment and support good environmental practices within the community.

We promote respect and pride in our immediate environment and support good Environmental practices in within the 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

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 Subsidy (CCS) 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

It is current practice for students to wear hats, as per the WPS Uniform

Expectations ie: wide brimmed (no cords) or bucket style throughout the year, with the exception of optional hats from 1st June to 1st September.

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 outdoor 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/caregivers.

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, "My Time, My Place"
- 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 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 on a sticky note or on the sheet provided 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 photos, completed observations and art work by speaking to the Director or Nominated Supervisor. These observations continue over time.

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

PARENT/CAREGIVER INVOLVEMENT

It would be appreciated if parents/caregivers 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 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, first name and artwork to be displayed on the WOOSHC Facebook page.

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 educators 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 about the rules

Step 2 Child is given a warning about the inappropriate behaviour

If behaviour persists:

Step 3 Child is given sit out or chill out time

Step 4 Parent/caregiver informed.

Please note: *In some instances, not all steps will be followed*

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/caregiver and the child. This will be done at a mutually convenient time.

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

A copy of WOOSHC's Behaviour Policy and Procedure documents are in this enrolment pack or available upon request.

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 Subsidy 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 Subsidy (CCS).

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 paid directly to the WOOSHC account. Please ask for bank details.

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 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 and further action may 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.