

OSHC 2024



# Parent Handbook



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## Welcome

Welcome to our centre. Our focus is to provide the community with a high-quality service that acts as a home away from home. We believe in creating a sense of belonging for children and families and aim to cater to your child's individual needs. We encourage child and parent input and listening to what you say is imperative to the Company. We hope to create an environment that incorporates fun, education and the support for your child's wellbeing. We believe in providing environments that provokes positive in-depth discussions with children, and believe children learn best through play. We believe that our centre will be a place full of fun memories and lasting relationships and we are so pleased you have joined our centre family.

## Meet the Team

Our educators are a vital part to the centre. Management have high expectations to ensure that the right team is caring and educating your child/ren. All educators have various experience and qualifications however have one thing in common – the passion for caring for and educating children.

Photos of our wonderful staff are located in the entrance foyers or near the signing in/out iPad. We encourage all our families to become familiar with them.

Our Team has the following qualifications;

- Working With Children Check
- First Aid Qualifications
- Asthma and Anaphylaxis Training
- Certificate IV, Diploma Qualified
- Food Safety Training
- Child Protection Training
- Managing Behaviours Training
- Professional Development Certificates

## Late Collection

Our centre has strict operating hours that have been granted by the Education and Care Regulatory Unit, it is imperative that we follow these guidelines. On enrolment you agree that you will be charged \$2.00 per minute per child after closing time that is payable in cash to the staff member on duty. This is charged separately to your account fees and must be paid within the week of the late collection. Centre management have the right to cancel care if this is an ongoing issue. If a child has not been collected by 7.00pm Crisis Care will be called to care for the child.

*Related Policy: Child Delivery and Collection Policy*

## Enrolment and Orientation Process

Before care can commence, we require the completed Enrolment Form for your child/ren with copies of their current Immunisation Record and Birth Certificate, Debit success Form prior to the date your child is due to start. We ask that you keep us informed of any necessary changes, including up to date Immunisations Records.

*Related Policy: Orientation and Enrolment Policy and Waiting List Policy*

## Healthy Meals

Our centre encourages healthy and nutritious meals. We will provide a variety of nutritious, delicious meals for your child. The centre menu will be on display for your perusal. Our meals are designed with the recommended nutritional intake for children and will be altered to cater for children with medical and cultural requirements. Please ensure that you communicate with the Centre Director and educators about your child's meal time requirements. The staff are trained on correct food handling techniques to ensure that high standards of hygiene are maintained. Our educators will use meal times as an opportunity to sit and discuss different foods and promote language development through discussion of the different meals they have been provided.

Please find below links that will provide you with some nutritious meals, also keep an eye out for some more ideas during your enrolment with us.

For more ideas please follow the links;

<https://www.kidspot.com.au/kitchen/baby-toddler>

<http://www.superhealthykids.com/>

### **Mealtimes during Vacation Care - to be provided by parents**

(Mealtimes may alter if children are engaged in experiences)

***Please ensure that your child has a substantial breakfast before attending the centre***

Morning Tea	9:00am
Lunch	12:00am
Afternoon Tea	3:00pm

During term time afternoon tea is served progressively from 3.15pm (provided by the centre).

*Related Policy: Nutritional Food and Beverages Policy*

## Child Allergies and Special Eating Requirements

We are an **Allergy Aware** centre. A notice will be displayed in the foyer notifying families of current allergies in the centre. **We ask that families bring no nut products into our service.** If a child attends with an anaphylactic allergy, then foods related may be banned.

Our educators are trained in anaphylactic management and first aid and the centre is equipped with an Epi-pen for emergencies. Our educators will monitor all mealtimes and implement strategies to ensure children do not share food. Please feel free to contact the Centre Director to discuss your child's individual circumstances.

*Related Policy: Anaphylaxis and Asthma Management Policy*

## Attendance and Absentees

A parent/guardian must sign the sign in and out records at every drop off and pick up on the kiosk iPad. Sick Days, Holidays and Casual Absences must be recorded and signed for as "A" in order to receive CCS entitlements. You are given 42 Absences per year under the Child Care Subsidy Scheme. Once these have been used, full fees will apply.

If your child is going to be absent, we ask families to notify the centre, so we can ensure the safety of your child. If your child is unwell please keep them home to prevent the spread of infection. We will telephone parents to collect sick children, to ensure the health and wellbeing of the children.

**It is compulsory that you sign your child in and out for all attendances, absences and public holidays. Failure in doing so may result in the cancellation of all your Centrelink entitlements and you may be forced to pay back any Child Care Subsidy to the government.**

*Related Policy: Temperature Procedure, Child Delivery and Collection Policy, Incident, Injury and Trauma Procedure and Policy*

## Families Terminating Care

We understand that circumstances change, and we are sad that you will have to leave one day, when you do please remember that you are required to give two weeks written notice before leaving the centre or two weeks of full fees will be charged in lieu. Child Care Subsidy entitlements cannot be paid in the last two weeks of care if you are absent so full fees will be charged.

*Related Policy: Fee Payment Policy*

## Our Centre Terminating Care

Our centre strives to have cohesive relationships with families. We have policies and procedures and a Company Code of Conduct that details the centre's expectations of practices. Consistent failure to comply with the Company ethos will result in termination of care effective immediately. Some reasons of termination may be;

- Failure to follow policies and procedures
- Threatening or intimidating behaviour towards staff
- Placing the safety of staff or children in jeopardy
- Failure to maintain your centre account and fees
- Child causing ongoing safety issues to staff, children or themselves

## Staff to Parent Communication

Our centre believes in providing a safe and supportive environment for the centre staff. Please understand that negative and intimidating communication towards staff will not be tolerated. Please use the correct avenues to express your concerns, we welcome your concerns regarding the centre, but please refrain from using inappropriate language and communication. Management have a duty of care to our staff to ensure their wellbeing is cared for and will not tolerate negative behaviours.

*Related Policy: Family and Community Partnerships Policy*

## Centre Fees

All families are required to keep their account two weeks in advance. Statements are emailed through to families fortnightly at the start of the week. All payments will be deducted out of your nominated bank account or credit card through Debit Success. You are expected to ensure the required payment is available in your nominated account. If your account payment declines, then Debit Success charges will apply. **If your account payment declines on more than two occasions, we have the right to cease care.**

Current charges are displayed on the notice board at the parent's desk. Two weeks written notice is given in the event of any fee change.

**Full fees are charged for all booked sessions when children are absent including Family Holidays, Public Holidays, Sickness and RDO's.**

**Our fee-paying procedure is strictly as follows;**

1. Accounts will be emailed through on a fortnightly basis for the following two weeks of care
2. Amounts owing will be deducted from your nominated account through
3. You will incur a fee if payments decline from your nominated account
4. You will be notified that amount are not available and asked to ensure correct amounts owing are available for deduction for that week
5. If your nominated account declines twice, there is a possibility that care may be cancelled

*Related Policy: Fee Payment Policy and Procedure*

## Casual Days

We accept extra days only if they are available. Please know that all extra days will be charged on that day, and we are unable to swap booked days. A \$5 per booking fee applies to cover extra administration time that casual bookings create.

## Priority Access Guidelines

Our centre works within strict guidelines set by the Australian Government. Access is predominantly for children school age, whose parents are working, undertaking vocational study, training or actively looking for employment. The Australian Government regards children at risk of abuse as a priority group. We aim to cater for all families, including families that require respite care and other non-related care, however care may be cancelled to ensure we meet the care needs for children and families in accordance with the Priority Access Guidelines. All parents must be aware that the basis of their child's acceptance is open to review should circumstances change.

*Related Policy: Waiting List Policy and Child Protection Policy*

## Policy Manual

Our centre has a comprehensive policy file containing the centre's updated policies. These are available for you to look through and are located next to the Parent's desk. Please feel free to speak to the Director about any of these. We will also be seeking your feedback for policies to be regularly reviewed by all staff and families; this provides you an excellent opportunity to have your say on the centre practices.

*Related Policy: Policy Compliance Policy*

## Child Care Subsidy Entitlements

Child Care Subsidy is assessed by the Department of Human Services (please follow link) <http://www.humanservices.gov.au/customer/contact-us/phone-us> and cannot be claimed unless we receive your family's Customer Reference Number (CRN) **and** your child's Customer Reference Number on the Enrolment Form. Any queries regarding rebates and entitlements should be directed to the Department of Human Services on 132 307. Please note that any change made to your subsidy is done so by the Department of Human Services and **not** the centre. We strongly urge all families to inform us of your Customer Reference Numbers (even if you are not claiming weekly care subsidy) as this will make it easier for you to claim at a later date and receive your Child Care Subsidy.

**Please understand that if child care entitlements have not come through on our system full fees apply, amounts will only be back paid if Centrelink pays these on your behalf.**

*Related Policy: Child Care Subsidy Policy*

## Personal Toys

Our centre believes that we provide sufficient toys and resources for your child to engage in. We ask families to keep personal toys at home, unless requested by educators.

**Please note that the centre takes no responsibility for broken or misplaced toys.**

## Guiding Children's Behaviour

Educators regularly attend Behavior Management and Protective Behavior Workshops to provide them with the knowledge and skills to implement a positive approach to children's behavior. Our centre believes in redirection and eliminating potential problems for children. A consistent and positive approach between the home and care life is important to ensure that the child understands appropriate expectations.

Educators are trained in understanding the different developmental and age appropriate expectations for children and implement different strategies to cater for the individual child's needs. Educators use positive encouragement rather than negative criticism. Children are encouraged to be involved in setting room limits and working through their behavior with the guidance of an educator.

We encourage families to communicate their concerns about their child's behavior with their educator. Please refer to the "Guiding Children's Behavior Policy" for better understanding of the techniques used at the centre. **Please note that if a child places any other child or staff in danger or injury, then the parent may be asked to seek alternative care.**

*Related Policy: Guiding Children's Behaviour Policy*

## Special Events

Recognizing the world around us is an important stage of education for children. Our centre believes in celebrating community events and special days that are based around the children's interest.

We are always seeking parent and community input to share the skills that you may have. It could be simply sharing a piece of your home culture, a skill of dancing or speaking another language or you just might want to come in as a parent helper for a session. Please talk to your Centre Director to organize being a part of the centre's educational program.

The Centre Director will email upcoming events and join our Facebook page to keep informed too! Let us know if you would like to share anything.

*Related Policy: Family and Community Partnerships Policy*



## Educational Program

Our centre provides a balance of child-initiated and teacher directed (Intentional Teaching) experiences. We have qualified and devoted educators who have a passion for educating your child. The children's voices drives the programming and planning.

Each child is provided with meaningful Child Assessments that document their learning and interests. Children are provided with opportunities to learn through a variety of techniques, including structured learning and learning through play.

Child portfolios are shared with our families through Storypark. Storypark is an online tool that allows our families to access their child's portfolio's anytime on their smart phones or home/work computers. You are also able to invite friends and family members to be a part of your child's learning journey with us.

Families are also given the opportunity to write home stories which can contain photos, memoirs, favorite recipes or simply a fun family event. We encourage families to read and comment on their children's portfolio entries as this input is valued and used to plan for your child's specific needs and activities which happen throughout the Centre.

The educational program incorporates the **My Time Our Place Learning Framework** an Australian Curriculum that is implemented in the early years of the schooling system. Our room Learning Journeys are on display to demonstrate the fun, learning and play the children have experienced in the room. **Parent input is always welcomed.**

*Related Policy: Educational Program Policy*

## No Smoking or Alcohol

**Our centre is strictly a no smoking premises.** Please respect our children and staff by providing them fresh air to breath. Any person intoxicated or under the influence on the premises will be asked to leave immediately.

*Related Policy: Smoking, Alcohol and Drugs Policy*

## Immunisations

**Up to date immunisation records are to be provided to the Centre Director on enrolment.** It is the responsibility of the parent to provide an up to date copy of the child's immunization record. If an outbreak of an illness or infection is present in the centre, a child who has not been immunised will be excluded from the centre, even if they are showing no signs of the illness. **Failure to keep immunisations up to date may cause cancellation of entitlements (CCS) by the government.**

*Related Policy: Immunisation Policy*

## Weather Protection

Our centre loves providing children with opportunities to play outdoors in all seasons. We ask families to provide their child with a bucket style or broad brimmed hat all year round. Please dress your child in appropriate clothing in accordance to the weather. Rain jackets, gum boots in winter so they can jump in puddles and sun protective clothes in summer. As we strive to have fun (and sometimes messy fun) we ask that you provide a change of clothes for your child when on vacation care.

*Related Policy: Sun Protection Policy*

## Medication

The centre staff will only administer prescribed medication. We cannot administer herbal or natural medications, pandaol or nurofen (unless prescribed). All medications must be in the original container, clearly labelled and accompanied by a complete and signed Medication Record. Ongoing Medication would be accompanied by an Action Plan (Epi-Pen, Ventolin, Ana-pen etc.)

*Related Policy: Administering Medication Policy*

## Exclusions and Ill Children

Our centre asks families to work together to ensure that we minimise the spread of infection or illness. **If your child is sick please do not bring them to care.** Educators will send your child home if they are not well. It is not fair on your child, the other children, families and educators if you bring your child in sick. **A medical clearance may be requested before returning to the centre**

### Is my child sick?

- Do they have a temperature?
- Have they vomited or had a bout of diarrhoea?
- Do they have an unexplained rash?
- Are they on medication for the first time?
- Do they have discharge from their eyes?
- Do they have unexplained spots on the hands, feet, or mouth?

**If you have answered yes to any of the above, please keep your child at home!**

Our centre follows the Staying Healthy in Child Care (Fifth Edition) and Communicable Diseases – Exclusion Guidelines to determine the action for your child's suspected illness.

Families will be notified of any outbreaks of illness or infection within the centre.

## **USEFUL LINKS FOR FAMILIES/GUARDIANS**

### **EARLY EDUCATION AND CARE**

Centrelink/Human Services

<https://www.humanservices.gov.au/customer/dhs/centrelink>

My Child

<https://www.mychild.gov.au/>

ACECQA

<http://www.cecqa.gov.au/families>

Department of Education

<http://www.education.wa.edu.au/home/detcms/portal/>

### **ASSISTANCE AND HELP IN THE COMMUNITY**

Hardship

[https://www.dcp.wa.gov.au/servicescommunity/Pages/HardshipUtilitiesGrantScheme\(HUGS\).aspx](https://www.dcp.wa.gov.au/servicescommunity/Pages/HardshipUtilitiesGrantScheme(HUGS).aspx)

Domestic violence

<https://www.wa.gov.au/information-about/community-safety/domestic-violence>

Drug and Alcohol Problems

<http://www.dao.health.wa.gov.au/>

Child Protection Help/Issues

<http://www.dcp.wa.gov.au/Pages/Home.aspx>

### **HEALTH AND SAFETY LINKS**

Child and Adolescent Health Services

<http://www.cahs.health.wa.gov.au/general/CACH/index.htm>

Sids and Kids

<http://www.sidsandkids.org/>

Kidsafe

<http://www.kidsafe.com.au/>

Family Relationships

<http://www.familyrelationships.gov.au/Pages/default.aspx>

Ngala

<http://www.ngala.com.au/>

### **FAMILY LINKS**

Kidspot

<http://www.kidspot.com.au/>

Kids in Perth

<http://www.kidsinperth.com/>

Buggy Buddys

<http://www.buggybuddys.com.au/>