



FAMILY HANDBOOK

Quality Area 6: Collaborative Partnership with Families

Welcome,

Our Family Handbook explains important information to assist you and your child's transition into care at West Pymble Out of School Care.

We strongly recommend you read the provided information and ask questions to confirm your understanding of how the Service operates.

Service Philosophy

We aim to provide a safe, healthy, caring and welcoming environment for school-age children, to accept and value every child regardless of race, cultural background, religion, gender or ability. We encourage individual interests and foster independence in a stimulating environment. We maintain positive communication and relationships between staff, children, families, school and community. Programming will support the natural and structured play that children initiate and in which they engage.

Contents

WELCOME,	1
OUR FAMILY HANDBOOK EXPLAINS IMPORTANT INFORMATION TO ASSIST YOU AND YOUR CHILD'S TRANSITION INTO CARE AT WEST PYMBLE OUT OF SCHOOL CARE.	1
SERVICE INFORMATION	4
INSURANCE	4
SERVICE TYPE	4
CONTACT INFORMATION	4
MANAGEMENT STRUCTURE	4
OUR COMMITMENT TO CHILD SAFETY	5
CODE OF CONDUCT	5
OUR EDUCATORS AND STAFF	5
OUR EDUCATORS	5
NATIONAL QUALITY FRAMEWORK (NQF)	6
REGULATORY AUTHORITY	6
EDUCATOR TO CHILD RATIOS	7
TRANSITION TO KINDERGARTEN	7
EDUCATIONAL PROGRAM	7
MY TIME, OUR PLACE	8
BELONGING	8
BEING	8
BECOMING	9
GOALS FOR YOUR CHILD AT OUR SERVICE	9
DOCUMENTATION OF CHILDREN'S LEARNING	9
COMMUNICATION	9
BEHAVIOUR GUIDANCE	10
CODE OF CONDUCT FOR CHILDREN	11
ENROLMENT INFORMATION	12
ENROLMENT FORM	12
FAMILY LAW AND ACCESS	12
AUTHORISED NOMINEES OR EMERGENCY CONTACTS	12
AUTHORISATIONS.....	12
TRANSPORTATION	13
EXCURSIONS/INCURSIONS	13
PHOTOGRAPHS, SOCIAL MEDIA, PROMOTION	13
MEDICAL CONDITIONS- ALLERGIES, ASTHMA, DIABETES OR EPILEPSY.....	13
DIAGNOSED DISABILITY OR ADDITIONAL NEEDS	14
EXTRA-CURRICULAR ACTIVITIES	14
FEES, REBATES AND ATTENDANCE	14
FEES.....	14
STATEMENT OF FEES	15

PAYMENT METHODS	15
BOOKINGS	15
CHILD CARE SUBSIDY (CCS)	15
COMPLYING WRITTEN AGREEMENT (CWA)	16
ABSENCE & ALLOWABLE ABSENCES.....	16
ALLOWABLE ABSENCES.....	17
FEES IN ARREARS/ FINANCIAL SUPPORT.....	17
PERMANENT AND CASUAL BOOKINGS.....	17
WAITING LIST	18
PRIORITY OF ACCESS	18
SERVICE CLOSING TIME AND LATE COLLECTION FEES.....	18
SERVICE POLICIES AND PROCEDURES.....	18
ARRIVAL AND DEPARTURE	19
PARENT PARTICIPATION AND FEEDBACK	19
MANAGEMENT COMMITTEE	19
TECHNOLOGY, TELEVISION AND DEVICES (INCLUDING MOBILE PHONES).....	20
HOMEWORK.....	20
FOOD/MENU	21
TOYS.....	21
PHYSICAL PLAY	21
SUSTAINABILITY.....	22
SUN SAFETY	22
FAMILY INVOLVEMENT	22
YOUR OCCUPATION OR HOBBY.....	22
YOUR HOME CULTURE.....	22
RECYCLABLE ITEMS	22
SUGGESTIONS.....	22
COMMUNITY INFORMATION	23
HEALTH AND HYGIENE	23
WHEN SHOULD I NOT SEND MY CHILD TO THE SERVICE?	23
INFECTIOUS DISEASES	24
RECOMMENDED EXCLUSION PERIODS POSTER	24
IMMUNISATION	25
MEDICATION.....	25
INCIDENTS, INJURY OR TRAUMA	25
SAFETY IN OUR SERVICE	26
EMERGENCY AND EVACUATION PROCEDURES	26
SAFETY DURING DROP OFF AND PICK UP TIME.....	26
WORKPLACE HEALTH AND SAFETY	26
STORAGE OF DANGEROUS SUBSTANCES AND EQUIPMENT	27
SOCIAL MEDIA.....	27
PRIVACY AND CONFIDENTIALITY & MAINTENANCE OF RECORDS.....	27
GENERAL OPERATING SCHEDULE.....	28
BEFORE SCHOOL CARE.....	28
AFTER SCHOOL CARE	28

Service Information

Our Service caters to primary aged children (5 to 12 years). We are open Monday to Friday for Before School Care during the school term: 7.30 am to 9.00 am and After School Care 3.00pm to 6.00pm. Our office hours are 7.30am to 9:30am and 2:30pm to 6.00pm (during the school term). **No child is to be left at the Centre outside these hours**

Insurance

The Centre holds Public Liability and Professional Indemnity Insurance

Service Type

Welcome to West Pymble Out of School Care Inc. (WPOOSC).

We are a Parent-Managed Not-For-Profit Incorporated Association

Our service includes Before and After Care. Our Centre is registered for 75 places in mornings and 100 afternoon places

While WPOOSC is independent of West Pymble Public School, we have a close relationship with the school and work together on many issues to ensure the smooth running of the Centre.

Please take the time to read this handbook carefully as it contains both operating procedures and policies of the Centre.

Contact Information

Phone: **02 9418 1918**

Email: coordinator@wpoosc.com.au

Website: www.wpoosc.com.au

Please do not hesitate to contact the Centre if the need arises. If the phone is not answered immediately during operating hours, leave a message or call again in a few minutes. Please do not leave messages for WPOOSC with the School **at any time**, as we may not receive your message, and this adds to the workload of the WPPS admin staff.

Please note that it is not possible to talk at length during afternoon roll call between 2-4 pm. If you need an appointment at any time, this can be arranged with the Director.

Management Structure

Approved Provider: President David Malorey

Nominated Supervisor: Sonja de Jong

Director: Sonja de Jong

Assistant Director: Shona Brighton

Educational Leader: Wendy Keighran



Our Commitment to Child Safety

Our Service is committed to ensuring the safety and wellbeing of children is always maintained whilst being educated and cared for by Educators and staff at west Pymble Out of School Care (WPOOSC). We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm, and neglect. We understand our responsibilities and statutory duty of care to comply with both the Child Safe Standards and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our staff carry out their responsibilities as Mandatory Reporters as required by law under the *Children and Young Persons (Care and Protection Act 1998)* and maintain an up-to-date knowledge of child protection law.

Our staff are recruited through a robust screening process to ensure they display the right personal qualities and experiences to provide high quality supervision and care to child in addition to holding a validated *Working with Children Check*.

We have a zero tolerance for inappropriate behaviour towards children and any breach *Of Child Protection Law*. Any allegation or concern will be responded to promptly by management. We request that you contact our Nominated Supervisor if you have any concerns.

Code of Conduct

The Code of Conduct establishes the standards for all employees of our Service. Employees are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's Code of Ethics. The values that underpin our work ethic include equality, respect, integrity and responsibility. <https://www.earlychildhoodaustralia.org.au/our-publications/eca-code-ethics/>

OUR EDUCATORS AND STAFF

Our Educators

We believe that our Educators are the most valuable asset of our Centre. They are vital to the quality of care provided and that employing and keeping high quality Educators is imperative. We ensure they are fit and proper for employment in children's services. Educators receive clear guidelines regarding the expectations for their conduct and are encouraged and supported to further their skills via professional development opportunities.

Our staff promote the human rights, safety and wellbeing of all children and consider and respect the diverse backgrounds and needs of children. We create an environment that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families. Our Educators consider children's learning styles, abilities, interests, linguistic and cultural diversity and family circumstances when planning and implementing learning programs. We support and respect the history and backgrounds of Aboriginal and Torres Strait Islander people and aim to foster each child's sense of identity.

All staff hold valid Working with Children Checks and all Responsible Persons have current ACECQA approved First Aid, Emergency Asthma and Anaphylaxis qualifications – HLTAID012, and training specific to Child Protection.

Private Employment of WPOOSC Staff by Centre Users

Some staff members on occasion have undertaken private care arrangements for families. The following points must be observed:

- WPOOSC is not responsible for either registered children or WPOOSC staff outside the Centre.
- Staff members hired by families to collect children from the Centre must have a permission letter signed by a parent, and the parent must include the staff member's name on the child's enrolment Emergency Contact collection details.
- WPOOSC is responsible: Once the child is **signed into** the Centre, up until the child is **signed out** of the Centre only.

National Quality Framework (NQF)

Our Service complies with the Australian Government's National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law and National Regulations, the National Quality Standard and a rigorous assessment and rating system. Our educational program and curriculum are based on the School Aged Care Learning Framework-*My Time, Our Place*. The NQF is a system developed to ensure that school aged children in outside school hours care have stimulating, positive experiences and interactions that foster their self-esteem and confidence. A copy of our QIP, Quality Improvement Plan, is available in the foyer and we are always happy to email a copy to you.

WPOOSC operates and incorporates our daily program to meet the requirements of the 'My Time, Our Place' Framework through the following five Outcomes:

1. Children have a strong sense of identity
2. Children are connected with, and contribute to their world
3. Children have a strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators

We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our service to identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement.

Additional information about the NQF can be found at [ACECQA/NQF/about](https://www.acecqa.gov.au/nqf/about)

Regulatory Authority

Our Service is regulated by the national body for Early Education and Care – the Australian Children's Education and Care Quality Authority (ACECQA) as well as the state licensing department in NSW. To contact our Regulatory Authority, please refer to the contact details below:

Early Childhood Education Directorate
NSW Department of Education
Locked Bag 5107 PARRAMATTA NSW 2124
phone: 1800 619 113

www.education.nsw.gov.au/ email: ececd@det.nsw.edu.au



Educator to child ratios

We comply with the National Regulations for a minimum educator to child ratio 1:15 across our Service to ensure adequate supervision is provided for all children. Generally, we have a lower ratio of 1:11 to cover our multiple play areas.

Transition To Kindergarten

Our Educational Leader has developed a routine to enhance a smooth transition to kindergarten. Activities and schedules are adapted to minimise difficulties in the first weeks of school. At the start of the school year WPPS sets an earlier finish time of 2.30 pm for kindy for several weeks to avoid the children being overwhelmed by the rush at the end of the day. WPOOSC structures our schedule to accommodate the earlier finish time. All kindy children are taken to, and collected from, their classes for Term 1 & part way through Term 2 and thereafter they are supervised from a safe distance to allow them to develop independence. Each Kindergarten teacher is issued an Out of school Care Attendance Schedule for each day.

For the balance of the year the kindy children go independently to their classrooms before bell time, they are reminded to keep sun safe and pack away belongings such as personal items, jackets and home readers – we discourage bringing toys from home to minimise loss. Older children at WPOOSC are encouraged to assist new children in settling in and everybody very quickly learns the names of the new kindy children.

Educational Program

We provide a range of both structured and non-structured play-based learning experiences that are designed to be stimulating, challenging, inclusive and meet the needs and interests of all children attending our Service. The development of our program is informed through ongoing observations, evaluations and collaboration between Educators, children, families, and relevant stakeholders.

Our Service's curriculum follows the *My Time, Our Place* Framework for School Age Care in Australia as per our programming policy. Our *Daily Journal* is displayed in the foyer and allows Educators to document children's activities, please check regularly for a glimpse of your child's day. Learning stories relating to activities are available on the display board.

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.

Educators guided by the Framework will reinforce in their daily practice the principles laid out in the *United Nations Convention on the Rights of the Child (the Convention)*. The Convention states that all children have the right to relax and play, and to join in a wide range of cultural, artistic and other recreational activities. The Convention also recognises children's rights to be active participants in all matters affecting their lives and respects their family, cultural and other identities, and languages.

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. (MY TIME, OUR PLACE. P.4)

Children are free to choose their own activities or to participate in planned activities. The program aims to provide activities to suit all ages and interest, both indoors and outdoors. Sports, craft and art activities are a normal part of the children's leisure activities and are offered every day.

Children have a wide choice of structured and non-structured activities, which include:

- Use of the playground equipment
- Homework -children may do homework, but no tutoring is provided.
- Arts & Crafts: Activities such as painting, clay, sewing, recycled construction, drawing.
- Cooking: Designed to interest boys and girls. Includes sweet, savoury, and multicultural cooking.
- Sport: Encouraged through provision of table tennis, skipping ropes, tennis racquets, balls, and other equipment to use in the playground. Educator led games as per Daily programme.
- Free Time: encouraged to provide personal choice in rest time, reading, talking, board games, jigsaws, art, and craft
- DVD's and electronic games may be accessed and shown during attendance hours, particularly during inclement weather. Children's movies are rated G /PG

Our Art and Craft is themed and relates to current events, occasions, and holidays. Children are encouraged to help plan for the week. Additionally, children & parents are invited to comment on activities. Our Educational Leader sends out a summary of the term's activities in our Newsletter.

My Time, Our Place

Fundamental to the Framework is a view of children's lives as characterised by belonging, being and becoming. From before birth children are connected to family, community, culture, and place. Their earliest development and learning take place through these relationships, particularly within families, who are children's first and most influential Educators. As children participate in everyday life, they develop interests and construct their own identities and understandings of the world.

In line with our philosophy, WPOOSC's program is based on the My Time, Our Place Framework for School Aged Children and input from families, children, Educators and the local community. Open ended experiences allow children to explore, investigate and make spontaneous decisions about their own activities and play based learning experiences at the Centre. At WPOOSC Educators are responsive to all children's strengths, abilities and interests. Programs are designed in consultation with the children and based on each child's social, physical, emotional, recreational, intellectual and creative developmental needs, Educators plan our child-led programme and make allowances for additions, changes or repetition according to feedback from each child. Critical reflection drives the programmes content each week.

BELONGING

Experiencing *belonging* – knowing where and with whom you belong – is integral to human existence. Children belong first to a family, a cultural group, a neighbourhood, and a wider community. *Belonging* acknowledges children's interdependence with others and the basis of relationships in defining identities. In early childhood, and throughout life, relationships are crucial to a sense of belonging. *Belonging* is central to *being* and *becoming* in that it shapes who children are and who they can become.

BEING

Childhood is a time to be, to seek and make meaning of the world. *Being* recognises the significance of the here and now in children's lives. It is about the present and them knowing themselves, building

and maintaining relationships with others, engaging with life's joys and complexities, and meeting challenges in everyday life.

BECOMING

Children's identities, knowledge, understandings, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. *Becoming* reflects this process of rapid and significant change that occurs as children learn and grow. It emphasises learning to participate fully and actively in society.

Goals for your child at our Service.

Children in school age care settings are challenged to be curious about what is of interest to them while at the same time developing self-identity and social competencies. In school age care settings Educators collaborate with children to provide play and leisure opportunities that are meaningful to children and support their wellbeing, learning and development. School age care settings pay attention to the needs and interests of individual children within a context that promotes collaboration and active citizenship. Children in school age care settings have choice and control over their learning as they collaborate with Educators to extend their life skills and develop dispositions towards citizenship. (MY TIME, OUR PLACE, FRAMEWORK FOR SCHOOL AGE CARE. P.6, 2011.).

We strongly encourage communication between families and Educators to ensure continuity in what we are delivering to your child and acknowledge that the role of the educator is to work in partnership with families; children's first and most influential Educators.

Documentation of Children's Learning

Children's learning may be documented in a variety of ways to assist with ongoing reflection, evaluation and assessment of their strengths, interests, behaviours, and relationships. Documentation may include:

- child's profile from their enrolment
- details from families and Educators on the children's interests and strengths
- ongoing evidence of children's engagement and participation in the programme
- objectives for further development
- photographs
- Daybook inclusion and documentation



Notes, conversations with children, families and Educators are maintained and used as a direct tool for critical reflection, evaluation, and future planning within the Service's program. This makes the program reflect the value of individuality.

Communication

We work in partnership with you and your family. We support and encourage communication with your child's Educators about your child's unique needs and their general enjoyment of their day at our Service. Everybody has a preferred time and method of communication. For some people, mornings or afternoons can be a little rushed, and not the best time to discuss your child's day and enjoyment at the service. You are encouraged to talk to our Nominated Supervisor to arrange a meeting at a mutually convenient time.

We have many types of communication we use for families, including:

- Newsletters
- Phone calls
- Emails
- Letters
- Face to face
- Daybooks
- Formal meetings



Behaviour Guidance

Educators follow a *Behaviour Guidance Policy* that extends across the whole Service and is in line with West Pymble Public School. This gives consistency of expectations. This policy allows children to develop self-discipline, respect for others, for property and respect for self, whilst learning to regulate their behaviour in different environments.

Our Service has a set of rules which we have developed along with the children and families. We use these rules as a point of reference to guide children's behaviour in a positive manner. This ensures that children have a clear understanding of the minimum expectations of their behaviour whilst in our care.

If you require further information on this policy, please ask Educators and refer to the Policy manual. WPOOSC aims to provide an environment that encourages cooperation and positive interactions between all persons involved with the Centre. Positive behaviour will be encouraged, and self-discipline skills developed through positive example and direction. Rules based on safety, respect for others, order and cleanliness help create a caring environment. All children attending WPOOSC will be expected to observe the following guidelines at all times:

- Children are to be courteous to each other and the staff.
- Boundaries imposed by the Centre must be observed.
- Children must refrain from using physical violence and bad language
- Children must not use the equipment to place other children at risk.
- Children must not leave the Centre other than at departure time with an appropriate adult (unless otherwise arranged).
- Bullying in any form will not be tolerated at the Centre.
- Allow your child time to tidy their activity before leaving in the afternoon.

On occasions when a child acts in an unsafe manner or disrupts other children, staff will take disciplinary action. WPOOSC's practice is for staff to:

- Warn the child that their behaviour is unacceptable.
- If the warning goes unheeded the redirection option is used to provide a calming down period. Parents may be called and asked to collect their child from the Centre.
- Early Stage 1 children are encouraged to talk to staff about their actions and alternative behaviour.
- Primary children are encouraged to discuss their actions and suggest alternative positive actions/behaviours and to apologise directly to other children involved if necessary.

- It is NEVER appropriate for a parent to question or discipline any child other than their own.

If disruptive behaviour continues, a letter will be sent home requesting an interview with the parent(s) to devise an adequate solution. For full details please refer to our Policy Manual.

WPOOSC reserves the right to cancel a child's registration in extreme cases.

Parents will be liable for any costs that are incurred as a result of their child's behaviour.

Please Note: WPOOSC liaises with the WPPS Executive staff on child management issues in order to present a consistent approach to behaviour management. To facilitate this liaison the Centre may provide information to the school on specific child behaviour. In registering a child at WPOOSC parents acknowledge and consent to your child's behavioural and other personal information being shared between WPOOSC and WPPS and vice versa.

CODE OF CONDUCT FOR CHILDREN

We encourage parents to discuss the Code of Conduct with their child and ensure that the child understands the code

I WILL RESPECT ALL STAFF MEMBERS, STUDENTS, PARENTS AND VISITORS TO SCHOOL CARE

Follow Instructions Politely

Speak and Behave in a Kind and Friendly Manner

Treat Others Kindly, Do Not Tease, Swear Fight or Use Hurtful Language

Take Care of Toys, Buildings and Playground Equipment

Don't Damage Plants or Harm the Environment

Don't Drop Litter and tidy up when finished a game

Wear Our School Uniform Correctly

I WILL BEHAVE SAFELY AT SCHOOL CARE

Play Safe Games in Safe Areas

Stay Within Boundary Areas

Follow All Playground Procedures and Routines

No Hat, Stay in Shade

No Climbing Trees

I WILL TRY TO WORK OUT MY PROBLEMS SENSIBLY

Play by the Rules

Go to an Educator or an Older Student for Help If I Have Problems

I WILL WALK SENSIBLY INSIDE SCHOOL CARE AND, IN THE PLAYGROUND,

Don't Run on Concrete

Don't run inside



Enrolment Information

Prior to your child commencing at our Service, you'll be required to complete an enrolment form, provide documentation, complete the online link to Dept of Human Service and pay the Annual Family Registration fee.

Enrolment Form

If you require assistance completing the enrolment form, please contact our Nominated Supervisor or office staff for assistance. We will also require a copy of your child's immunisation history statement from the Australian Immunisation Register. Please note, the names written on the enrolment form must match the names on your child's birth certificate to meet legal requirements. Enrolment Records will be required to be updated annually or earlier if your circumstances change.

Family law and access

Our Service will uphold any responsibilities or obligations in relation to Family Law and access to the service. We require certified copies of any court order, parenting orders or parenting plans, relating to your child and request that if situations change, a copy of the Court Order is provided to our Service. We will only allow children to leave the Service with the written permission of the custodial parent/guardian. Without a Court Order we cannot stop a parent collecting a child. All documentation relating to custody and access are held and maintained securely in accordance with our Record Keeping and Retention Policy.

Authorised Nominees or Emergency Contacts

You will be requested to provide information about two authorised nominees (other than parents) on your child's enrolment form. These are persons that you provide permission to:

- collect your child from the Service
- provide consent for medical treatment for your child from a medical practitioner, hospital, or ambulance service. Please be aware that this is **FULL CONSENT, INCLUDING SURGICAL PROCEDURES**.
- provide consent for the transportation of your child by an ambulance service
- provide consent to go on an excursion.

Please understand that it is **ESSENTIAL** we have up-to-date information on your child's enrolment record in case of an emergency. It is important that you update your HUBWORKS record and notify the Nominated Supervisor (or Responsible Person) of any changes to enrolment information including:

- your residential address
- health of your child
- telephone/mobile numbers
- contact details for any parent or authorised nominee
- family changes (parenting orders)
- emergency contact information details etc.



Authorisations

The enrolment form will include additional authorisations for our Service to seek medical treatment and emergency transportation for your child if required. Authorisations will also be requested for permission to administer emergency medication to your child in the case of an asthma or anaphylaxis emergency (Ventolin or Epipen), permission to access medical treatment and transport in case of an

emergency. Parents must also provide the name, address, and contact details of any person allowed to authorise our service to transport your child or arrange transportation for your child.

Transportation

Safe Transportation Policy

Under the Education and Care Services National Regulations the approved provider must ensure that policies and procedures are in place in relation to the safe transportation of children (REGULATION 168) and take reasonable steps to ensure those policies and procedures are followed (REGULATION 170). [ACECQA, 2021]

Transportation of children is rarely provided as part of our education and care service, but on the occasion, we would utilise transport we would follow the guidelines of this policy. Compliance with the Education and Care Services National Law and Regulations is mandatory to always ensure the safety of children and new provisions and amendments to these regulations are reflected in our procedures and policy for transportation and the safe handover of children. We acknowledge our ensuring duty of care obligations by adhering to relevant legislation always providing adequate supervision of children, maintaining correct educator to child ratios, maintaining accurate attendance records, and providing appropriate child restraints for children under our care. We would undertake a comprehensive risk assessment and ensure supervision is always adequate and would require individual written authorisation.

Excursions/Incursions

As part of our program, we, on occasion, will plan excursions within the local community and incursions at the Service. While these activities enhance the program, children's learning experiences and involvement in the community, they are optional. Safety is an essential part of all excursions, and they are only undertaken after risk assessments have been conducted and risk management strategies implemented.

Written authorisation will be requested from parents prior to any activity and must be received by the Service before any child can participate in the incursion/excursion. During any incursion/excursion, attendance records are maintained accurately, a qualified first aid officer is always present, staff ratios based on the risk assessment are strictly adhered to as a minimum and children are always supervised. For further information, please refer to our *Excursion Policy*.

Photographs, social media, promotion

As part of the enrolment process, we will also ask for your permission to take photographs and video of your child during normal activities and excursions for sharing with our parent community through our newsletter and website. Photographs and video may also be used as part of our observation and programming process.

Medical conditions- Allergies, Asthma, Diabetes or Epilepsy

It is vital that we are aware of any medical condition including diabetes, epilepsy, allergies, eczema, asthma, risks of anaphylaxis of your child including any potential triggers. Families are required to indicate any allergy or asthma on the enrolment form. Our service aligns with West Pymble Public School in maintaining a "No Nuts" policy. We are also mindful of the management of other triggers such as raw egg, dairy, certain plants etc.

Our Service requires an ASCIA Anaphylaxis Action Plan and/or Asthma Action Plan, preferably from Asthma Australia, to be completed by your General Practitioner or Allergist to assist in managing your child's needs. This needs to be provided prior to your child's commencement at the Service. In

consultation with the Nominated Supervisor, you will be asked to develop a Risk Minimisation Plan and Communication Plan to assist our Educators and staff. Any prescribed medication that your child may require must be provided to be held at our Service. All medication must be within expiry dates.

To ensure the safety and wellbeing of your child, please update your child's Medical Management Plan/ Action Plan every 12-18 months or whenever a change in their medication or treatment occurs. (Australasian Society of Clinical Immunology and Allergy) (ASCIA).

Diagnosed disability or additional needs

If your child has a diagnosed disability or learning, behavioural or other diagnosed difficulty, please speak to our Nominated Supervisor at least two weeks prior to enrolment. We aim to provide a supportive and inclusive environment that allows each child to fully participate in quality education and care.

We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child to have equitable access to resources and participation. If your child has a National Disability Insurance Scheme (NDIS) package, we may need your consent to make contact with services and/or therapists who are working with your child to seek information regarding their learning plan to support continuity of learning. Our Service may be able to apply for additional support through the Inclusion Support Program (SIP) to assist your child's access.

Extra-Curricular Activities

If your child leaves the centre during a session, morning, or afternoon, to attend an extra-curricular activity within WPPS grounds, such as band, art, chess, dance, or tennis, we require a signed permission form. These can be obtained on the website or from staff at the centre.

Fees, Rebates and Attendance

Fees

Fee schedules are based on the provision of quality care. The fee level is kept as low as possible to allow access to all working parents of WPPS, while providing acceptable working conditions for staff. Term fees are due on receipt of invoice each fortnight, currently this is restricted by the BASC \$500 Voucher schedule, and may change when that initiative ends, it would then return to a once per term invoice. Families are required to login in to the HUBWORKS Parent Portal to keep details up to date, view statements, these are always available via your login to HUBWORKS and are purely for your information, current account balances are also available. Please visit our website for a helpfile on using the Parent Portal. The Director is available to discuss these with you if required, and if necessary, set up a payment plan. Invoices are emailed from our CCSS software HUBWORKS. Please ensure that you check your inbox regularly

Before Care per child		After Care per child		Registration: paid annually
Permanent	Casual	Permanent	Casual	
\$15.00	\$18.00	\$28.50	\$34.50	\$45.00 per family per year

Statement of fees

Families are provided with access to HUBWORKS to access account information. Each family will be provided with individual log in details, families are reminded not to share passwords or log in details. Families are encouraged to check statements and invoices for any changes to CCS entitlements.

Payment Methods

WPOOSC prefers payment by *DIRECT DEPOSIT* to our bank account, but *CASH* or *CHEQUES* will be accepted by staff for fees or registration payment. Please ensure that your email address is current. Families with permanent bookings will have any fees incurred for casual bookings included on their account within the fortnight after the care. Arrears over 28 days may result in cancellation of the child's out of school care booking. If payment is a problem, please see the Director as soon as possible to work out an arrangement. In the case of permanent bookings, fees are paid for the days your child is booked into the Centre, including times when your child is absent due to illness or holidays. Special consideration may be given to children who are absent for a lengthy period due to illness. This will be on a case-by-case basis.

When taking holidays during term, prior notice in writing (dated and signed), email is acceptable, must be given to the Director. Fees will still be applied during extended periods of absence unless care has been cancelled, with two weeks' notice in writing (dated and signed).

Permanent Before and After Care bookings are not charged during school holidays, pupil free days and Public Holidays. All fees must be finalised at the end of the year before families can re-register for the following year. Failing to finalise accounts may jeopardise your placement.



Bookings

Places can only be secured with the full completion of your Application & Enrolment Forms.

Regulation requires that Parents wishing to use the service must register their children. Registration is \$45.00 annually per family. Existing families are billed in Term 1 and new families must pay on registration. All Families must re-register and complete a new enrolment form for each school year. Incomplete forms will not be processed, they will be returned and only accepted when complete.

Permanent Booking-these are regular bookings for 1-5 mornings/afternoons per week.

Permanent bookings must be paid for whether your child is in attendance or not. Please note that a cancellation of a permanent booking must be made in writing 2 weeks in advance and must be dated and signed.

Casual Bookings: -these are bookings that are irregular. These can be made a few days in advance. Emergency bookings can also be made. Please note that casual bookings can only be made if places are available for that day. Cancellation less than 24 hours prior will be billed the full casual rate for the session as we schedule staff according to attendance.

Child Care Subsidy (CCS)

Child Care Subsidy aids families to help with the cost of childcare aged 0-13 years. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- Combined annual family income
- Activity test – the activity level of both parents

- Service type – type of childcare service and whether the child attends school

Families who wish to receive Child Care Subsidy as reduced fees must apply through the [myGov](#) website. This includes completing the Child Care Subsidy activity test. Child Care Subsidy is paid directly to our Service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our Service and the subsidy amount received. This is called the 'gap fee'. All attendance records are submitted to Dept of Education and Childcare and Dept of Human Services, absences are monitored and can affect your childcare benefit.

On enrolment we will need the Customer Reference Number (CRN) of the person linked with the child (PARENT 1), along with the child's CRN so we can confirm the attendance and ensure that you are receiving the appropriate subsidy.

Complying Written Agreement (CWA)

A Complying Written Agreement (CWA) is an agreement between our Service and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and details of the fees to be charged. Before Child Care Subsidy can be paid, you must approve the enrolment information within the CWA via the [MyGov website](#).

Absence & Allowable Absences

WPOOSC prioritises the safety of all the children in our care at all times and will take all necessary steps to ensure the safety and welfare of the children by ensuring clear communications and cooperation between the Centre, parents and the school. Parents are to advise the Centre if their child will be absent on a day they are booked into care. Parents should, as early as possible, email or speak to a senior staff member in the office so it can be diarised that the child will not be attending. In emergencies we will accept a phone call / phone message to the Centre.

Should a child not be present at the afternoon session and no notification of the expected absence has been received, staff will:

- Ask the other children if they have knowledge of where the child might be, and if they attended school.
- Go to the child's class, search toilet blocks and general areas
- Approach the school office and ask for information regarding the child's attendance at school
- Contact the parents
- Arrange for appropriate staffing levels and send a staff member to look in the local area and follow up on any leads regarding the child going to a friend's home

If parents are not available, staff will continue to call until a contact is made. If no contact can be made after a reasonable time, then an authorised person on the child's enrolment form will be contacted to try to find out further details.

Once all the above steps have been taken the child will be considered missing and staff will follow recommended procedure, (*See WPOOSC Policy*) and contact the police.

If the child was absent during the school day, or collected directly from school, the parents will be reminded of their requirement to contact the centre to notify of absence and an additional charge of 100% of the session fee will be added to the account, i.e., the session fee plus the penalty fee will be charged.

Allowable Absences

Child Care Subsidy will be paid for any absence from an approved childcare service your child attends for up to 42 days per child per financial year. To assist services and families affected by COVID-19, all families have been provided with an additional 10 allowable absence days. For the 2022-23 financial year, families can get 10 extra allowable absences bringing the total number of absence days to 52. If you reach your allowable absence limit, you may be able to get additional absences dependant on the circumstances.

You can access your child's absence record on your online statement by selecting '*View Child Care Details and Payments*' on your [Centrelink online account](#). You can also do this using the [Express plus Families mobile app](#). If your child has not attended our Service for 14 continuous weeks, your child's enrolment will be cancelled, and Centrelink will stop paying your CCS subsidy.

Child Care Subsidy (CCS) is generally not payable for absences on the first or last days of enrolment. If a child is due to start enrolment on a set date and does not attend, CCS will not be paid until the child physically attends. Also, if the child does not attend care on their last booked day, CCS may not be paid for any period after the child's last physical attendance at the service.

Fees in arrears/ Financial Support

If fees are outstanding after one month, we will impose a late payment fee of \$15 per week. Should fees still be outstanding after four weeks, a debt recovery process may be implemented, and additional costs may be added to your account. West Pymble Out of School Care reserves the right to suspend/withdraw your child's enrolment if your account is overdue after 4 weeks. If you are experiencing financial hardship, please speak to the Nominated Supervisor or Director. Additional Child Care Subsidy (ACCS) may be available to support your family. We may be able to organise a payment plan before your fees go into arrears.

Permanent and Casual Bookings

Permanent bookings are an ongoing booking for 1-5 mornings/afternoons that:

- remains the same from one week to the next
- must remain unchanged for a minimum of 3 weeks
- are chargeable regardless of attendance
- cancellation of a permanent booking must be made in writing 2 weeks in advance and must be dated and signed.

Casual bookings are one off bookings that:

- can be booked a few days in advance or at the last minute for emergency care. This is provided that we have vacancies. If there is no vacancy, we will put your child on a casual waiting list and will contact you if a vacancy becomes available
- are designed to support families taking on casual work and shift work
- can be cancelled at no cost, provided 24-hour notice via email is given, as we schedule staff according to attendance



Waiting list

Casual waiting list: We will create a casual waiting list for casual bookings that have been requested for a session that we are at capacity. If positions become available, we will allocate them in order of application whilst adhering to recommendations of Priority of Access.

Permanent waiting list: If you would like to increase your child/ren's permanent sessions but there are no permanent vacancies, your child/ren will be placed on a waiting list until a position becomes available. Positions will be allocated in order of application, whilst adhering to our Priority of Access process.

Priority of Access

While Priority of Access is no longer mandated in CCS guidelines our Service continues to follow the guideline with the aim of assisting families who are most in need and may prioritise filling vacancies with children who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

Service Closing Time and Late Collection Fees

Please be aware our Service and program closes at 6:00pm. In accordance with National Regulations and licensing, we are not permitted to have children in the service after 6:00pm. A late fee is incurred for children collected after 6.00pm. The Centre has adopted the following procedures and additional fees to cover the costs of two staff members staying late.

- Late collection of children: Parents must ring the Centre if you know that you will be late to pick up your child.
- Late collection of your child (after 6.00 pm) will incur a penalty fee. This fee is \$30.00 for the first 15 minutes or part thereof of extra time.
- For the second 15 minutes or part thereof, the fee will be \$15 and will remain at \$15 per 15 minutes or part thereof until the child is collected.
- Parents are granted a maximum of three late collections per term before a warning is issued.
- In the event of your child not being collected by 7 pm and all emergency contacts being exhausted, the local police will be contacted.

Service Policies and Procedures

You will find a copy of our Service policies and procedures in the Service foyer, additionally we are happy to email a .pdf copy on request. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and Regulations and Family Assistance Law.

Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management do so on account of serious and/or extraordinary circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures meet family's needs and adhere to required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.

Arrival and Departure

Our care of your child begins when they are signed in. The comfort, safety and wellbeing of your child is our highest priority and therefore the process of signing them in and out is also very important. . It is also a regulated process and therefore a legal obligation and all records are retained for 3 years after your child's final attendance.

WPOOSC aims to provide a procedure for dropping off and picking up children, which is clear and ensures the safety and wellbeing of the children in our care. Children are not to be left at the Centre at any time prior to the opening of the Centre, which is 7.30 am. On arrival, the person bringing the child is responsible to sign in the child, indicating the time of arrival. The person dropping off must ensure that a staff member is aware of the child's presence before leaving the Centre. Each authorised person and Emergency contact will be issued an Electronic Sign-In I.D. (ESI), please do not share your number and PIN with other members of the family. We may NEED to know who signed in/out. (Staff will sign them out of WPOOSC before school and into WPOOSC after school)

Children must be collected by the closing of the Centre at 6.00 pm. The authorised person who is collecting the child must sign the child out of the Centre and ensure that a staff member is aware that they are taking the child from the Centre. Children are not to be collected by persons under the age of 18 unless the child's parent or guardian has given the Centre written permission in a formal letter (not an email) and accepts full responsibility. The letter must give the name, address, and contact phone number of the juvenile and state that the parent/guardian is aware that the responsibility lies with them.

If a child is to be collected by anyone other than those listed on the enrolment form, parents must inform staff prior to pick-up. If the person is not recorded on the enrolment form, the parent must contact the Director/staff and provide written authorisation prior to pick up. Any person picking up who is unknown to staff must bring photo I.D. The Centre will not release a child until proper authorisation has been received. No child is permitted to travel home or to another activity out of the school grounds on their own.



Parent Participation and Feedback

Our Service has an Open-Door Policy and actively seeks and encourages families to be involved in the Service. This can range from evaluating and adding input to your child's program and observations, volunteering within the Service and sharing skills and experiences that the children and the program will benefit from and providing feedback. Due to COVID-19 restrictions, we may be restricting parents and visitors entering the service to volunteer. Please check with the Nominated Supervisor for further details.

MANAGEMENT COMMITTEE

WPOOSC is a not-for-profit (NFP) incorporated association with an unpaid, volunteer Management Committee made up of parents of students of the Centre.

Selection of our Director, policy matters and general oversight of the Centre are the responsibility of the West Pymble Out of School Care Management Committee. Committee Meetings are held one evening per term. Our Annual General Meeting is held on the same evening as Term 2's committee meeting.

Committee members are nominated and elected at the Annual General Meeting, or when a resignation requires a new appointment. The Committee consists of: A President, Vice-President, Secretary, Treasurer and ordinary committee members (minimum of two).

Did you know under the WPOOSC Constitution, when new families register with the Centre, they automatically become members of the Centre with voting rights?

We encourage all our school care families to attend any of our committee meetings, either just to observe, to hear about the important issues facing the Centre or to find out where your various knowledge and skills could be useful to assist the Centre (not forgetting that we are a NFP and rely on the generosity of our volunteers!).

Please consider joining our Management Committee, it is rewarding to play a part in developing a high-quality service for your children. We always welcome the addition of new ordinary committee members. The more the merrier and together we can make a difference to the quality of this very important service that the Centre provides to the WPPS school community.

You can be involved in our Family Committee. Your involvement can be as formal or active as you like as time permits. We respect that time is limited for most families and we ask that you inform us as to your preferred way of communication. We can arrange meetings with your child's educator at a time that suits you throughout the year and offer email, Newsletters, Day Book Journals and pride ourselves on strong verbal communication on a daily basis. We seek input from families on all aspects of the Service but in particular, your child's goals, observations and program.

If, for any reason you question or do not understand or are unhappy with any aspect of the Service or your child's experience we have a *Dealing with Complaints Policy* that supports all stakeholders in our community and like all policies, is available for families to consult and implement at any time. WPOOSC aims to ensure that parents feel free to communicate any concerns they have in relation to the Centre, staff, management, programme, or policies. If a parent has a complaint about the service, a form is available in the centre, or they may make a time to meet with the Director to discuss their concerns and come to a resolution to address the issue. Copies of our Complaints Policies are available in our foyer or by email on request

If the complaint is not handled to the parent's satisfaction, they should contact the President or a nominated delegate of the Management Committee, either in writing or verbally. The parent's complaint is to be recorded and dated, indicating the issue of concern and how it was resolved. If a complaint cannot be resolved internally, an independent third party may be consulted

Technology, Television, and devices (including mobile phones)

Our Service at times allows the restricted use of technology. This will always be carried out under staff supervision. On occasion we may programme a movie during quiet/rest time or wet weather. Consideration is made of the content and the suitability to the age of the children involved. All permitted media (films, music and games) are classified G or PG.

Mobile phones are not permitted to be used in our Service as we provide a balance of activities for students where a mobile device is not required.

Homework

We understand that many children may need to complete homework whilst in care. Whilst we do not offer a one-to-one homework/tutoring program, we support children by providing them with the space to complete their homework. If you would like your child to be encouraged to complete their homework, please notify the Responsible Person. Please note that Educators will not force your child to do homework while in care.

Food/Menu

Our Service provides a nutritious menu that has been developed in consultation with the Australian Dietary Guidelines. Afternoon tea is provided each day and consists of a healthy variety of fruit, vegetables, sandwiches, or crackers. A breakfast snack of toast – plain or raisin is served from 8am to 8.20am each day. We have a weekly program board, which shows both the activities and afternoon tea menu for the week. A sample of the menu is posted to our website. We offer special snacks and treats periodically.

Children have the opportunity to contribute to the development of the menu by providing us with suggestions and feedback. We encourage families to do the same. Please ensure that your child's health, allergy, and cultural dietary requirements are kept up to date to ensure that our team are providing appropriate food options for your child/ren.

Toys

The Service has an abundance of toys, and we ask that children do not bring in toys from home. This eliminates toys getting lost, broken, disappointment for other children and responsibility on Educators to track numerous toys throughout the day.

Physical Play

Physical play includes activities that use physical movements to allow children to use their energy, enhance their concentration, co-ordination, motivation, learning and wellbeing. We feel that physical play is a vital part of everyday life and is especially important in an Out of School Hours Care (OSHC) setting given the amount of time children have been non-active in the classroom throughout the day. Our Service provides children with a wide range of both indoor and outdoor physically active play-based learning experiences.

Physical play provides children with the opportunity to:

- use their imagination
- roster self-esteem and confidence
- develop strong bones and muscles
- build resilience
- promote peer groups/friendships
- become more independent
- improve strength and balance
- test abilities and experience adventure
- challenge their fears
- develop flexibility and coordination
- improve spatial awareness
- develop and improve mathematical concepts
- be confident as they learn to control their bodies and understand their limits
- learn to cooperate and share with others
- promote healthy growth and development



Sustainability

Our Service is passionate about sustainability. We believe in supporting children to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure, and teaching. To empower our sustainability program, we emphasise children's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, encouraging them to participate in a recycling program, composting our food waste, using recyclable materials for art/craft resources, reducing energy and conserving water. We aim to provide children with the skills and knowledge required to become environmentally responsible.

Sun Safety

Children and Educators must wear protective clothing when outside such as hats that protect their face, ears and neck and shirts that cover their shoulders and necks. Children who do not have a hat must play in a sheltered area –the Centre enforces a policy of “no hat - play in the shade”. An SPF 30+, broad spectrum, water-resistant sunscreen will be made available in the Centre, but we do not apply sunscreen for children. Staff will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 30+), which is reapplied according to the manufacturer's recommendations. We aim to ensure that all children attending the Centre will be protected from the sun.

Family involvement

We welcome and encourage the involvement of all parents/families at our Service. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities, and knowledge. There are many ways for your family to be involved. We understand that our busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated. Here are just a few ideas.

Your occupation or hobby

You are the most important person in their world. We welcome all parents to the Service to talk about their occupation or hobby (e.g., music, craft, cooking). Everything parents do interest children, and these talks are the best educational resources you can provide for the Service.

We use information that has come from discussions about occupations and hobbies in our program and the ideas explored which can turn into interest projects providing valuable learning.

Your home cultures

We aim to foster relationships among families and community and invite you to share aspects of your culture, history, language, and celebrations with our Service. Your involvement greatly assists us to enrich the lives of all our families and children.

Recyclable items

We are always on the lookout for recyclable items for the rooms. Empty food containers, ribbons, wrapping paper, towel tubes (not toilet or egg or milk because of hygiene and allergy issues) paper or anything interesting from your work is much appreciated.

Suggestions

Parents are welcome to visit or call the Service at any time. If you have any suggestions or ideas on how we best can work together in the Service, please let us know. If you have any concerns, please

see your child's educator or the Nominated Supervisor. We have a grievance procedure if you would like to formally raise any concerns.

Community Information

We have a notice board at the entry to our Service. This board is used to display relevant programs, menus, notices, updates and reminders for children and families. Please ensure you check this on a regular basis.

Health and Hygiene

We aim to provide a safe and hygienic environment that will promote the health of the children and staff. Our Service has effective and systematic risk management systems in place to identify possible risk of hazards to our learning environment and practices.

All staff diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues. We request that all children and visitors to our service wash their hands or use the alcohol-based hand sanitiser upon arrival. Our Educators teach and model correct hand washing techniques to children and regularly clean and disinfect high touch objects throughout the service to reduce the spread of infection.

When should I NOT send my child to the Service?

Our Service cares for children before or after a busy and demanding day for the bodies and minds of our children at school. We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care. We ask that families are vigilant and not send children to the service even if they have the mildest of symptoms.

To minimise the spread of infections and diseases, and maintain a healthy environment for all children, Educators, and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC)- *Staying Healthy in Childcare*. Our policies and procedures for *Sick Children* and the *Control of Infectious Diseases* are available for all families to view.

Please monitor your child's health and do not bring your child to the Service if they are suffering from an infectious disease/illness or are generally unwell. We strictly adhere to Public Health Orders and recommendations to reduce the risk of transmission of diseases.

If your child becomes ill whilst at the Service, we will contact you or an authorised nominee to collect your child. If your child is unable to be collected, Educators will contact the child's emergency contact for collection. If your child becomes ill whilst at school and returns home, please ensure our Service is aware.

Your child should not attend the Service if they have had paracetamol within 24 hours for a temperature. Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. If your child has been vomiting or had diarrhoea, they will be excluded for 48 hours. For certain illnesses, a medical clearance certificate may be required before your child returns.

If your child has been away due to illness, please check with the Service as to whether you will need a certificate before your child returns.



Infectious Diseases

The National Health and Medical Research Council have supplied the following information regarding minimum exclusion period for children from an early childhood education and care service. Please inform staff if your child has any of the following so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained).

Recommended exclusion periods Poster

Staying Healthy: Preventing Infectious diseases in early childhood education and care services

CONDITION	EXCLUSION
Fever	At least 24 hours after the fever has reduced
Diarrhoea/Giardia	Excluded until at least 48 hours after the diarrhoea has ceased.
Hand, Foot, and Mouth Disease	Until all blisters have dried
HIB	Exclude until medical certificate of recovery is received.
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.
Herpes/Cold Sores	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.
Influenza and flu-like illnesses	Colds with fever, nasal discharge, coughing, wheezing are excluded for the period of acute illness (Not including COVID-19, we will follow current Health Dept guidelines)
Measles	Exclude for at least 4 days after onset of rash
Meningitis (Bacterial)	Exclude until well.
Meningococcal Infection	Exclude until adequate carrier eradication therapy has been completed.
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner).
Chicken Pox	Until all blisters have dried
Poliomyelitis	Exclude for at least 14 days from onset. Readmit after receiving medical certificate of recovery.
Rubella (German Measles)	Exclude until fully recovered or for at least 4 days after the onset of rash.
Salmonella, Shigella	Exclude until diarrhoea ceases.
Streptococcal Infection (Including Scarlet Fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received.
Whooping Cough	Exclude the child for 5 days after starting antibiotic treatment.
Worms (intestinal)	Exclude if diarrhoea present.

Immunisation

When enrolling your child at our Service you will be asked to provide an Immunisation History Statement as recorded on the Australian Immunisation Register (AIR) to prove that your child is up to date with their scheduled immunisations. This statement is available through your online Medicare account through myGov.

For eligibility for Child Care Subsidy and other family payments, immunisation must be in accordance with the National Immunisation Program (NIP) Schedule.

If your child is not fully immunised and an outbreak of a vaccine preventable disease occurs at the service, your child will be considered as not being immunised and will not be able to attend the service.

Medication

If your child requires medication whilst at our Service, you must complete an *Administration of Medication Record* to give your consent for an educator to administer prescribed medication to your child. Medication must be given directly to an educator for appropriate safe storage. Under no circumstances should medication be left in children's bags.

Educators can only administer medication that is:
prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)

- in its original packaging and have the original label clearly showing your child's name
- before the expiry/use by date.

If the child is also required to take the medication during school hours, an educator will take/collect the medication to/from the school office.

Any child's prescribed medication such as asthma inhalers, adrenaline auto injectors (EpiPen) or Insulin (for diabetes), must accompany the child each day to our Service or parents ensure our Service always has adequate supplies of the required medication. Should we administer any medication, upon collection of your child at the end of the day, you or an authorised person will be requested to sign the *Administration of Medication Form*.

Incidents, injury or trauma

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents. We always have one or more educator/s with a HLTAID012 First Aid Certificate, this includes senior first aid, emergency asthma, anaphylaxis management and CPR qualification on shift at all times we provide education and care to children.

In the event of a minor injury, first aid will be provided as required. An *Incident, Injury, Trauma and Illness Record* will be completed and when you collect your child, you will be notified about the injury and asked to acknowledge and sign the record. If your child injures their head, even if it is a small bump, you will be contacted to advise you of the injury. Our Educators will continue to monitor your child closely and advise if you should come and collect them.

If an injury or incident is serious and we believe urgent medical attention is required, the Nominated Supervisor will contact you immediately. If we cannot contact a parent or guardian, we will attempt to

contact an authorised nominee for consent. Where you or your authorised nominee cannot be contacted, we may call an ambulance. If you are unable to meet the ambulance at the Service, we will send one of our Educators/staff members to accompany your child in the ambulance. Please note that Ambulance cover is the responsibility of each family.

An *Incident, Injury, Trauma and Illness Record* will be completed, and a parent will be required to acknowledge and sign this record. A copy of any documentation from the hospital or treating doctor will also be requested. Our Service will also be required to notify the Regulatory Authority within 24 hours in the event of any serious incident or injury. In these circumstances, you may be contacted by our Approved Provider and the Regulatory Authority to follow up the incident and actions taken by our Service.



Safety in our Service

Emergency and evacuation procedures

Our Service conducts risk assessments regularly and develops emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures to carry out emergency and evacuation drills. These may occur at any given time throughout the Before/After/Vacation School Care session. Emergency and evacuation drills are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire (bush fire), lock down or flood. Under regulations, we are required to practice emergency and evacuation drills every three months.

Educators are trained to use the fire extinguishers that are in the Service. An emergency evacuation plan and lock down procedure are displayed at each exit and evacuation locations are clearly indicated.

Safety during drop off and pick up time

We ask that parents be extremely mindful of danger when arriving and departing from our Service and closely supervise your child/ren. Children will be effectively supervised at all times while attending the Service.

- Please always hold young children's hands in the street
- Be alert of reversing drivers, as it is very difficult to see small children
- Use the kerbside, rear passenger door
- Never leave a child or infant in the car unattended
- Always do a visual check around your vehicle before driving
- Please ensure children do not enter areas in the Service that are for adults/staff only.

Workplace Health and Safety

We are committed in providing an environment that is safe and healthy for every employee, volunteer, child, family and visitor. We have made every reasonable effort to minimise the risk of serious injury and request all persons to our Service to adhere to our policies regarding Workplace Health and Safety.

Each morning and afternoon, our Educators conduct safety checks of the indoor and outdoor environment and will alert management of any potential risk or hazard to children to ensure this is rectified before children use the equipment or area.

Threatening or abusive behaviour towards staff will not be tolerated at the Centre. WPOOSC's policy is to provide a safe workplace under Occupational Health and Safety Act and threatening behaviour may

in some circumstances be regarded as a criminal act. All such behaviour will be recorded and referred to the Management Committee and/or the Police. Parents behaving in an unacceptable manner will receive a warning in writing. If behaviour is repeated, Family Registration at the Centre will be suspended and may ultimately be cancelled

Storage Of Dangerous Substances and Equipment

We aim to provide an environment that is safe and with no risk to the health and well-being of the children, staff or parents. We will ensure that all activities undertaken while the service is in operation will not be potentially hazardous, and that all hazardous materials will be stored such they are inaccessible to the children at the Centre

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Work Health and Safety, please contact the Nominated Supervisor immediately.

Social Media

We use social media by way of a digital newsletter to communicate, share information and celebrate what is happening in our Service with enrolled families and our service community.

We promote safety and wellbeing of all children and are committed to ensure safe online environments when engaging in digital technology. Photographs of your child will only be added if authorisation has been signed on the enrolment form.

We maintain appropriate privacy of families, children and Educators by not publishing any personal information online.

Privacy and Confidentiality & Maintenance of Records

We are committed to protecting the privacy and confidentiality of children, individuals and families and have policies in place to ensure strict confidentiality is maintained.

To plan programs for your child/ren, we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent unless we are required to do so by law. We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time or request a copy of information in the file.

Our *Privacy and Confidentiality Policy* is available to view at any time. This policy sets out how we ensure our Service acts in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained and stored in accordance with Education and Care Services National Regulations and that all staff understand the requirements of the Notifiable Data Breaches (NDB) scheme. Any Privacy complaints will be managed promptly and in a consistent manner as outlined in our *Dealing with Complaints Policy*.

Our Service is required to keep and maintain detailed records about children, parents, and staff in accordance with relative legislation contained in the National Law and Regulations and Family Assistance Law. We ensure all records are stored in a secure and locked location. We must keep records for the prescribed periods of times as legislated related to child enrolment, attendance, medication records, incident, injury, trauma and illness records, child assessments and any relevant legal information/documents. Full details about record keeping are available in our *Record Keeping and Retention Policy*.

GENERAL OPERATING SCHEDULE

BEFORE SCHOOL CARE

- 7.30 am - Centre opens, prior to this time staff are preparing for the day. Please wait in the playground and only sign your child in at 7.30 am.
- Children may arrive at varied times through the morning, but please remember if your child is booked in you may not sign our register unless the child will remain at the Centre. This means you may not arrive at bell time, send the child to class, and sign the register to avoid an absence.
- Craft activities and outdoor play including sports begin right away.
- On occasional days we may have games on the Wii.
- 8.00-8.20 am - We serve a breakfast snack such as toast
- 8.30 am - Outdoor equipment is packed away
- 8.40 am - All craft is tidied
- 8.40 - 8.50 am – Children, with a signed permission, may join their friends in the playground under the supervision of the School Duty Teacher
- 8.50 – 9.10 am in Term 1 Kindergarten children remain for group time until the school bell rings
- 9.00 am – Term 2 Kindergarten children leave and are supervised until bell rings and their teacher arrives.
- Term 3 & 4 Kindergarten children gradually join the normal school routine in the playground.

AFTER SCHOOL CARE

- 3.10 pm - Centre opens
- Staff check that expected children have arrived and supervise those leaving for extra-curricular activities. Children are signed in by staff.
- From 3.20 pm - The children go to wash their hands and return for a snack from our weekly menu of sandwiches, fruit, and salad vegetables. At times, we have a 'special' item e.g., crackers & cheese, Jaffles, pasta or introduce a multi-cultural dish.
- The children sit in groups to enjoy their tea, put compostable items to a tub for our garden and clear up any rubbish.
- Afternoon play commences with 2 to 3 different physical activities. On hot or rainy days, we may go inside straight away but generally we all spend some time outside.
- From 3.30 pm children may go inside for a variety of craft or games. Children's requests are met where possible or the request is added to our programme for scheduling another day.
- On rainy days or when very hot when we can't be outdoors, we have the option to spend time in the school hall, library or watch a video.
- Once outdoor play is packed away all children come inside to read or play board games.
- 6 pm - Centre closes

