



# WAIKERIE OUT OF SCHOOL HOURS CARE

## Parent Information

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### **WOOSHC SERVICE AND INFORMATION**

Waikerie Primary School Out of School Hours Care (WOOSHC) service is operated by the Waikerie Primary School Governing Council. The management of the service is overseen by the WOOSHC advisory 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.

### **HOURS OF OPERATION**

#### ***After school care***

The service will be open from 3.00pm to 6.00pm Monday to Friday and 2.30pm-6.00pm on Thursdays. The service is closed on Public Holidays.

#### ***End of Term Early Finish***

The service will be open from 2.15pm to 6.00pm

#### ***Student Free Days***

If more than eight children are booked in to attend at least one week before the student free day, the service will open between 7.00am to 6.00pm. The Director will advise parent/caregivers if a child has been booked in but the service will not be operating due to insufficient numbers.

#### ***Vacation care***

The service will be open between 7.00am to 6.00pm. Monday to Friday except for Public Holidays but may be closed for a brief time during the Christmas/New Year period.

### **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 other's 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.

## **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.

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## **BEHAVIOUR**

Children are encouraged to take responsibility for their own behaviour. If a child chooses inappropriate behaviour, consequences may include the following:

### Inside

- Reminder
- Warning
- Sit out, 'chill out', cool off
- Time out
- Parents informed

### Outside

- Reminder
- Warning
- Walking with staff member
- Sit out
- Parents 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 Support Policy is available upon request.

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.

### **BOOKINGS**

An enrolment form must be completed prior to booking your child in to attend. 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.

Bookings may be casual or permanent. If bookings are high a casual booking cannot be guaranteed. A permanent booking reserves a permanent, regular place for your child/children.

### **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.**

### **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/water activities.

### **CURRICULUM PLANS**

Our curriculum plans are 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 on display in the WOOSHC building. Weekly programs may include: Arts and crafts, outdoor games, drama, environmental activities, excursions and much more.

Parents are able to discuss their child's progress or any concerns by speaking to the Director.

## **DELIVERY AND COLLECTION OF CHILDREN**

All children attending WOOSHC must be signed in on the daily attendance record with the exact time of sign in provided. For after school care, the children will be signed in by an educator or approved person. For Vacation care and student free days, children will be signed in by a parent/caregiver or an approved person.

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, unless alternative arrangements have been made with the Director.

The names and contact numbers of all people authorised to collect children from the service must be included on the enrolment form – any changes to these must be advised in writing by the parent/caregiver as soon as possible.

Children may not go home unaccompanied unless there is a signed written permission from a parent/caregiver that identifies and qualifies such expectations. Educators will reserve the right to negotiate such requests where there is a concern about children's safety.

### *Person Under the Influence Collecting a Child*

- In the case of an approved person arriving to collect a child in a visibly intoxicated or otherwise unfit state to drive (and where they will be the driver), the person will be encouraged to contact another adult to transport them or the service will offer to call a taxi. If the unfit person insists on taking the child, the police will be informed.

## **EMERGENCIES**

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 at After School Care at least once a term and at least once during each Vacation care period, when most children are present. Emergency evacuation procedures are clearly displayed at WOOSHC.

## **EXCURSIONS**

A risk assessment is conducted by staff before any excursion taking into account weather and temperatures on the day of the excursion. Excursion forms will be provided to parents/caregivers and are to be completed prior to the excursion commencing for each child attending. Parents/caregivers are requested not to send their child on an excursion if there are any signs of illness. If an excursion is to be cancelled, parents/caregivers will be notified by SMS.

## **HOT WEATHER**

When the Riverland is forecast for 38 degrees or over on WIN TV or ABC news the night prior, we will limit outdoor activities, lunch indoors and encourage water intake.

## **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.

## **FEES**

AFTER SCHOOL: \$20.00 per session, 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

Additional fees may be charged for incursions or local, Riverland or Adelaide excursions.

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).

### **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).

Invoices will be issued once a week, payable within 7 days of receiving your invoice. Invoices can be emailed or received as a paper copy. Payment is for the week you have just accessed.

Fees may be paid by cash or direct to the Waikerie OSHC bank account. Fee payments in cash can be given to educators working at Waikerie OSHC or can be delivered to the Waikerie Primary School office during school hours.

For all fees unpaid **after two's week overdue** - a text message reminder will be sent to the account holder.

**After three weeks of non-payment** - if no arrangement to pay has been made, or if arrangement has not been kept, a letter will be sent to the account holder requesting payment within 14 days.

**After an additional 14 days of date of letter**, a Final Notice will be sent advising of impending Debt Collection if fees remain outstanding for another 14 days.

Care may be denied to families who are 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.

### **HOLIDAY AND ABSENCE FEES**

Holding fees are charged to reserve a permanent booking when children are absent if a minimum of 7 days' notice is received. A reduction of 50% of fees will apply for a maximum of 42 days each financial year. If a minimum of 7 days is not given, full fees will be charged.

*Casual Absence fee:* If a casual booking is not cancelled with a minimum of 7 days' notice, full fees will be charged.

*For example, if a child is booked in on a Wednesday, to not be charged, you need to notify WOOSHC by Tuesday 6pm the week prior.*

### **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 until the applicable exclusion period has been completed.

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

Further information on exclusion periods can be found at:

<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases>

### **HYGIENE**

Hygiene practices and procedures will be observed at all times at the service to encourage healthy and safe behaviour.

### **IMMUNISATION**

Our service adheres to the Department of Human Services' policy on access to child care benefit in relation to immunisation.

### **INCIDENT, INJURY, AND TRAUMA**

In the event of an injury basic first aid will be provided. An Educator will notify the parent/caregiver (depending on the nature of the injury). If the parent/caregiver is unable to be contacted at the time of the accident, they will be informed about the incident when they arrive to collect their child.

If a serious injury or illness, the educator qualified in first aid attend the child, apply basic first aid, assess the injury and may seek assistance from S.A. Ambulance. The Parent/caregiver will be contacted or if not available, the emergency contact person.

If an ambulance is called, an educator will accompany the child. Parents/caregivers are responsible for the cost incurred for the ambulance transportation.

### **LATE PICKUP**

To maintain staff ratios for licencing it is essential that booked times are adhered to. Late collection of children incurs staff costs. Whenever possible, the parent/caregiver should telephone the service to advise they will be late to collect their child.

A late fee of \$1.00 for the first ten minutes and \$2.00 per minute thereafter may will be imposed. Child Care subsidy is not claimable for the late fee.

When a child is still at the service after 6:01pm and no late advice has been received, 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 a child is still at the service half an hour after closing time and no one listed on the enrolment form can be contacted, WOOSHC educators will consult with local Police.

WOOSHC staff will not transport children to another destination.

### **MANDATED NOTIFIERS**

All adults working or volunteering at Waikerie OSHC must undergo a Working with Children Check and have completed the Responding to Abuse and Neglect Education and Care Training. The Children's Protection Act 1993 requires educators, staff and volunteers to notify the Child Abuse Report Line (131 478) if they suspect, on reasonable grounds, that a child has been or is being abused or neglected. This responsibility is part of the broad duty of care that staff and volunteers have towards the safety and wellbeing of children and young people.

### **MEALS AND SNACKS**

A nutritious and balanced afternoon snack is provided during ASC and VAC Care. Where children are on special diets, the parents may be asked to provide a list of suitable and unsuitable foods and their child's food preferences or to supply special food.

Children will wash hands or sanitize before eating and will observe the requirements of safe food handling.

**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, morning recess and drink unless the VAC Care program states otherwise.

Drinking water will always be available.

### **MEDICAL CONDITIONS**

Staff will assist children to manage medical conditions including asthma, diabetes and anaphylaxis and will assist with medication at the service if a Medication Management or Health Care plan has been provided by the doctor. Medication must be given to the Director or Nominated Supervisor for safe storage and a Request to Administer Prescribed Medication form must be completed and signed. Where a child has a food allergy, particular care is taken to remove the food allergen.

### **MEDICATION**

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

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

### **MISSING CHILD**

If a child booked in for a care session has not arrived 10 minutes after school has finished, the educator will check the immediate area to locate the child, speak with the child's peers or siblings, who may have relevant information, contact the school office to check that the child was at school or gone home sick during the day.

If the child is still not found, the educator will call the parent or emergency contact numbers to establish whether the child is still expected at OSHC or whether other arrangements have been made.

If the child cannot be found, the designated staff member will ensure that the child's family and the police are informed.

### **NEWSLETTERS**

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

### **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.

### **PARENT GRIEVANCES**

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 Grievance Policy.

### **PERSONAL BELONGINGS**

All personal belongings and clothing needs 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.

### **PHOTOS**

Please initial on the enrolment form if you approve photos to be taken for the WOOSHC newsletter or The Murray Pioneer. No last names will be published.

### **SUNSMART**

It is current practice for students to wear hats, wide brimmed (no cords) or bucket style throughout the year. All children that do not have an appropriate hat will need to play in a shaded area during outdoor 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. SPF 30, water resistance sunscreen is provided by the OSHC service and will be applied at least 20 minutes before going outdoors and reapplied every two hours.

### **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.