



**Wondall**

**Outside School Hours Care**  
**(WOSHC)**

**Family Handbook**

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## Family Handbook Check Sheet

Welcome to Wondall Outside School Hours Care (WOSHC). Thank you for enrolling your child with us. Our educators look forward to caring for your children and forming a meaningful and lasting relationship with you and your family. Your WOSHC Director is Maree Pooler holding an Advanced Diploma of Community Services (Children Services). Staff photos are located on our Information Wall. All educators employed at our service are trained in First Aid. Our educators hold a wide range of qualifications related to the care of children including a current Suitability Card for Child Related Employment, issued by the Commission for Children and Young People.

WOSHC is an Approved Service under the Education and Care Services National Law Act 2010 and Regulation 2011, and is regulated by the Department of Education, Training and Employment. Wondall Outside School Hours Care School Age Care must comply with the Child Care Act and Regulation regarding the requirements relating to activities, experiences and programs, educator qualifications and educator/child ratios.

***We are committed to the National Quality Framework process and we are committed to the principals of the National Quality Standards creating a working Quality Improvement Plan.***

We hope that you find this information package helpful and informative.

Enclosed you will find a Family Handbook which outlines for you how our service is run. Please use this checklist below to ensure you have received and completed the relevant information.

In package:

- WOSHC Enrolment Form
- EziDebit payment authorisation form
- WOSHC Family Information Handbook

I have received all the above information.

I have had the opportunity to have an interview with the WOSHC Director to discuss my child's enrolment and attendance at the Service. I am satisfied that the interview allowed me to express any concerns or voice any questions I had.

I understand it is my responsibility as parent/guardian to apply for Child Care Benefit (CCB) and Child Care Rebate (CCR), and the Service will not be able to apply CCB or CCR to my fees until this process has been completed.

I have read, and agree to abide by the WOSHC Family Handbook.

I have completed the Enrolment form honestly and to the best of my knowledge. I understand I must contact the service immediately if information on the enrolment forms change.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

(Parent/Guardian)

Service Representative: \_\_\_\_\_ Position: \_\_\_\_\_

## Wondall Outside School Hours Care

260 Wondall Rd  
Manly West QLD 4179

### Contact Details:

WOSHC Director: Maree Pooler  
Email: [manager@woshc.com.au](mailto:manager@woshc.com.au)

Phone: 07 3668 0688  
Mobile: 0490 317 601

**BOOKINGS, GENERAL ENQUIRIES EMAIL:**  
[info@woshc.com.au](mailto:info@woshc.com.au)

P&C Operations Manager: 07 3668 0688  
(Administrative and financial matters only)

**Service Provider Number: SE - 40005898**

**Inclusive of**  
Before School Care  
After School Care  
Vacation Care

### Hours:

Before School Care	6:00am – 8.45am
After School Care	3:00pm - 6:00pm
Vacation Care	6:00am - 6:00pm
Pupil Free Days	6:00am - 6.00pm
Public Holidays	Closed
Christmas Period	1 Week - Closed week of 25 <sup>th</sup> December, reopening 1 <sup>st</sup> business day in the New Year.

### Management Committee Contact Details:

Chairperson WOSHC Sub Committee: Mark Graubner 0404 889 243  
Email: [president@wondall.com.au](mailto:president@wondall.com.au)

### Fees and Charges (before Commonwealth Child Care Benefit reductions)

Before School Care (includes breakfast): **Permanent Booking \*\$15.50** Casual booking: \*\$20.50  
After School Care (includes afternoon tea) **Permanent Booking \*\$20.50** Casual booking: \*\$25.50

Vacation Care and Pupil Free Day (includes morning and afternoon tea):

**Permanent Booking \*\$53.00** **Casual Booking \*\$60.00**

(Additional fees are charged for excursion days. Please ask WOSHC Director about amounts)

#### Administration Fee

**Annual** Administration levy per family: \$30.00

\*Each School year fees may be adjusted commencing Term 1

**Remove this sheet and stick to fridge for easy reference!**

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**Wondall  
Outside School Hours Care  
(WOSHC)**

**Family  
Information  
Handbook**

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## About our Service

### 1.1 Our Philosophy

This Philosophy statement provides the foundation for all activities, policies and procedures of the Service. Wherever there is uncertainty as to the Service's policy or procedures on any issue, the Service uses these principles and philosophies to help resolve the issue. The written policies and procedures of the Service have been developed, and will be monitored and reviewed with these values in mind.

*The Service believes that each child has the right to be an active member of the community in which they live, to express their opinions and have their views considered in any decision that may affect them. We believe that the best interests of the children and their right to play as well as learn and develop in a safe and nurturing environment is the primary consideration in all decision making at the service and is visible in the actions and interactions with the children. The service adopts a culture of learning and reflective practice which enables us to support, inform and enrich our decision-making about each child's wellbeing and development. We believe that children are active learners from birth and through rich, engaging environments and meaningful interactions we can build a foundation for successful lifelong learning.*

*We acknowledge that parents and families are the child's primary nurturers and that respectful, collaborative relationships strengthen the capacity and efforts of families and school age care services support their children and promote each child's health and wellbeing. We believe that the intrinsic worth of all children and their families, their strengths and their right to equitable access and participation in the community is clearly visible in all aspects of service delivery. We believe that through working in partnership with children, families, communities, other services and agencies we can continually strive to find equitable and effective ways to ensure that all children have opportunities to experience a sense of personal worth and achieve outcomes.*

*The service believes that children have the right to have their individual and cultural identity recognised and respected and we value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future.*

### 1.2 Our Goals

WOSHC has a number of goals on which our service is based. These goals are based on the outcomes for children as outlined in the 'My Time, Our Place' Framework for School Age Care. Our goals are to encourage children to:

- **Have a strong sense of identity** – the service aims to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges.
- **Be connected with and contribute to their world** – the service demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives.

- **Have a strong sense of well-being** – the service aims to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.
- **Be confident and involved learners** – the service aims to teach children to use reflective thinking to consider why things happen and what can be learned from these experiences by encouraging children to communicate and make visible their ideas, theories, collaborate with children and model reasoning, predicting and reflecting processes and language.
- **Be effective communicators** – the service aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modeling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

### 1.3 Approved Provider

Wondall Heights State School P&C Assn is the Approved Provider for WOSHC Service.

Parent participation is encouraged throughout all aspects of the Service. The WOSHC sub-committee includes parents and supports the staff and Service with the day to day running of the service. Members of the sub-committee must be financial members of the Wondall Heights State School P&C Association. The election of sub-committee executives is held prior to the P&C AGM in March.

Monthly meetings are held on site, 6:00pm until 6.30pm, or as otherwise advertised.

The meetings have an agenda so that they can be kept short, items for discussion can be submitted to the WOSHC Director or member of the sub-committee up until 5 pm two business days before the meeting.

Policies and management issues should be directed to the P&C WOSHC sub-committee via the grievance policy outlined in this manual rather than through the Principal.

We review aspects of the service such as Policies and Procedures for which we ask for families to participate in many ways, including committees and surveys. Your participation not only allows you to have your say, it is ensuring that our service is the best it can be.

A Strategic Plan will be developed for our Service. It is briefly reviewed at each monthly meeting, with a full review conducted once a year at the WOSHC sub-committee meeting immediately prior to the P&C AGM. All stakeholders involved in the Service are involved in the Strategic Plan.

### 1.4 Policies and Procedures

WOSHC has an extensive Policy and Procedure manual which reflects the Philosophy and Goals of our Service. This manual is a large document, which will be made available to you to read on enrolment of your child. For easy referencing, a copy is kept at the sign in area.

In this Family Handbook, we provide a snapshot of policies, which will affect you, your family and individual child during their time with us.

Details in this manual are correct at the time of printing.

Policies and procedures are subject to change.

## 1.5 Enrolment and Orientation

Parents/guardians are required to complete and sign an enrolment form before any child is to attend the service. A meeting will take place on enrolment of your child. This is a fantastic opportunity for you to discuss with us what will help make their time with us enjoyable, particularly the initial few weeks. Each newly enrolled family will receive a copy of this Family Handbook detailing selected policies and conditions of enrolment. You will be shown around the service and be given a rundown on basic operations such as staffing and programming.

Information will be required from the parent/guardian. Refer **Enrolment Policy** for details.

If your child has additional needs, a meeting will take place between relevant parties (eg. Parents/guardians; WOSHC Director; teacher) before the child commences. A permission form will be required to be completed for the IPSP – Inclusion and Professional Support Program so further information may be discussed. Issues discussed will be:

- level of support the child requires;
- duration of support;
- necessary training of educators and volunteers;
- the safety of all children enrolled;
- environmental factors;
- sources of information and resources/support services that will ensure the best possible care of the child.

This information will help us to meet the needs of your child and where necessary, seek assistance from specialist support workers. All information obtained through the enrolment procedures will be kept in the strictest confidence and used only for the purposes for which it is obtained. It is in your child's best interest that these forms are kept up to date.

You are encouraged to ask the WOSHC Director and/or educators for information relating to

- your child's enrolment at this service including the activities and experiences provided by the service;
- the service philosophy about learning and child development outcomes and how it is intended the outcomes will be achieved; and
- the goals about knowledge and skills to be developed through activities and experiences.

**See Enrolment Policy & Communication with Families Policy.**

## 1.6 How we communicate with Families

We have a number of ways we communicate with you as a family. These include a monthly newsletter emailed to families who have the facilities & a web site through which we actively promote our service. Other forms of communication are; face to face communication, a weekly program displayed which we encourage your input with comments and feedback on the program, a communication book and brochures which are available at the parent sign in area, relating to a number of subjects such as health and nutrition, through to contact numbers for various community support groups.

Your feedback is important to us. We have surveys throughout the year and provide a suggestion box and confidential grievance procedure for all service users. We also have an open-door policy so please don't hesitate to speak with the WOSHC Director if you have any concerns.

We are an Approved Service with the Department of Education, Training and Employment. As a new service, we are rated as 'Working Towards' assessed under the National Quality Standards. Information on the National Quality Standards is available at the Parents/Guardians sign in area **and updated regularly.**

***See Communication with Families Policy.***

## **1.7 Respect for Children**

The best interests of the child are our paramount concern at Wondall Outside School Hours Care and our service endeavors to provide care that respects the child's dignity and privacy at all times and that considers children as unique, valued individuals. Children are to be considered and, as far as possible, involved in the ongoing development of the program, rules of behaviour and the physical and aesthetic environment of the Service.

***See Respect For Children Policy.***

## **1.8 Child Protection**

This service regards as of the utmost importance, its role in the protection of children in its care. This includes the Service's moral and legal duties to care for children associated with the Service whilst not in the care of their parents or primary carer's. All educators have been made aware of the Child Protection Policy and the Reporting of Child Abuse Policy of the Service through induction and training procedures.

***See Statement of Commitment to the Safety and Well-being of Children and the Protection of Children from Harm Policy.***

## **1.9 Use of Photos**

On occasion, your child may be photographed participating within the day to day activities we provide at Wondall Outside School Hours Care. These photos may be used **within** the service on walls, etc as part of our programming process. The children take great pride in having their day to day lives documented this way.

If photos are taken at any other time or for use in any other project such as marketing material for the service or if we have a student Educator who wants to conduct a child profile as part of their studies, parents will be consulted and will be required to give written permission.

## **1.10 Priority of Access and Non-Discriminatory Access**

This service will ensure that parents and children have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. We primarily provide care for primary school age children between Prep and Grade 6.

We are able to provide care for high school age children if we have available places, provided these children abide by same Service Policy and Procedures. Prep children are able to commence care from the first day they will attend School.

The service will follow the priority of access guidelines set down by the Commonwealth Department of Education, Employment and Workplace Relations (See Section 6.3 of the current Child Care Service Handbook, a copy of which is located at the Service). These guidelines will be balanced with the principles of non-discriminatory access and inclusion.

**Priority 1**—a child at risk of serious abuse or neglect

**Priority 2**—a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the *A New Tax System (Family Assistance) Act 1999*

**Priority 3**—any other child.

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**If your child is in the third priority group within these guidelines, you may be required to relinquish your place to a child who is in the first or second priority group. You will be given 14 days' notice to examine care options for your child. Your child will then be placed on a waiting list and be re-entered into the program when a place becomes available.**

**See Access Policy.**

## **1.11 Confidentiality**

All personal records will be stored securely and kept confidential. All information will be strictly limited to use by the service as outlined in the ***Information Handling (Privacy and Confidentiality) Policy***. You may access your child's personal records at any time if you are the authorized guardian who has enrolled the child. Please see the WOSHC Director about accessing these records.

## **1.12 Parent Code of Conduct**

Educators are available for parents to speak briefly to at all times the service is open. Longer, more confidential appointments can be made to speak with the WOSHC Director. If you wish to speak to someone other than the WOSHC Director you can follow the ***Complaints Handling Policy*** outlined in the Policy and Procedure Manual. This ensures an opportunity for you to express any concerns you may have regarding the operation of the service in a suitable manner.

- **There will be no swearing or raised voices**
- **Staff members have the right to ask a person to leave the premises if they feel intimidated in any way**
- **Police will be called if the person does not respond to requests to leave the premises**

## **1.13 Educators, Staff members and Volunteers**

All educator qualifications and child ratios are in accordance with or better than the guidelines set in the Education and Care Services National Regulations 2011. Children are actively supervised by at least 2 educators to ensure that they are protected from harm:

1 staff for every 15 children at the service

The Management of the Service supports in-service professional development for all employees and believes that it should continue throughout each employee's career. All educators have First Aid qualifications and have a wide variety of experience in SAC, recreational, sporting and childcare settings. Employment and training procedures are used to ensure that the Service

employs suitable people and that they have been made aware of the Service's Child Protection Policy. All employees hold a current Suitability Card for Child Related Employment, issued by the Commission for Children and Young People. Photos of educators are displayed on the information wall area so that you are aware of who is interacting with your children.

***Refer Educator, Staff members and Volunteers Policies and Educator Ratios Policy.***

## **1.14 Concerns, Complaints and Suggestions**

If you have any concerns, complaints or suggestions, please speak to the WOSHC Director. If this is not satisfactory, our P&C sub-committee will handle complaints. Contacts for the subcommittee are at the front of this handbook. The happiness and well-being of your child is our top priority and we are continually striving to improve the quality of care we provide families. Other avenues of communicating your suggestions or concerns are via the 'Suggestion Box' at the sign-in desk, at regular OSHC sub-committee meetings, parent information sessions or via regular surveys conducted through the newsletter. However, please feel free to discuss any issues at any time. We value and encourage your participation in our Service as we believe it enhances the service we provide.

***Refer Complaints Handling Policy.***

## **1.15 Location of Service**

The WOSHC building is located on the school premises in the blue building behind the "Top staff car park". Our building is signed for easy identification.

The Service also uses other parts of the school and its facilities to provide a mix of indoor and outdoor areas and provide a variety of activities.

All school ground;

Hall;

Library;

Undercover Area;

Canteen

Toilets: Undercover area and Oval

## Caring for Your Child

### 2.1 Arrivals and Departures

Children must be signed in and out each day by an authorised nominee. Prior arrangement must be made with the WOSHC Director for any person other than those stated on the enrolment form to collect children from the centre. Please advise persons collecting children that they will be required to provide proof of identity. Photo identification shall be required from all such authorised persons. In emergencies emailed letters of authorisation can be sent to the service.

If you require your child to attend activities within the school grounds, written authority must be given. The service has an 'Extra Activity Form' to be completed giving your permission for your child to walk to and from these activities. Prep children **will not** be allowed to leave the service unattended. You will have to organise a person to escort them. Educators **will not** be available to escort children to these activities due to educator ratios. Parents should consider this when enrolling children in these activities.

The staff will not permit children to leave the Service unaccompanied unless written authorisation detailing time of departure indicating a release of Duty of Care. If children who are booked in to the Service for after school care have not arrived within fifteen minutes of expected arrival, after first contacting school office and pick up zone, parent/guardian will be contacted on the numbers provided.

For ease of access the top car park will be available for use to deliver/pick up children. This offers a safe and convenient location.

Access to the top car park is limited to between 6am and 7.30am for drop off and between 4.30pm and 6pm for pick up. The existing drop off zone and street parking is available outside these hours.

***Refer Arrivals and Departures of Children Policy.***

### 2.2 Late Collection and Fee Payable

We ask for your cooperation by collecting your child by 6.00pm. Late pick-ups are upsetting and stressful for the child and troubling for all educators. If there is an emergency and you are unable to collect your child on time, please contact the service. **If your child is not collected on time, a late fee of \$20.00 will be charged immediately after 6.00pm, with a further \$10.00 payable every 15 minutes thereafter.**

The correct time will be recorded on the sign out sheet (if necessary the time will be obtained by referring to a mobile phone displaying the time as recorded by the mobile network provider.

If a child is not collected by 6.30pm and emergency contacts cannot be reached, the police will be contacted for further advice.

***Refer Arrivals and Departures of Children Policy.***

## 2.3 Children Leaving without Permission

If a child leaves the Service in any other circumstances and for any reason without permission, the educators will assess the situation immediately and will call the police and a parent/guardian as quickly as reasonably possible. This is a reportable incident and the Dept of Education, Training and Employment will be notified.

*Refer Arrivals and Departures of Children Policy.*

## 2.4 Expectations of Children

As part of our commitment to quality care for the children at our centre, we have established some basic expectations for the children to follow. These have been developed with input from the children themselves to give them a sense of ownership over what happens within “their” space and are displayed prominently throughout the service.

- We will walk inside
- We will respect ourselves and others
- We will speak to others the way we want to be spoken to, with respect and dignity
- We will open our eyes to new things, and give them a go!
- We will stay where we can see supervisors (and they can see us) **at all times**
- We have the right to feel safe
- We say no to bullying
- We are active members of our community

We embrace the Wondall Heights State School behavioural policy, known as “Working the Wondall Way: Working Respectfully; Working Responsibly; Working Safely”. Where there is a conflict in approach the “Wondall Way” will be considered authoritative. Also developed from the school the ‘High Five’ is also used as a strategy in behavioural management for the children – Talk Friendly, Talk Firmly, Ignore, Walk Away and Report.

## 2.5 Custody

Parents/guardians who have custodial rights and do not wish the other parent/guardian to have contact with their child/ren must provide a current copy of the custodial papers. These papers must stipulate exact access.

**Whilst every care will be taken to prevent a child being taken by an unauthorized person, there may be instances in which we cannot prevent this from happening. Our educators cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the police will be called immediately.**

*See Court Orders and the Release of Children in Care Policy.*

## 2.6 Safety

Evacuation and lockdown plans are situated at the entrance to each area. We ask all parents, educators and children to familiarise themselves with the procedures.

Fire, evacuation and lockdown drills are practiced regularly. Should you be present during a drill, please participate. Regular evacuation procedures give the children an opportunity to become familiar with the routine and planned evacuation/harassment procedure. All service fire-fighting equipment is regularly tested by the school.

***Refer Workplace Health and Safety Policy, Emergency Equipment and Facilities Policy and Harassment and Lockdown Policy.***

## **2.7 Health and Hygiene**

The wellbeing of all children who attend the Service is of the highest priority, so we ask for your cooperation. To safeguard the health of all children and prevent the spread of infection, please keep your child at home until he/she is fully recovered from an illness. All children who are suffering from an infectious illness will be excluded from the Service to prevent others being introduced to the infection. The Service does not have facilities to care for sick children.

Educators and other staff members observe stringent hygiene practices throughout the day and the Service is cleaned daily. Equipment is routinely checked to ensure that it is well-maintained, clean and safe for children's use. In the case of a minor injury or illness, an educator will attend to the incident and a report will be completed advising you of the details. Please sign this form after speaking with educators to verify you have been advised of the incident.

### **SUN SAFETY:**

Children and educators will wear broad brimmed hats and appropriate clothing when outside. Educators will encourage children, including by way of modeling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 15+), which is reapplied according to the manufacturers recommendations.

Children and educators are encouraged to practice effective hand hygiene by washing hands with soap and running water before meals and/or food preparation activities. Hand rubs/sanitizing gel may be used where soap and water are not accessible.

Wondall Outside School Hours Care is a smoke free environment.

***Refer Health and Wellbeing Policies.***

## **2.8 Illness and Injury**

The Service actively strives to avoid injuries occurring at the Service and to minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible. The rights and responsibilities of parents with respect to injuries and illnesses of their children is acknowledged and will be considered in administering all procedures.

Children with infectious diseases will be excluded from the Service. This is for the safety and wellbeing of the other children and staff as well as your child. Re-inclusion of your child will be considered after consultation with, and recommendation from appropriate health agencies such as Department of Health.

The WOSHC Director will promptly telephone a parent/guardian if a child has been involved in an notable accident or becomes ill. Qualified educators will administer basic First Aid only. If contact cannot be made and it is necessary to seek medical attention immediately, an ambulance will be called to transfer the child to hospital. Please ensure emergency contacts are updated on enrolment forms regularly.

***Refer Illness and Injury Policy, General Health and Safety Policy and Infectious Diseases Policy.***

## **2.9 Medication**

In the case of your child/children requiring medication whilst in our care, written authority from the parent/guardian stating the drug, dosage, dates and times to be administered will be required. A medication authority form to be completed and signed is available from the WOSHC Director. This includes children suffering from Asthma, Anaphylaxis or any other medical condition that requires ongoing medication. An Action Plan is to be supplied when completing authority to administer medication form. Please ensure service is aware of this by detailing on enrolment form.

If a child has a severe reaction or other illness in which timing is vital, a Medical Conditions Management, Communication and Risk Minimisation Plan will be developed between the Service, and parents/guardians to ensure immediate action in the case of an incident.

All medication must be supplied in its original container with the child's name clearly printed on the front. If there is no PHARMACEUTICAL LABEL on the medication, it will not be administered. Non-prescription medication such as PANADOL or COUGH MIXTURES will not be administered by any educator at any time unless authorized by a doctor.

All medication will be administered by two (2) educators. The WOSHC Director and a second educator or 2 educators nominated by the WOSHC Director and will be recorded in a Medication Register which will be signed off by both educators.

Children who become ill at the service will be provided a quiet area to rest while their parents/guardians are contacted to collect their child. Parents are requested to advise the Service (via enrolment forms) of their child's health needs, including medication.

***Refer Health and Wellbeing Policies.***

## **2.10 Daily Routines**

Children are signed in by parents each morning. If your children have not yet had breakfast they may have some supplied by the service. Morning routine can consist of children completing homework, reading, playing board games or other activities. All school age children will be released at 8.40.am. to walk to classrooms. Prep children are walked to their rooms at 8.40 am by educators. If a child has an extracurricular activity which has been authorised by the parent the child will be released to attend this activity at the appropriate time arranged.

Children are signed in by an educator immediately after school. Prep children are walked from their rooms at 3.00 pm by educators to the WOSHC.

A light, nutritious snack will be served from 3.00pm, followed by a meeting time for children to discuss the afternoon activities and general information. A variety of activities such as cooking, craft, sports and music are offered daily with opportunities for unstructured play also available to all children. Homework (optional) time is available for children to access.

## **2.11 Homework**

The Service will provide adequate time, quiet space and supervision to enable children to do their homework if they wish. A home work book is kept at the sign in desk if you require your child to participate in homework. Whilst we support the children in homework, we do not take responsibility for signing off on work.

***Refer Homework Policy.***

## **2.12 Breakfast and Afternoon Tea**

Nutritious and well-balanced snacks will be provided for breakfast and afternoon tea, which include a variety of fresh foods. Through these meals we endeavor to expose the children to cuisine from a variety of cultures. Water is available to children at all times. Please remember to inform the service if your child has any food allergies or has a special diet (including religious or cultural).

Our weekly menu is displayed on the notice board. Detailed information about our Food and ***Nutrition Policy*** is available in our Policies and Procedures Manual, located in the sign on area of the service. Please feel free to discuss any comments, concerns or feedback you may have regarding our Food and Nutrition Policy with the WOSHC Director. All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards.

Wondall Heights State School premises are a nut free area. Absolutely no nuts of any description are allowed on the premises.

## **2.13 Behaviour Management**

The aim of WOSHC is to provide an atmosphere where children have positive and active experiences during their stay. We aim to provide an environment that minimises the potential for frustration and/or conflict. We believe that children require guidance as to what to do, instead of what **not** to do. Therefore, we endeavor to manage behaviour through a positive supportive model, which includes efficient supervision, provision of effective role models, directing or re-directing children to other activities and working with children to set rules, follow the rules and understand the consequences of breaking those rules.

Each child will be treated sensitively, respectfully and with dignity, regardless of their social background, gender, ethnicity or abilities. Encouragement and appreciation of appropriate behaviour will be given freely. Physical, verbal and emotional punishment is regarded as unacceptable and will not be justified or permitted as a behaviour management technique. Any child displaying unacceptable behaviour will be given no more than 10 minutes supervised reflection/quiet time. If unacceptable behaviour continues, parents will be notified. If disruptive behaviour persists, consultation may be necessary with parents, the child, WOSHC Director and Management Committee. A written report will be sent to the parents if unacceptable behaviour continues. A child may be suspended from the program if unsatisfactory behaviour threatens the safety or wellbeing of any child or other person in the Service.

The Service's Rules of Behaviour have been developed in consultation with Wondall Heights State School and educators so that there is minimal conflict between School and WOSHC policies.

***Refer Behaviour Support and Management Policy.***

## **2.14 Damage to equipment or Facilities**

As part of every-day experiences involving children we recognise that fair wear and tear will occur. However, if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a child, it will become an expense to the parent.

## **2.15 Students, Visitors and Volunteers**

Childcare students, visitors and volunteers may visit the service from time to time. During this time, they may be required to complete tasks pertaining to the course they are undertaking including general observations of the service operations and programs. If individual child observations are required, parents will be informed and written permission will be sought prior to any observation taking place. In addition, no student, volunteer or visitor will be left in charge of a group of children. All visitors to our service are required to operate within our philosophy and policies.

*Refer Volunteers Policy.*

## **2.16 Excursions**

Excursions are a valuable part of our overall program, with provision for enjoyment, stimulation, challenge, new experiences and a meeting point between the Service and the wider community. Maximum safety precautions will be maintained, risk assessments completed and written permission will be sought from parents before a child may attend any excursion. Parent permission forms will include the following information:

- The date
- Proposed destination
- Time to and from destination
- Times of departure and return
- Method of transport used
- Activities to be undertaken
- The educator/child ratio
- Educators attending
- The excursion costs

Children are required to have closed in footwear for ALL excursions (No thongs). Children MUST wear a broad brimmed hat and sun screen (provided by parents) at all times during outdoor activities. The Service does have a limited supply of hats and sunscreen for children who have forgotten theirs. Please check Vacation Care schedule for daily requirements. Please note that there will be no changes to the notified itinerary except in an emergency or due to changed weather conditions.

In all cases the whole Service will participate in an excursion. This means all children will need permission slips or not attend the Service on that day as no Educators will remain behind. We will provide ample notice of any such excursion.

*Refer Excursion Policy.*

## **2.17 Transport**

All vehicles used in the transportation of children on excursions will comply with the appropriate legislation and regulations and Transport Operations (Road Use Management) Act, 1995.

Maximum safety precautions will be maintained and travel arrangements will be documented on the excursion permission form.

*Refer Transport for Excursion Policy and Vehicle Restraint Policy*

During Before and After school care children will usually be dressed in school uniform.

During Vacation Care, we ask that children wear comfortable clothing which will enable them to participate in activities. Clothing may get dirty during sport or craft activities, so if you have a child who may possibly need more than one change throughout the day, could you please pack them.

Closed in shoes will be worn when playing outside unless in sand pit or child choice. Broad-brimmed hats will be worn during the relevant times of the day (according to the daily UV rating).

OSHC sport shirt, provided, to be worn on all excursions. Other appropriate clothing can be worn with shirt on excursions; ie. shorts. long pants, skirt. Shirt can be worn over the top of a dress.

***Refer Preventative Health and Well Being Policy.***

## **2.19 Babysitting**

The service does not encourage or endorse educators and parents entering into private babysitting arrangements outside of service hours and therefore we take no responsibility or accept any liability in relation to such arrangements.

## **2.20 Program planning**

Our 'program' includes all the interactions, experiences, activities, routines and events, planned and unplanned, that occurs on a day to day basis. Our aim is to work collaboratively with the children to provide play and leisure activities and experiences that are meaningful to them and support their well-being, learning and development in an environment that allows them 'time' and 'space' to explore, discover, build relationships, solve problems, create, construct, improvise and imagine.

A variety of activities and experiences are available each day of Before, After School and Vacation Care (eg. cooking; painting; clay work; crafts; music; outdoor activities). Programed activities for After School care are available on our weekly program located at the sign in desk. Opportunities for unstructured and quiet play are also provided, including areas for children to withdraw from all activities. Planned activities are also designed to reflect the culturally diverse nature of our community.

The WOSHC Director will happily discuss any aspect of the program with interested parents. Alternatively, surveys can be used as a method to convey parent's and children's thoughts and input into the program. The weekly program is permanently posted at the Sign in area. A suggestions box is also located at the sign in area which parents and children can use to give ideas and feedback on the service.

*To ensure that its programs are effective to deliver the values, aims and objectives of the Service, the service regularly evaluates the structure, process and content of its programs, actively seeking feedback from parents and children via the suggestion box, newsletter surveys; school-wide surveys and parent information evenings, discussions and conversations with children and parents.*

***Refer Educational Program Planning Policy.***

## 2.21 Personal Effects

We understand that children enjoy bringing personal items from home to use at the service; however, we discourage this as items may become damaged or lost.

*The WOSHC Director/educators must be made aware if your children have toys, games, electronic devices which are brought from home and these items should be clearly named with permanent identification. No Phones.*

Whilst every care is exercised, the service assumes no responsibility for damage or loss to any item belonging to any person.

## Section

# 3

## Payment for Care

### 3.1 Payment of fees and outstanding fees

It is our aim to provide a quality service to families at an affordable price. The fee schedule is printed on the Family Handbook Check Sheet at the front of this package. The P&C committee will set fees based on the annual budget (*see **Budgeting and Planning Policy***) required for the provision of high quality child care that is in keeping with our Philosophy, Goals and service Policies and Procedures. Parents will be notified of any changes via Parent Notice board or email.

WOSHC charges an Annual Administration Fee to all families, at the beginning of term 1 each year.

Invoices are issued the week of deduction with one week in advance (unless paying weekly) for the anticipated use of the Service with payments deducted throughout the week. The day may be stipulated by you when completing the Ezi-Debit form. Payments can be made via EziDebit facilities with payment being current week plus one week in advance.

The next weeks invoice will be adjusted by the variation of actual usage on the current week resulting in an appropriate adjustment to payment.

Should your account for some reason fall into arrears for more than one week it may result in enrolment being terminated until fees are cleared. Your child will then go onto the waiting list, re-attending the service when a place becomes available. Should you be having difficulty paying your account please speak with the director as soon as possible to make a payment arrangement.

A debt collection agency may be appointed to recover outstanding money. Contact the P&C Operations Manager to discuss payment of outstanding fees, confidentiality is assured.

Please check current fee structure on the front of your enrolment form. Fees can be reduced with Child Care Benefit. Please contact FAO (136 150) for your family's entitlement.

### **3.2 Child Care Benefit (CCB) and Child Care Rebate (CCR)**

Child Care Benefit (income tested) is a percentage payment made to eligible families to assist with the cost of childcare whilst you are at work or study related. The Childcare Rebate (CCR) is an additional payment to all families to cover up to 50% of their out of pocket child care expenses. In some instances, 15% may be held in retrospect.

It is the family's responsibility to contact the Family Assistance Office (FAO) to ensure their eligibility to claim CCB and CCR. The FAO calculates fee reductions using family eligibility information. Centrelink Reference Numbers (CRN) and birth dates are requested through the enrolment process.

On a weekly basis, our service submits online attendance records for each child. Childcare Benefit calculations are made based on family eligibility details and attendance information as reported by the service. Childcare Benefit and Childcare Rebate Fee reductions are paid directly to services and are itemised on the family account.

### **3.3 Bookings**

At WOSHC we attempt to cater to all families with regard to days needed for care. It helps in our planning for educators and activities if you book children in on regular days according to need.

We understand that some families will be unable to predict days needed and we will try to accommodate, but due to restricted Child Care Benefit and approved places there may be some days we will have to refuse care to casual bookings.

Casual bookings may be subject to a Casual Use Fee.

### **3.4 Attendance**

Please notify the Service promptly if your children will not be attending on a particular day.

Fees will be charged if the appropriate notice is not given. Bookings must be cancelled within the prescribed timeframes:

- 48 hours' notice for Before and After school care;
- 7 working days' notice for Vacation Care.

Allowable or Approved Absences will be used for all other instances, including absences due to illness.

### **3.5 Absences from Child Care**

Families receiving Childcare Benefit are entitled to an initial 42 absence days per financial year, per child. Absence days can be taken for any reason (provided the day being reported as an absence is a day on which care would have otherwise been provided).

Absence days cannot be recorded for a child before the child has begun care or after a child has left care.

### **3.6 Additional Absences**

Once all the first 42 absence days have been used CCB will also be payable for absences taken for the following reasons:

- illness (with a medical certificate)
- non-immunisation (with written evidence)
- rostered days off/rotating shift work (with written evidence)
- temporary closure of a school or pupil-free days
- periods of local emergency
- shared care arrangements due to a court order, parenting plan or parenting order (with copy of documentation)
- attendance at preschool (specific conditions apply)
- exceptional circumstances

Absence days taken for the above reasons, after the first 42 absence days have been used, are called 'additional absence days'. There is no limit on the number of these days for which CCB may be paid as long as:

- they are taken for the reasons specified above, and
- supporting documentation (where required) is provided, and  
they are days on which care would otherwise have been provided.

Should you have any further inquiries please speak with the director.