



Star of the Sea

Outside of School Hours Care

Family Handbook

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Welcome to Star of the Sea Outside School Hours Care

This service is part of a Catholic organisation and aims to promote positive relationships that enable children to understand what is involved in living as Christians in Australia today. In our service, it is the role of the educators to model and promote Christian values, attitudes and behaviour. Our service recognises the dignity and rights of each person regardless of race, religion or social status and aims to provide a welcoming and inclusive environment.

The Catholic Education Commission of Western Australia Ltd (inc) holds the Provider Approval for this service. The responsibility for the service under our provider structure falls to the School Principal, along with the Leadership Team and Nominated Supervisor. The educators employed ensure that the service is operating within all legislative requirements and quality guidelines.

We are a fully licensed Centre which has been operated in conjunction with Star of the Sea School and Our Lady of Lourdes Catholic Church for more than 30 years. It is a time and place for children to play together, have fun, develop friendships and learn new skills in a safe, comfortable, inclusive environment. Our Centre has 100 approved places.

The Centre comprises of multiple rooms which include activity rooms, Parish/School Hall and Lesser Hall, outdoor play area, library, undercover bag area, oval, also toilets and office. Our experienced staff are skilled in caring for and supporting students and their families. Staff members ensure they continuously develop and review the exciting and stimulating age-appropriate activities on offer. In this way we make certain that our program continues to be dynamic and flexible, catering for individual needs, interests and talents

Once enrolment has been confirmed, you will be issued with an access pin code. You will need to use this code when entering and exiting the Centre. All nominated persons that will be dropping off or collecting your child/children will need the access pin code. **These codes are to be kept CONFIDENTIAL, please do not share this pin code with anyone, including your children.**

We look forward to welcoming you and your family.

The National Quality Framework



Our service follows the National Quality Framework and adheres to all relevant industry and workplace legislation. Educators are employed for their industry experience, training and suitability for working with school aged children.

The National Quality Framework aims to drive continuous improvement and consistency in education and care services throughout Australia through:

- A National legislative framework
- A National Quality Standard
- A National quality rating and assessment process
- A National body known as the Australian Children's Education and Care Quality Authority (ACECQA)
- The regulatory body in WA, the Education and Care Regulatory Unit, whose role it is to assess quality education and to enforce the National Education and Care Regulations & Act.

Star of the Sea Outside School Hours Care Service Philosophy

At Star of the Sea Outside School Hours Care Centre we believe that all children, staff and parents should be treated with equality and their cultural and linguistic diversity be embraced and acknowledged. At our Centre, our philosophy is guided by the Being, Belonging and Becoming Framework, The Early Years Learning Framework and the National Quality Framework.

- We understand we are part of the world community as well as our local community.
- We acknowledge the traditional owners and custodians of the land.
- We believe that environmental sustainability is a shared responsibility; therefore, we invite families to participate and share in supporting children to become environmentally responsive.
- We understand the importance of providing a safe, secure and consistent environment.

We aim to provide a diverse, safe and fun program that reflects both group and individual needs. We aim to deliver enriching experiences that encourage and promote learning and development and life skills.

We recognise the importance of communication, teamwork and collaboration between families and the staff. We will strive to form positive relationships with all. We acknowledge that learning is life long and we are committed to professional development of our staff to provide learning and development in line with the National Quality Framework (NQF). Our staff help to build an atmosphere of trust and respect through open communications. Our staff abides by our Centre Policies and Procedures, ECA Code of Ethics, UN Conventions of the Rights of the Child and the National Quality Areas (NQF). Our staff meet on a regular basis and evaluate their childcare practices and share knowledge and experiences to ensure the success of the children in their care.

We are responsive to the children's needs and ensure positive engagement with their families to develop trust, respect and strengthen collaborative relationships. We recognise the importance of working in partnership with families, recognising them as a child's first teacher, and that this relationship enhances better outcomes for their children.

We aim to promote relationships that support children to feel a sense of belonging and seeing themselves as valued members of the community.

- Our program supports the inclusion of children with additional needs, we work in conjunction with the family and other support services and agencies.
- Our program encourages children to make choices and have control of their own learning through individual interests.
- Our programs provide stimulating indoor and outdoor based on play that supports all aspects of children's learning and provokes exploration, intrigue and discovery.

Operations and Important Information

We class our Centre as a "home away from home" a loving, caring, multicultural and nurturing environment where self-esteem and individuality are encouraged. The following information will help you to understand the administrative requirements of enrolling a child into our service and the operational policies that you need to know.

Hours/Days of Operation

The service is open for care 50 weeks per year. The service is closed public holidays. Our Centre is open Monday to Friday.

School Term	Vacation Care	Pupil Free Days	Half Days
BSC 6:00am – 8:45am ASC 2:30pm – 6:00pm	6:00am – 6:00pm	6:00am- 6:00pm	12:00pm – 6:00pm

Enrolment

Prior to a child's first day at our service, we require families to obtain and complete an enrolment package that will require them to provide information about their child's health, custody arrangements and emergency contacts. We request that where possible; parents and families return their completed enrolment package to the service at least a week prior to their child commencing his/her care to ensure administration tasks and planning can be completed for the child. There is an enrolment guide available which includes all steps of enrolment, relevant links, and childcare subsidy guides. The centre will request birth certificates, and immunisation records as part of the enrolment. Enrolment forms are now best to be completed online and are accessible via the Star of the Sea website.

All information will be treated as strictly confidential.

If any of the details on the enrolment form are required to be updated, you are asked to refer them to the Nominated Supervisor immediately. Families are required to update their child's enrolment form every 6 months or if not in attendance for 12 weeks.

Children with Additional Care Requirements

Our service provides an inclusive environment that aims to cater to the needs of each and every child. In order to provide additional support to children who have a diagnosed medical condition or disability we have access to Inclusion Support Agencies. Once a request is made by the service with the family's permission the child's application will be assessed by the inclusion support team to ascertain which services will be of benefit to the child. Inclusion support agencies aim to support the child and the educators caring for the child with information, advice, care plans and training as well as funding to provide more dedicated one on one support from our staff should the child require it. If you feel a child would benefit from accessing inclusion support, please speak to the Nominated Supervisor.

Current Fees

Our fees are reviewed on an annual basis by the school's Leadership Team. Any changes to the Centre's fees will be detailed to parents 2 weeks prior. Vacation Care may attract a highlight fee. This fee will be between \$9.95-19.95 and will be additional to the daily fee charged. CCS will (if eligible) be applied to the fee.

Current Fee Rates

<i>Before School Care</i>	<i>After School Care</i>	<i>Vacation Care/Pupil Free Day</i>	<i>Half Day Care</i>
<i>\$30 Per Session</i>	<i>\$38 Per Session</i>	<i>\$95 Per Day</i>	<i>\$60 Per Day</i>

Payment of Fees

In order to ensure the successful continuation of the service's ability to provide a quality program, resources and staffing we are dependent on the collection of fees.

Each week, families will receive an invoice detailing their child/ren's attendance and the fee payable. Fees must be paid on a regular basis, either weekly or fortnightly via direct debit.

Fees can be paid via the 'Xplor App' however, all families are required to complete an EziDebit form as part of the enrolment process. A direct debit can now be made on the Xplor Home App too.

Our service offers the following booking options

Permanent Care

Families pay for a place on a set session and day or days each week.

The child's booking will be guaranteed each week once accepted, if the child is unable to attend a booked day due to illness or absence, families will be required to mark their child absent via the Xplor App and fees will be charged for absent days on their account. In order to cancel this booking type families will be required to provide us with a minimum of 2 weeks' notice in writing.

Casual Care

Families are asked to book their children into the Centre at least 24 hours in advance (where possible) to avoid late fees and ensure they speak to a staff member to ensure that the booking has been accepted as a casual booking. Bookings are restricted to ratios and numbers of permanently booked children already attending the care session. All casual bookings can be made via the Xplor app.

Non – Booked Children

Children arriving at the service who are not booked in will be referred to the Responsible Person, who will arrange to contact the child's family.

Emergency Care

Our Centre recognises that the safety and wellbeing of children is paramount. Under the Education and Care National Regulations and Act our service has limited emergency care places available.

Emergency care over and above licensed places is limited to the following;

- One child or
- One family unit (siblings of 1 family)

If a family wishes to access emergency care, please ask them to contact the Responsible Person and provide the service with the details of the emergency situation and the days/times that care is required. Acceptance of emergency places is at the discretion of the School Principal, Leadership Team and or Nominated Supervisor.

Pupil Free Day Care

Care will be advertised to families for all pupil free day bookings, 'Xplor' bookings for pupil free days will be made available to families 2 weeks prior to the care date. Families are required to register their booking on the 'Xplor App'.

Vacation Care

The Vacation Care program will be advertised to families prior to each school holiday period. Vacation care (along with all types of bookings) are to be made via the 'Xplor App'.

Late Collection

A late fee of \$5 for every minute or part thereof will be charged directly onto families' accounts for each child who remains at the Centre after 6pm.

Fee Payment Difficulties

Anyone experiencing difficulties in meeting their fee payments should be asked to make an appointment to speak to the Nominated Supervisor and make mutually agreeable repayment arrangements. If families' fees are more than \$300.00 or 14 days in arrears and they have not made arrangements to pay, the Nominated Supervisor may decide to suspend a child's place.

Non-Attendance of a Booked Day

Families are asked to, where possible, inform the service via Xplor of absences, providing as much notice as possible. If this is not possible families are asked to call the service on (08) 9553 9540 and ensure they speak to an educator to ensure they have received the notification of absence. Absences may also be marked on the 'Xplor' app.

Each child is eligible for 42 allowable absences per year before full fee rates apply.

Reducing Fees

All families who meet Australian residency requirements may be eligible for Child Care Subsidy (CCS). They can apply for this payment, which will reduce their childcare fees or entitle them to a lump sum payment at the end of the financial year, at the Family Assistance Office (Centrelink).

CCS entitlements are payable on 42 allowable absences per year after which full fees apply for absent days.

Childcare Subsidy (CCS)

Each eligible family who has applied to Family Assistance Office for a customer reference number will have their income automatically assessed, a family combined income level along with an activity test is used to determine the amount of Childcare Subsidy by the Family Assistance Office that will be applied to your fees.

Once they provide the service with the parent and children's;

- Customer Reference Numbers
- Dates of birth

As well as information in regards to;

- Number of siblings in approved childcare.
- Other information in regards to other services that enrolling children are also attending.

The service can then obtain CCS information via the CCMS software at the service and can apply the fee reduction to their account.

Families should contact the Family Assistance Office on 13 61 50 to discuss their individual circumstances.

Other Eligibility Criteria

Kindergarten Aged Children

In order to meet the definition of a school aged child, children are required to be enrolled in a Kindergarten program prior to starting within the OSHC program, this will mean that children enrolled to start school in Term 1 are eligible to attend the January Vacation Care immediately prior to commencing school as well as the Term 1 BSC/ASC Programs.

Signing In and Out

Families are required to sign their children in and out of the service at the time of arrival and prior to departure. This procedure is a legal requirement of all children's services in Australia. It is also a ACECQA requirement and is directly linked to our CCS eligibility. Only a family member or authorised person over the age of 18 is eligible to sign a child in and out as this is a legal requirement. When signing your child in and out you must use the 'Xplor App' to do so – if for some reason you cannot sign your child out, please notify the responsible person or educator.

Arrival and Collection of Children

Our primary concern is the welfare and safety of child/ren attending our program. We therefore request that educators ensure that families comply with the following requirements.

Arriving at the Centre

Our service opens at 6:00am, we are legally unable to accept children into our service until this time.

We ask families to ensure they have been greeted by educator upon arrival, if the children and educators are gathered in the outdoor area or other licensed space when they arrive, we ask that they accompany their child/ren to greet the educators in order to maintain supervision and to ensure that educators are aware of which children are in attendance at all times.

Our service will ensure that there will be a minimum of two staff members in attendance at the service at all times.

On days when the program includes an excursion families should be advised of the groups departure time and reminded that we will require them to transport their child to the venue should they wish to arrive after this time.

Once families have signed a child into our service and delivered the child/ren to an educator they are welcome to stay with their child to help them settle into the program and to speak to educators about their child's participation in the program. However, we ask that you limit this time to 10 minutes, otherwise you will be required to sign in with a valid WWC card.

Departures

On arrival at the service families are asked to collect any information from educators and take a few minutes to discuss their child's day before proceeding to sign their child out and departing. Families are able to choose what time they collect their child from the service; however, all children are required to be collected by the services closing time of 6pm.

On days when the program includes an excursion families should be advised of the groups return time and reminded that they will be required to collect their child from the venue if an earlier pick up time is required.

Children will only be released to parents/legal guardians or other person authorised on your child's enrolment form who are over 18 years of age. If families require their child to be collect by another person over the age of

18 they will be required to submit the request in writing prior to collection, the person collecting the child should be asked by educators for ID when they arrive at the service to confirm their identity.

Please note we are unable to release children to walk home alone, be transported home by taxi without an authorised person being present or to go with any person who is under 18 or who has not been authorised by the child's family. Our service also reserves the right to refuse the authorisation of persons who present at the service to collect children under the influence of alcohol or drugs.

Children not collected by 6pm will be supervised by an educator while the second educator attempts to contact the persons listed on the child's enrolment form. If none of the contacts listed are available to collect the child or cannot be reached educators should contact Crisis Care & will notify the Education and Care Regulatory Unit for guidance approximately 30min after the closing time of the service.

If families are unavoidably detained and unable to collect their child by closing time, they will be required to telephone the service and advise the educators of their expected time of arrival. If they need to arrange for another person to collect the child in an emergency situation they must provide the educators with the person's full name and their contact number – on arrival, an educator should ask them to show ID to verify their identity and remind families that late fees will apply after 6pm.

General Program Information

Food & Drinks

Fresh, clean drinking water is available at all times for children. At our service, we ask children to bring in from home a clearly labelled water bottle and provide cups of water for children who require them.

A weekly menu that details all other food & beverages on offer to children will be displayed, educators are asked to read the menu carefully and liaise with families to discuss any items that are not suitable for their child, so an alternative can be offered. Parents are reminded that the OSHC follows the School's Healthy Food Guidelines. If families would like a copy of the menu, please ask them to see an Educator. A copy of the menu is always displayed and available to view – please see staff for any further questions of the menu.

We are a nut aware centre. This means that families are asked to support or service by not bringing these items into our service where possible and to liaise with families to ensure that they are aware of this policy.

Observation /Programming/Assessments of learning

As part of the National Quality Framework, all OSHC services are required to plan using the My Time Our Place Curriculum for children attending Pre-Primary – Year 6 and the Early Years Learning Framework for those in Kindergarten. Planning for children attending OSHC from Kindergarten classes should be planned for using the Early Years Learning Framework Curriculum.

In our service educators are required to ensure they are meeting these requirements by;

- Regularly recording observations of children's interests, participation in the program and their development. (These confidential records will be used for program planning and to help educators to prepare assessment documentation).
- Assess, reflect and highlight children's learning to families and to the children themselves through various methods of documentation and conversations.
- Ensure that programming for the service is based on these records and is meeting the needs of the children attending.
- Provide families with yearly overviews and ask for families support with forward planning and goal setting.

Families should be able to access records kept for their children at the service by accessing the 'Xplor App'.

Please see our services Programming Policy for more details.

Our Program of Experiences

Our program will be displayed at the service each week that outlines the planned experiences on offer to children attending the service. These experiences are carefully planned to reflect the children's interests and meet their developmental needs.

Our service aim is to provide a program that is balanced and includes opportunities to participate in both indoor and outdoor learning experiences, quiet and active times, individual, small group and large group times, time for individual educator/child interactions, group interests, children's special interests, as well as being flexible to allow time and space for spontaneous play.

Children should be encouraged to have an input into the program planning whenever possible, educators should ensure that they use all opportunities to scaffold and reflect on children's learning. The program will be child

centred and will allow children to experience a variety of materials and pursue their own interests. There will always be alternative choices when a child does not want to participate in a particular activity.

We invite you to have input into program development especially in relation to multicultural issues, music and storytelling. Any suggestions you have should be discussed directly with the Educational Leader, Nominated Supervisor and other educators.

Before School Care

6:00am – 8:45am

Weekdays during all school terms.

(Please note that times are subject to change due to staffing attendance and activities on offer. Food and water are available at all times.)

Our BSC Rituals

6:00am – 8:15am	<ul style="list-style-type: none"> • Set up experiences as per program. • Greeting families and children as they arrive. • Breakfast offered. • Support children to engage in the program. • Indoor experiences commence
7:00am – 8:00am	<ul style="list-style-type: none"> • Outdoor experiences commence
8:00am – 8:25am	<ul style="list-style-type: none"> • Mindful moment and roll call • Educators and children tidy and pack away and prepare to transition to classrooms.
8:25am – 8:45am	<ul style="list-style-type: none"> • Transition to classrooms • Reflections/Observations documented • Students are signed out by educators

Afterschool Care

2:30pm – 6.00pm

Weekdays during all school terms.

(Please note that times are subject to change due to staffing attendance and activities on offer. Food and water are available at all times.)

Our ASC Rituals

2:30pm – 3:00pm	<ul style="list-style-type: none"> • Set up experiences as per program. • Prepare food as required by menu.
3:00pm – 3:30pm	<ul style="list-style-type: none"> • Children are met and greeted at meeting points by educators • Children are signed in via the 'Xplor App'
3:30pm – 4:30pm	<ul style="list-style-type: none"> • Afternoon Tea is available • Indoor Experiences commence • Outdoor Experiences commence • Hubs commence
4:30pm – 5:30pm	<ul style="list-style-type: none"> • Indoor Experiences continue • Outdoor Experiences continue • Educator lead experiences/special events commence. • Hubs commence
5:30pm – 6:00pm	<ul style="list-style-type: none"> • Educator and children tidy & pack away. • Quiet indoor experiences commence. • Reflections/Observations documented

Homework

Our service will endeavor to provide a quiet space for children to complete their homework should the child choose. Children will have access to this area both in BSC and ASC. The service cannot take responsibility for

enforcing homework and will not be held responsible for checking or providing one on one coaching to ensure that assigned tasks are completed.

Transitions Between the OSHC Service and School

During BSC educators will escort children in Kindergarten, Pre-Primary and Year 1 to their classroom each morning, they should pass on any messages required to classroom teachers. If the message is of a confidential or sensitive nature, we ask that families contact their child's teacher directly. Educators will regularly communicate with your children's teachers and school support staff to ensure consistency between school and OSHC service and ensure each child has a smooth transition between the various parts of their day. If you would like to see a copy of the risk assessment for transitions, please see the Nominated Supervisor.

In the afternoon, the classroom Education Assistant will deliver all children from Kindergarten, Pre-Primary and Year 1 to the OSHC, the EA will relay any notes or messages to an educator to be passed on to families, these items will be placed in the front pocket of each child's bag (**if the message is of a confidential or sensitive nature we will request that the teacher contact the family directly**).

Vacation Care/Pupil Free Day Care

6.00am – 6:00pm

School Holiday and Pupil Free Days periods only.

(Please note that times are subject to change due to staffing attendance and activities on offer. Food and water are available at all times.)

Our Full Day Care Rituals

6:00am – 10:00am
<ul style="list-style-type: none">• Greeting families and children as they arrive.• Rolling breakfast• Indoor / outdoor experiences commence.• Support children to engage in the services program.• Programmed activities – 'Hubs'
10:00am – 10.30am
<ul style="list-style-type: none">• Rolling morning tea
10.30am – 12.30pm
<ul style="list-style-type: none">• Indoor / Outdoor experiences or Programmed activities - 'Hubs'
12.45pm – 1.30pm
<ul style="list-style-type: none">• Rolling Lunch
1.30pm – 2:30pm
<ul style="list-style-type: none">• Indoor and Outdoor experiences recommence - 'Hubs'
2:30pm – 3:30pm
<ul style="list-style-type: none">• Rolling afternoon tea
3:45pm – 5.00pm
<ul style="list-style-type: none">• 'Hubs'• Support children to engage in the services program.
5.00pm – 6.00pm
<ul style="list-style-type: none">• Indoor quiet experiences & end of the day cleaning.• Reflections/Observations documented

Excursions

All excursions will be advertised on our Vacation Care Planner. Educators are asked to remind families to familiarise themselves with the excursions offered and to ensure that their children bring along all items required in order for their child to participate safely.

As part of our booking process families will be asked to sign an excursion booking and consent form for all outings that their child wishes to attend.

During excursions, educators will ensure each child is adequately supervised by allocating them into smaller groups, assigning them to an educator, providing them with identification (fluro vests) and will ensure all educators perform regular head counts and roll calls to ensure all children are accounted for.

An Excursion Plan and Risk Assessment for each outing will be completed by the service and signed off on by the Principal and Approved Provider before it is made available to families both prior to and on the day of the outing and an emergency contact number will be left on the services main entry door to be used by families.

The service main phonenumber will be diverted to staff members mobiles via Teams when on excursions so that parents can use this number to contact the staff on and off the excursion.

What to Bring

Each day children are required to bring along;

- A water bottle
- A wide brimmed hat
- A bag to store your child's belongings
- Enclosed shoes

Policy Information

Supervision & Service Boundaries

The service will maintain high levels of supervision of children at all times, the set supervision ratios contained within the Education and Care National Regulations will be strictly adhered to at the service at all times which are -

- 1 adult :13 children of school aged (No Kindergarten aged child present)
- 1 adult :10 children when 1 or more Kindergarten children present.

A detailed roster will be provided to all educators by the service and on display.

If staff are required to move out of their designated area during a care session the Responsible Person should be contacted so that alternative plans can be put in place until the staff member resumes their duties. Staff should always communicate their destination and return time prior departing as well as letting staff know when they return.

Our play area plan, which clearly defines the boundaries and areas where children may safely play, is displayed in the reception area. Educators are asked to become familiar with the plan and reinforce with all children that they must stay within the boundaries.

Personal Items

Our service provides children with a wide variety of equipment for their use while in attendance at the service. Should children choose to bring along items from home for use at our service families need to be reminded that we will be unable to accept responsibility for the item should it become lost or damaged.

Personal Items such as mobile phones, laptops, tablets, cameras, electronic handheld games that have the capacity to take digital images, videos or hold sim cards are not permitted to be brought or used at the service unless authorised by the Nominated Supervisor with the express purpose of recording reflections and observations to be used by educators within the service. The recording of digital images is strictly regulated and images captured of children attending the program cannot be removed or transmitted out of the service without the express permission of the Nominated Supervisor. Should children arrive with these items educators should ask for them to be taken home immediately or handed to the Nominated Supervisor and returned to family members at the end of the session.

See our Confidentiality Policy for more details.

Clothing

During term time children have the option of bringing along a change of clothes for all messy experiences.

During school holidays and pupil free day programs families are asked to ensure that children's clothing complies with our health and safety policies,

- Wide brimmed/legionnaire style hat.
- Tops that cover the tops of arms and back of the neck.
- Closed in shoes that have sturdy grip for outside play.
- Simple clothes that children can easily negotiate independently and that do not restrict children's movement.
- Protective clothing for weather extremes.

The service has access to a limited supply of spare children's clothing for unforeseeable accidents or incidents. If a child's clothes become wet or soiled during a care session, families are asked that where possible the child is provided with a change of clothing and assured that soiled clothing will be rinsed and placed in a plastic bag to be returned to family members at the end of the care session. Our service asks that families wash and return any borrowed clothing when the child next returns to the service.

Health Care

If a child has a specific health care need the Nominated Supervisor will ask that families complete a Health Care Plan and provide (if appropriate) an Action Plan to the service along with the child's enrolment form.

The service should provide the family with a copy of our Managing Medical Conditions policy for their records.

All health information provided will be treated with strict confidentiality. If educators feel that the child would benefit from the support of other professionals to meet the child's needs at our service, the Nominated Supervisor will discuss this with the family before proceeding. Should the family choose to grant permission for additional support to be sought for the child the service will ask the family to complete an authority form which will enable your child's health care information and observations recorded by staff to share with these professionals including records of a confidential nature.

Any care plans provided to the service by outside organisation will be used by educators to support the child's participation in the program.

Immunisation

Immunisation of children who attend the Centre will help to limit the spread of infection.

Our service encourages parents to immunise their children against all diseases appropriate to the child's age. Children who are not immunised will be excluded from care during outbreaks of some infectious diseases in accordance with the National Health & Medical Research Council Exclusion Guidelines (on display in the reception area), even if the child is well. This is to limit the spread of infection and to protect all children.

Our educators are also encouraged to ensure that they keep up to date with the recommended immunisations for staff working in care-based settings.

Medication

If a child/ren requires medication to be administered by educators during a care session, families will be required to complete an authorisation form available from the Responsible Person. On arrival at the service educators are asked to ensure that families hand an educator the medication in its original packaging along with a completed authorisation form.

Only educators who have first aid training will administer the medication to your child as directed after a second educator has checked that they have the correct child, dosage and medication. A record of administration will be completed and signed by both educators. A copy of this form should be provided to families on return to the service along with the medications provided on 'Xplor'

Children with medication for emergency treatment of Asthma or Anaphylaxis are exempt from these requirements. EpiPen's and Ventolin inhalers do not require an authorisation form to be administered either by the children themselves or by staff in an emergency situation.

If staff are required to take any medication while on duty at the service, the following procedure must be followed.

- Medications must be received in the original packaging.
- Medications must be stored in the locked medical cabinet at the service not in staff members bags.
- Medications taken, dosage and time taken must be recorded on an administration record form. A second staff member must witness and sign this form also.
- Possible side effects or adverse reactions must be disclosed to the Nominated Supervisor in case of an emergency situation.
- Medications must be taken home at the end of the course.

Please see our Administration of Medication Policy for more information.

Illness

In order to maintain a safe and healthy environment we ask that if staff or children are unwell that they refrain from coming to the service.

Alternatively, if a child becomes unwell during a care session educators will contact the child's family to come and collect the child, while they travel to the service an educator with first aid qualifications will monitor the child's condition and complete an illness record form. On arrival the educator will go over this form with the family and provide them with a copy to take to medical professional if required.

If a child's family informs the Centre of a decision to take a child to a medical professional for further advice, then the Nominated Supervisor is required to contact your OSHC support officer who will work with the service to complete a Notification of Serious Incident that will be submitted to the Education and Care Regulatory

Authority. The service should follow up and report to your support office any outcome of the medical treatment and the date when the child returned to the service.

If educators suspect that a child or staff member has a contagious illness the service will require that they provide a medical clearance by a GP stating that your symptoms are longer contagious prior to returning to the service. If several cases of a contagious illness occur the Nominated Supervisor should seek the support of the health department to ensure a serious outbreak does not occur.

Families & Staff members are asked to report to the service the name of any contagious illness that they have contracted as we are required to notify other families using the service who may have come in contact with the Centre during the period when the illness was considered contagious.

Accidents

If an accident should occur during a care session an educator with first aid training will provide first aid treatment and ensure that an accident report form is completed as well as assessing if further emergency assistance is required.

For all accidents involving children attending the service educators will ensure that;

- Family members are contacted immediately to notify them of any serious injuries sustained that requires medical attention and an accident injury form will be completed.
- Once the child's family or emergency services personal have collected the child the Nominated Supervisor will contact their OSHC support officer who will support the service to complete a Notification of Serious Incident and submit it to the Education and Care Regulatory Unit on the services behalf.
- The service should follow up with the family and report to your support office any outcome of the medical treatment and the date when the child returned to the service.

For all other injuries educators, will ensure;

- Family members are informed when your child is collected from the service and an accident/injury report form will be complete and a provided to the child's family on 'Xplor'
- Once the service receives confirmation that the family had sought out additional medical attention for their child's injury the Nominated Supervisor should contact their OSHC support officer who will support the service to complete a Notification of Serious Incident and submit it to the Education and Care Regulatory Unit on the services behalf.
- The service should follow up with the family and report to your support office any outcome of the medical treatment and the date when the child returned to the service.

Records of accident/injury reports are required to be stored at the service until the child reaches 24 years of age.

Our service has a fully stocked first aid kit and the service will ensure that at least one educator is on duty at all times who hold current first aid qualifications.

The service should follow up with the family and or staff member and report to your support office any outcome of the medical treatment and the date when they returned to the service.

Emergency Evacuations and Practice Drills

Our service aims to actively ensure that all educator and children are aware of and understand our evacuation and other emergency procedures.

Our Evacuation Plans will be reviewed regularly by educators in consultation with the appropriate authorities and will be displayed by all exit doors from the service.

Exit doors and gates are regularly checked to ensure they are kept clear and are easily opened in an emergency.

Drills will be performed every 3 months on different times and days to ensure that all children and educators have the opportunity to participate.

Please see our Emergency Evacuation policy for more details

Smoking/Alcohol/Drugs

As per our regulations our service is a smoke free zone. No persons will be allowed on to remain at the service who are under the influence of alcohol or illicit drugs.

Sun and Heat Protection

In order to comply with our services Sun Safety Policy, we ask that everyone in our service bring along a wide brimmed hat each day for your exclusive use, our service provides generic brand 50+ sun cream if you or a

child in your care requires a special brand of sun cream, please ensure it is clearly labeled and is brought to the service on every booked day.

Where possible shaded areas will be sort for outdoor experiences and during times of weather extremes outdoor play will be ceased until it is safe to resume. Educators are encouraged to check the UV index daily to use as a guide for assessing the safety of outdoor play.

Should a child or educator arrive at the service without a hat they will be provided with indoor or shaded activities.

Please see our Sun Safety Policy for more information.

Sustainability

As part of the National Quality Framework services are required to support children and the service community to become more environmentally aware. As part of our services program educators are required to actively explore sustainable practices with the children as part of everyday practice at the service and to encourage children to become actively involved in promoting sound ecological practices both at the service and within their community.

Termination of Care

In extreme circumstances it may be necessary to terminate a child's care.

Exclusion of children from the service will only occur after all other avenues of communication and support have been exhausted and when:

- Professional advice confirms a child is in psychological danger as a result of an unusually prolonged inability to settle into care away from the parent.
- A child puts the majority of children at risk through inappropriate behaviour.
- The parent continually fails to observe service hours of operation and/or continuously fails to pay the required fee.

Guiding Children's Behaviour

Please ensure that you are aware of our services behavior guidelines, should you have any questions or comments in regard to our services rules, please contact the Nominated Supervisor.

If children continue to exhibit these behaviours or if their behaviour becomes a safety risk to other children attending the program educator may choose to redirect the child to another area of the service and or provide them with a safe area to calm down until they feel ready to rejoin the group.

Educators through the Nominated Supervisor should work with families whose child is experiencing issues with self-regulation and may seek support of outside support agencies for guidance should the behaviour pattern continue to occur.

Please see our Behaviour Management Policy for more information

Grievance Procedures

Please pass on to the Nominated Supervisor any comments or grievances made by family or service community members in regards to our services program or practices. Our service welcomes all feedback, including grievances and complaints, as these will help us to improve the services we provide. All concerns or complaints will be dealt with in a prompt, positive and sympathetic manner.

If someone approaches you with a complaint or a concern, please direct them to discuss the problem with the relevant staff member or with the Nominated Supervisor. If they feel the problem is not being resolved, they may take the matter to the School Business Manager for resolution, either through the Supervisor or by writing directly to the School Business Manager or phoning 9553 9500.

Family Support

Our families are our biggest support. Their encouragement and assistance, in whatever way, such as collecting bits and pieces for the craft corner or suggestions in the program is of invaluable assistance to our service.

In order to provide the children attending our program with the best opportunity for a positive experience we aim to encourage our educators and families to work hand-in-hand to ensure that each individual child's needs are being met. We encourage families to keep in touch with the service and participate in discussions with educators on a regular basis.

Community Links for families

CCS / CCR or family support go to,
<http://www.humanservices.gov.au/customer/subjects/payments-for-families>

Rent assistance, go to

<http://www.humanservices.gov.au/customer/services/centrelink/rent-assistance>

Support for WA / overseas families

<http://www.humanservices.gov.au/customer/payment-finder/?q=150000000000000000000000>

Child disability support

www.humanservices.gov.au/customer/services/centrelink/child-disability-assistance-payment

Parents receiving Child Support can call the [Child Support Info Service](#) on 131 107 for information about Child Support payments 24 hours a day

Other government and Community Support Services

1800RESPECT

[1800 RESPECT](#) is the national family violence and sexual assault counseling service. It is a free, confidential service available 24 hours a day, seven days a week. Call **1800 737 732** to speak to a professional counsellor.

Family Relationship Advice

The Family Relationship Advice Line provides information and advice on family relationship issues and parenting arrangements after separation. It can also refer callers to local services that can provide assistance.

Call 1800 050 321 between 8 am and 8 pm, Monday to Friday, or 10 am to 4 pm on Saturday (local time), except national public holidays.

Kids Helpline

Kids Helpline is a free, private and confidential, telephone and online counseling service specifically for young people aged between 5 and 25. Call 1800 55 1800 24 hours a day, seven days a week.

Lifeline

Lifeline provides crisis support services. Call 131 114 24 hours a day, seven days a week.

Mensline Australia

[Mensline Australia](#) provides telephone and online support, information and a referral service. They provide counselling support for men to help deal with relationship problems in a practical and effective way. They also provide specialist support to those who use or experience family and domestic violence. Call 1300 789 978.

Crisis care helpline

Crisis Care is a telephone information and counselling service for people in crisis needing urgent help.

It operates 24 hours, 7 days a week.

Telephone (08) 9223 1111 or 1800 199 008 (country free call)

Crisis Care can be accessed through the translating and interpreting service on 13 14 50.

Department for Child Protection and Family Support

Telephone: (08) 9222 2555

Parent line WA

(08) 6279 1200 or 1800 654 432 (free for STD callers) 24 hours a day, 7 days a week.