

Yawarra Primary School

Darwin Rd Boronia 3155

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# OUT OF SCHOOL HOURS CARE VACATION CARE

# PARENT HAND BOOK



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***YAWARRA OUT OF SCHOOL HOURS /VACATION CARE  
PHILOSOPHY AND GOALS***

*To provide a quality primary school-aged childcare service for Yawarra P.S. OSHC which is community-based, flexible and meets each child's need for care in a creative, stimulating, safe and secure environment before and after school and during school holidays.*

The philosophy is implemented by the following goals:

To offer a flexible service that responds to the care and recreational needs of children

To provide an environment for children that:

**is both safe and challenging**  
**fosters individuality, recognizing their needs and interests**  
**promotes the physical health and well being**  
**acknowledges the importance of the middle years of child development**  
**values the benefit of play in both structured and self directed experiences**  
**fosters a spirit of equity and inclusion**

To ensure that the service accurately reflects the needs of children and parents by:

**acknowledging the importance of parents in providing direction for the service**  
**encouraging comments and feedback from all parents**  
**acknowledging and being sensitive to the cultural backgrounds of families**

To meet the National Standards for Childcare

Strive to achieve the highest level of quality as determined by the Outside School Hours Care Quality Assurance System. **We passed with high quality in 2005 and 2008.**

To ensure that staff are able to:

**fulfill the role and responsibilities they are employed to undertake**  
**and to make sure theirs and the children's needs are met**

**WE ARE A REGISTERED SERVICE WHO MEETS ALL QUALITY ASSURANCE AREAS.**

**WE OFFER CHILDCARE BENEFITS FOR ASC/BSC AND VAC CARE  
PLEASE CHECK OUT OUR CERTIFICATE AND ALSO THE  
INFORMMATION ON THE GOVERNMENT CHILDCARE LINE.**

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## **PROCEDURES**

### **BOOKINGS**

Bookings can be made by telephoning the program on 9801 0923 or phoning Carol on 0409 215 483. You can also leave a message on the answering machine.

### **NOTIFYING ABSENCES**

Families are required to notify the service of any changes to booking arrangements. Families who do not notify the service of intention to cancel will be charged the full session times. Families accessing part time or casual care are required to notify the service prior to 5.30 pm the night before. Cancellations for all Before School Care must be done before 5.30pm the night before or if requiring Mondays care it must occur prior to 5.30pm on the previous Friday. You must notify the service by 12 noon on the day of After School Care otherwise the full fee will be charged.

Vacation Care cancellation will not be accepted after the last Thursday of each term before the holidays start. No refund will be given after this day and once the program starts

### **SIGNING YOUR CHILD IN AND OUT**

When leaving your child in the mornings you must sign your child into the program and when collecting them in the afternoons you must sign them out. You must enter the time you are leaving (or collecting) your child and sign next to their name. This is a security process which clearly identifies if a child is still present at the end of the session or in the case of an emergency evacuation. Staff need to be notified if children are going to be signed in or out by someone other than yourself.

### **MAKING AN APPOINTMENT TO SEE THE CO ORDINATOR**

Before you and your children commence at the program we would appreciate the chance to meet with you and discuss your care needs. Should you have any problems or issues that you wish to discuss with the coordinator please phone to make an appointment. We appreciate you keeping us informed of any issues which may affect your child whilst in our care. We are then able to cater for their needs if we have all the relevant information. Any information we are given is treated in the strictest confidence.

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## **END OF TERM EARLY FINISH**

School finishes at 1.30 pm or 2.30 pm at the end of each term. An extra hour /two will be charged on top of normal fee. All regular bookings will be assumed they are attending and any casual bookings can be made by seeing the Coordinator.

## **VACATION CARE**

This is a completely separate booking. This will be advertised four weeks prior in the school newsletter as a separate information sheet. This will contain a program of activities, dates and information for enrolment and any other requirements such as extra costs. Bookings will be taken only on booking nights and not through After School Care.

Full payment is required at the time of all bookings. If a families fee have not been paid by the start of the program their children will be unable to attend. Children must not arrive or depart the program unaccompanied by a parent/guardian. Cancellations must be made by the Thursday prior to the start of the program. No refund will be given for cancellations after this. **ONLY AUTHORIZED PERSONS MAY COLLECT A CHILD.**

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## **POLICIES**

### **Introduction**

**Yawarra Primary School Out of School Hours Service commenced operation in 1995. We originally were in a classroom in the Junior building before we moved to our own premises up near the Canteen.**

The name KIDCARE was decided upon after a competition was held by the school which was open to children, parents and teachers.

Kidcare was set up to provide for the needs of children and their families through the provision of consistent, affordable and quality school age child care.

Kidcare is not financed by the school or any Government body, we rely solely on grants and parent fees (which are subsidised by the Government with CCB) to pay staff wages, food, equipment, staff PDS etc and anything else that is required. The program is managed by a committee who in turn reports to the School Council.

The committee consists of the Coordinator, support staff, 1 representative from school council and most importantly parents/guardians of children using the Program. This committee gives you the unique opportunity of deciding with others how your children shall be cared for at Out of School Hours.

Kidcare operates in accordance with the New Childcare Regulations May 09 and the National Standards for OSHC.

### **ACCREDITATION**

**All services must now be an accredited and display their Certificates  
We have been accredited twice and have passed with High Quality both times**

The aim of Kidcare is to offer children a place to play, relax and to learn new skills in a safe, caring and stimulating environment

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## STUDENT HEALTH AND WELFARE

**Kidcare is run by experienced and dedicated staff that have had a variety of experiences relating to children and are dedicated in providing quality care for them.**

Our funded places for the Program are-

After School Care	25 students
Curriculum Days	30 students (MINIMUM OF 15)
Vacation Care	55 students.
Before School Care	20 students.

Our child/staff ratios are as follows:

- There shall be a maximum of 15 children to one staff member.
- There shall be a maximum of 8 children to one carer for excursions
- There shall be a maximum of 5 children to one carer for swimming.

**CHILDREN MUST NOT ARRIVE OR DEPART THE PROGRAM UNACCOMPANIED BY A PARENT/GUARDIAN. AUTHORIZED PERSONS ARE THE ONLY PEOPLE WHO CAN SIGN IN/OUT YOUR CHILD.**

- All children must be accompanied and signed in and out of the program by parents/guardians/approved person. Arrival and departure times shall be recorded. If a Grade 6 child wishes to leave the program before 8.45 a teacher must come and sign the child out of the program.
- The Program Coordinator must be notified if any changes are to be made in arrival or pick up arrangements. All these must come with written authorisation .Written consent is required for persons other than those indicated on enrolment forms. If children are leaving the program for sport and are coming back to the program a letter is needed for confirmation.
- Children requiring medication must have medication clearly marked with their name on it. Parents/ guardians must register the medication in the Medical Register clearly stating the child's name, the name of the medication and the dosage and times of administration.
- The Program will administer Basic First Aid within the limits of their skills and expertise, maintain a Medication and Illness/Accident Register and inform parents/guardians of action taken. Medical aid shall be arranged in an emergency, where parents/guardians and emergency contacts cannot be contacted. Parents /guardians shall be responsible for ALL costs incurred.

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- All children shall be expected to adhere to the Kidcare rules, Code of conduct and discipline policy.
- Emergency Evacuation procedures will be in accordance with the Kidcares emergency evacuation Displan which is displayed in numerous places around the room at children's eye level as well at adult's level. In the event of an evacuation you will be notified and the children should be collected from the park adjoining the school.
- Children will be encouraged to direct all complaints, concerns or issues directly to the Coordinator.
- Care of the Program venue, grounds, furnishings, fittings, equipment and materials shall be expected at all times. Parents/guardians shall be responsible for any deliberate damage done by their children. In the unlikely event that it is necessary to exclude a child from the Program, the Committee shall take great care to ensure the rights of all involved are taken into account.
- The program will adhere to the School's Sunsmart Policy. Hats and Sunscreen will be worn during 1<sup>st</sup> and 4<sup>th</sup> terms.
- **If a child is still at the centre after closing time the protocol to be followed in line with legal requirements are:**
  1. PARENTS AND EMERGENCY CONTACTS WILL BE PHONED.
  2. STAFF WILL WAIT WITH THE CHILD/CHILDREN UNTIL 6.30 PM
  3. IF BY 6.30PM THE AUTHORISED CONTACTS HAVE NOT BEEN CONTACTED STAFF WILL CONTACT THE PRINCIPAL WHO IN TURN WILL CALL THE DEPARTMENT OF HUMAN SERVICES FOR DIRECTION.
  4. **A \$1.00 LATE FEE WILL BE CHARGED FOR EVERY MINUTE PAST 6.00.PM FOR EACH CHILD TO COVER STAFF COSTS.**

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### Cont.

- When a child becomes ill the parent/guardian will be contacted to make arrangements to have a child taken home.
- The program follows strict hygiene practices and follows requirements from State and Commonwealth legislation. If your child has an infectious disease he/she will be excluded from the program as per legislation. Please look at the list in the Policies book
- Parents information/program news will be posted in the school newsletter and displayed on the program noticeboard
- There is also extensive information for parents in our folders regarding family issues- immunisation, lice, etc and places to go for support (it is a blue book and is situated near the Policy Book. We also update Centrelink news for families which is in the stand near the signing out sheet. If you need any information regarding any problems you have the Coordinator can help you and point you in the right direction regarding welfare issues.

The program follows the school discipline policy and also has its own rules and consequences list which was put together in consultation with the children.

Students will be asked to sign a code of conduct form in regard to this. The program reserves the right to exclude any child who continually exhibits unacceptable behaviour.

A more extensive Parent Policy document is available at the centre.

## ENROLMENTS

The program provides year round care for school age children.

Before children can attend the program families must have completed an enrolment form which includes:

1. Family details
2. Emergency contacts
3. Custody Arrangements- a copy of the court order is needed
4. Indemnity / consent forms
5. Medical History
6. Student Details

The information collected may be required to allow the program to meet some of its legal obligations, provide care for the child while under supervision and discharge its duty of care. Your enrolment in the program confirms your acceptance to abide by all terms and conditions of the Program. All information is held in the strictest confidence. Records are maintained in locked filing cabinets and cupboards.

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## BOOKINGS

As the program follows Regulations that come into force at the end of May'09 and National Standards and is concerned for your child's safety we abide by appropriate staff ratios and rules.

Bookings are taken:

1. To ensure that the correct staff ratios are met.
2. To ensure that the program does not go over its registered number of children per day .We CANNOT go over our limit.
3. All permanent bookings will be charged for unless a doctor's certificate is supplied or cancellation is made the day prior.
4. If the parents do not let the program know by 12noon on the day of attendance for Afterschool care the normal fee will be charged :
- 5. Plus an extra \$ 2.00 if told at 3.30 that they are not attending**
6. Part time or Casual bookings are required to notify the service prior to 5-30pm the night before that they wish to cancel
7. Cancellations for Mondays must occur by 5.30pm on the previous Friday for Before School care.

**FAMILIES CANNOT PICK THEIR CHILDREN UP LATER THAN 6.00PM OR A LATE FEE OF \$1.00 FOR EVERY MINUTE AFTER 6.00 WILL BE CHARGED FOR EACH CHILD TO COVER STAFFING COSTS. IF YOU KNOW YOU ARE GOING TO BE LATE MAKE OTHER ARRANGEMENTS TO HAVE YOUR CHILDREN PICKED UP.**

## HOURS AND FEES CHARGED AT PROGARM

AFTER SCHOOL CARE	3.30 – 6.00	COST	\$ 14.00
BEFORE SCHOOL CARE (No Breakfast after 8am)	7.00 – 8.45	COST	\$ 11.00
CURRICULUM DAY	8.00-6.00	COST	\$ 38.00
VACATION CARE	7.30-6.00	COST	\$ 38.00

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**PERMANENT BOOKINGS** –This reserves your place. Fees are expected to be paid at the end of each week or by arrangements with the Coordinator. Where fees are in arrears, children shall be excluded from the service until the account is settled or arrangements have been made to retrieve the debt. Payment plans can be arranged if circumstances warrant it.

**CASUAL BOOKINGS** – Payment is expected on the night/morning of use. Where fees are in arrears, children shall be excluded from the program until fees are settled.

**PUPIL FREE DAYS** - Will operate only if we have 15 or more children who need care. Payment is required prior to the day.

**VACATION CARE**- This is a separate booking. Families are required to register at specific booking nights. Full payment is required before the commencement of the program. This will confirm your place. A fee will be charged if we have to retrieve outstanding fees. No Refund will be given once the program has commenced

**CHILD CARE BENEFIT** is available to all families. All children will need to be registered with the Family Assistance Office. They then will need to supply us their **Childcare Reference Number and Date of Birth** for all children. We will also need the same information from the **parent** who registered the child. This information then links the family to the new Childcare Management System. Every 3 months the family (if they qualify) will receive 50% out of pocket expenses paid direct into their bank account.

ASC/BSC 555000242T

VAC 555008462L these are the number to quote

**PHONE –136150 OR 132120 (FOR LANGUAGE OTHER THAN ENGLISH)**

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## **PRIORITY OF ACCESS-**

Where demand exceeds supply, access to the program shall be given in accordance to our regulations set out by the Family Assistance Office regulations-

1. CHILDREN AT RISK – ( families in crisis )
2. WORKING FAMILIES
3. CHILDREN OR FAMILIES NEEDING DISABILITY SUPPORT
4. ANY OTHER CHILD

Children who are not yet attending school but will be starting in the new school year may attend the January Vacation Care Program (only by approval from the committee and if staff is available). They are not recognized by Centrelink as a school age child. These children will have to pay full fee and can only attend if a vacancy arises. School age children have first priority.

## **OTHER USEFUL INFORMATION**

**NUTRITION ADVICE**-National Heart Foundation of Australia, Eat Smart Play Smart manual; and the Australian Government National Health and Medical Research Council, Food for Health and Active After school Program .Children also input into weekly menu plans. We also do food charts to see what children like and what is most popular and incorporate this in the weekly shopping.

**BREAKFAST** –Children will be offered a choice of toast, Milo and assorted juices. We will serve Breakfast from 7.00am till 7.45am as we need to be finished by 8.00am when the other children arrive.

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**AFTERNOON TEA**-Children are offered a variety of mixed sandwiches and fruit. Some nights we have a cooking night where children choose what we will be cooking. We also allow children to go out with the assistant and choose what we will be having to afternoon tea that night. We celebrate birthdays, special occasions, and cultural events (where we try food from other countries).

Children then assist with cleaning up and doing the dishes.

**CHILDREN'S INPUT**-At the start of each term we meet with the children and ask for their input into menu planning, activities, procedures, rules and consequences (please see what the children have decided as they are displayed around the room). During the term we have regular meetings at afternoon tea time to find out if the children are happy with the way things are going or if they want any changes to the way things are running. We have a suggestion box which the children put ideas and wish lists in. We open them at our meetings and discuss if the ideas /wishes can be done. Parents you can also participate in this by putting forward ideas that you would like to see us do with the children. One of our parents drew sea creatures for the children to colour in and another donated crepe paper for us to decorate the room with. We have a book on display for children/parents to comment in.

**RECOGNITION FOR THINGS DONE**-Awards and thankyou notices are given to children and families who have contributed to or given donations to Kidcare. One family donated a cupboard for the staff to put their belongings in; others have given moral support and help to the staff through Quality Assurance. We also celebrate children's and staffs birthdays. Special events for the child/children are recognised and also special cultural events are also adhered to eg. Chinese New Year and cultural food etc. We also display children's work and have photos and photo albums around the room so please take a look.

**PROGRAM PLANNING**- We are a small program and we have a great venue with many choices for your child. We believe in the **importance** of a **child initiated approach** allowing children to make choices and decisions. We have an understanding of what children between 5 and 12 are interested in so we can provide a wide range of open-ended activities that will give children the chance to experience success. Our venue is very well equipped with many resources available to them. We have tried to create a homely atmosphere with couches to laze around on. We have Televisions with a choice of DVDs and Videos to watch, quiet areas to sit with friends or just read etc, they have choices between board games, puzzles ,craft, cooking, quiet areas, music, drama, dress ups , home corner, Lego, Wood work, Cars, Hama beads, computers, and Nintendo's. Homework time is offered as we have supplies on hand. Teachers supply us with the Term homework. A book is on Display with the morning/night activities which we evaluate and the children/parents can make comments in it also.

**Your child has a choice of what he/she would like to do so if he/she is bored it is of their own choosing.**

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## **EMERGENCY EVACUATIONS ARE REGULARLY PRACTISED**

Children are taught to recognise the warning signal that is given when we have an emergency situation. The emergency guide is situated around the room and we evacuate to the same area as practised by the school. We do regular Emergency Evacuation procedures.

**CHILDRENS TOYS AND BELONGINGS-** we are happy if children bring along things from home but we are unable to take responsibility for lost, broken or stolen things. We also follow the school rules (if they say no to certain toys we have to abide by the same rule)

**NOTICEBOARD-**All information regarding the program is displayed around the room or it is put into your family pigeon hole. We also have allocated to us a spot on the school web site which you can all access. Important information will be situated next to the sign in/out sheet. The Coordinator will also personally help or tell you information that is important to you as she has direct contact with teachers and the school office. The school has a newsletter which goes out weekly which Kidcare information is all entered, and we have a display outside the main office of all our work and photos.

**RULES AND REGULATIONS –** We follow the schools **Code of Conduct** book which all children will have received. At the beginning of each year we ask all parents and children who go to ASC/BSC and VAC to sign our Code of Conduct form which sets out the steps and consequences we follow.

The children also sit down and work out rules and consequences which they follow when in Kidcare. We have ages ranging from 5years -12 years so children have to learn to share, get along, take in turns and speak nicely to each other, respect others needs and belongings etc.

**WE WILL NOT TOLERATE RUDE OR OFFENSIVE BEHAVIOUR TO STAFF OR EACH OTHER.**

## **FEEDBACK-**

**Please if you have any queries or complaints come and see Carol because unless you tell us, we will not know how to fix a problem that is occurring. We really need your feedback on how things are running. We have a feedback sheet that is near the sign/ out in book.**

**THIS IS YOUR CHILDRENS PROGRAM PLEASE HELP US TO HELP THEM ENJOY IT**