

# LIWARA CATHOLIC OUT OF SCHOOL HOURS CARE

Family Information 2017

5 Tuart Road,  
Greenwood WA 6024

Telephone: 0477994123

Gaye Margetic  
(Educational Leader & Nominated Supervisor)  
E-mail: [OSHC.liwara@cathednet.wa.edu.au](mailto:OSHC.liwara@cathednet.wa.edu.au)



## **Contents**

Welcome

Staff Members

Our Centre Philosophy

Our Centre Goals

Management of the Centre

Confidentiality / Privacy

Settling Children into the Centre

Hours of Operation

- Before School Care
- After School Care
- Vacation Care and Pupil Free Days
- Christmas and New Year Period
- Family Nights

Enrolment

- Definition of Enrolment
- Priority of Access Guidelines
- Non-Attendance Guidelines
- Allowable Absences
- Signing In and Out Sheets
- Procedure For Late Collection

Fees

- Current Fees
- Payment of Fees
- Lump Sum Payment Families
- Childcare Benefit
- Fee Reduction – Family Assistance Office

Parent Grievance Procedure

Program

- Centre Routines
- Equipment
- Children's Activities
- Observations and Annual Review
- Breakfast and Afternoon Tea
- Birthdays
- Staff Ratios
- Children With Special Needs

Guiding Children's Behaviour

- Inappropriate Behaviour
- Limits and Guidelines

Appropriate Clothing – Vacation Care

Excursions

Health and Hygiene

- Immunisations
- Exclusion
- Unwell Children at the Centre
- HIV Impairment and Other Blood Diseases
- Medication

### Safety

- Safe Environment
- Centre Boundaries
- Sun Protection
- Emergency Procedures
- Accidents
- First Aid Qualifications

### Personal Belongings

- Lost Property
- Mobile Phones

### References

- Websites and Documents

## Welcome

Welcome to Liwara's Outside School Hours Care (OSHC). The information in this handbook has been compiled to assist you to become familiar with the guidelines and policies under which the centre operates. Please take the time to read this handbook as the following information has been prepared to assist you and your child's transition to care.

The Liwara Outside School Hours Care Service (OSHC) is an approved childcare service and receives Child Care Benefit (CCB) funding. As an approved provider, our service must comply with current legislation and this is achieved with the support and guidance of Catholic Education WA. This service is part of the licensed children's services run under the Catholic Education Commission Trustees Associations WA.

The policies and procedures under which the service operates are available upon request from your service. A copy of the National Education and Care Services Act 2010 and National Education and Care Services Regulations 2011 will also be accessible to parents.

OSHC was introduced as a service at Liwara in 2010 to give parents the option of having their school aged children cared for before and after school within the education environment they attend during the day.

The policies and procedures outlined in this handbook have been developed and reviewed by the OSHC management team. All staff members have appropriate qualifications and accreditation. The centre follows the National Quality Framework set by the Australian Children's Education and Care Quality Authority (ACECQA).

Liwara OSHC provides high quality care for children and support for working families through our Out of School Hours Care program. We are hopeful that our service allows parents to feel confident knowing that their children are well cared for in a safe environment, by well qualified staff who are passionate about working with children. We provide a physically safe and emotionally secure environment where your child can explore, socialise and expand their interests through a variety of artistic, physical and social activities and interactions with peers.

We are fortunate to have a team of staff who are well-qualified and passionate about working with children and being part of the Out of School Hours Care team. It is through the dedication of our educators that a safe, caring and fun play based environment can be provided. Programs are developed in consultation with children and families attending the program and will be based on children's interests. Our highly trained and experienced educators provide an interactive and fun program that respects children's choice. OSHC provides a place where children can play, relax and pursue their interests in a safe, caring and stimulating environment.

Before School Care assists children to begin the day feeling comfortably well prepared for the school day. A substantial and nutritious breakfast is provided enabling them to start the day feeling alert and energized.

After School Care supports our children to engage in play based leisure activities in a safe, relaxed and enjoyable atmosphere. Children are able to choose what they do thus creating a home like atmosphere encouraging independence and confidence.

Vacation Care enables children to participate in a vibrant and energetic recreational program that is age appropriate, stimulating and enjoyable. Incursions and excursion planned for children are those that they would not normally experience with their family. The children feel relaxed and secure and most importantly are supported to have fun as they participate in an engaging program that fosters creativity, promotes challenge and engagement with the local community.

We believe Liwara OSHC provides a high quality service and to provide the best service possible we listen to our families and therefore we value your feedback by email [oshc.liwara@cathednet.wa.edu.au](mailto:oshc.liwara@cathednet.wa.edu.au) at any time.

### **Our Centre Philosophy**

Liwara Catholic Outside School Hours Care (OSHC) is a school based centre that aims to provide a distinctive, high quality service that promotes learning and development, with particular emphasis on play, social interactions and recreation within the Catholic culture of the school.

We embody the vision statement for Liwara Catholic Primary School – “Our Vision is a community with strong connections where every student has a sense of belonging, feels safe and is known by name and need. As our motto suggests, we strive to be a place of ***Strength in Community.***”

The Core Values of **FAITH, TRUST & RESPECT** underpin the provision of our quality service, ensuring the children’s physical, emotional and social needs are met in a safe, caring and supportive environment. Each child is recognised as a precious and sacred gift from God, created as an individual with their own talents and abilities. The rights and best interests of the child are of paramount concern. Children’s awareness of the environment will be promoted through daily practices and interactions. Staff will model sustainable procedures and children will be encouraged and supported to develop positive attitudes and values and to appreciate the wonder of the natural world, while protecting the planet for future generations.

Our program is guided by the My Time, Our Place Framework and the National Quality Standards for Early Childhood and therefore values input from the children as well as from families, staff and the local community. High quality care is provided by qualified and experienced staff which compliments and supports the values of the school and the community. Staff members promote best practice in everything they do in a professional, skilled, proactive, caring, respectful and approachable manner. Our service is committed to supporting parents to balance work and family life and encompasses Before School Care, After School Care and Vacation Care.

### **Our Centre Goals**

We strive to:

- Recognise each child as a precious and sacred gift from God created as an individual with their own talents and abilities.
- Provide opportunities for intellectual, physical, emotional, social, spiritual, religious and creative development.
- Acknowledge and respond to the uniqueness of each individual.

- Promote an awareness of the need to respect and care for all creation.
- Foster caring, respectful and meaningful relationships with each individual.

## **Staff**

The fully qualified OSHC Educational Leader & Nominated Supervising Officer and Educators all have Working with Children clearances. At all times there is at least one staff member with a Senior First Aid Certificate, Anaphylaxis Training, Emergency Asthma Management and Basic Emergency Life Support.

### **Staff Members for 2017 are -**

Andrea Millar – Principal (Approved Provider)  
 Gaye Margetic – Nominated Supervising Officer – Bach Social Science – Children and Family Studies and, Graduate Certificate in Information Services  
 Deborah Salame – Certified Supervisor – Cert IV Outside School Hours Care  
 Courtney Pearmine – Certified Supervisor – Bachelor Education – Education  
 Keely Morrow Educator – Student – Paediatric Nursing  
 Ben Weeramanthri – Educator – Student – Education  
 Vanessa O'Neill – Educator – Student – Education  
 Ariane Tilbrook – Educator – Student – Education  
 Sophie Newstead – Educator – Student - Pharmacy

## **LOCATION**

The Liwara Out of School Hours Care Centre is located at Liwara Catholic Primary School in the area adjoining the Year 4 and 5 classrooms. Parents can access the Centre from the gates in the staff/visitors car park and the gate closest to Tuart Rd on the access road. OSHC has use of many of the school facilities including the Kindy/Pre-primary playground, under covered area and school oval.

## **Management of the Centre**

The centre operates under the direction of the Principal or Principal's Nominee and is managed by the appointed Educational Leader & Nominated Supervising Officer.

## **National Quality Standards (NQS)**

The National Quality Standards set an Australian benchmark for the quality of education and care services. This enables families to make informed decisions about the services providing education and care to their children. The National Quality Standards are a key aspect of the National Quality Framework.

The National Quality Standards was informed by research about best practice and the way in which high quality education and care contributes to positive outcomes for children. It comprises quality areas, standards and elements. The seven quality areas in the National Quality Standard are:

- Educational program and practice
- Children's health and safety
- Physical environment
- Staffing arrangements
- Relationships with children

- Collaborative partnerships with families and communities
- Leadership and service management

The National Quality Standard is linked to national learning frameworks that recognise children learn from birth and outline practices to support and promote children's learning.

These are:

- Belonging, Being and Becoming: The Early Years Learning Framework for Australia ('Early Years Learning Framework')
- My Time, Our Place: Framework for School Age Care in Australia ('Framework for School Age Care')
- The Australian Children's Education and Care Quality Authority (ACECQA) provides oversight of the National Quality Standard across the country to ensure that services are meeting the new requirements.

### **Confidentiality / Privacy**

The centre protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, staff and management, are kept in a secure place and only accessed by, or disclosed to those people who need the information to fulfil their responsibilities at the centre, or have legal rights. All staff will uphold confidentiality at all times and are given a copy of the Confidentiality Policy to read in their induction and a signed copy is in their staff file.

The *Privacy Act 1988* directs the manner in which private sector organisations, including Catholic schools and systems, manage the personal and sensitive information of individuals.

The purpose of the legislation is to ensure that organisations, which hold information about individuals, handle that information responsibly. It aims to establish a nationally consistent approach to the management of personal information.

All Liwara OSHC educators shall be appropriately informed in relation to the Privacy Act 1988.

[The Catholic Education Office WA - Privacy Policy](#)

### **Hours of Operation**

#### **Before School Care**

The centre is open from 7.00am to 8.30am. Kindy and Pre Primary students are accompanied to their classrooms by a staff member.

#### **After School Care**

The centre is open from 3.00 to 6.00pm. Kindy and Pre Primary students are delivered to the OSHC service by a teacher or education assistant.

#### **Vacation Care and Pupil Free Days**

The centre is open from 7.00am to 6.00pm.

<b>IMPORTANT DATES 2017/2018</b>		
New Year's Day – Public Holiday	Sunday 1 January – Monday 2 January	Centre Closed
Vacation Care	Monday 9 January – 31 January	Centre Open
Australia Day – Public Holiday	Thursday 26 January	Centre Closed
Before/After School Care	Wednesday 1 February – Friday 7 April	Centre Open
Labour Day – Public Holiday	Monday 6 March	Centre Closed
Vacation Care	Monday 10 April – 13 April	Centre Open
Good Friday – Public Holiday	Friday 14 April	Centre Closed
Easter Monday – Public Holiday	Monday 17 April	Centre Closed
Easter Tuesday – Public Holiday	Tuesday 18 April	Centre Closed
OSHC Centre Closure	Wednesday 19 April – Friday 20 April	Centre Closed
OSHC Staff Development Day	Monday 24 April	Centre Closed
ANZAC Day – Public Holiday	Tuesday 25 April	Centre Closed
Before/After School Care	Wednesday 25 April – 30 June	Centre Open
Western Australia Day – Public Holiday	Monday 5 June	Centre Closed
Vacation Care – Pupil Free Day	Monday 19 June – Tuesday 20 June	Centre Open
Vacation Care	Monday 3 July– Friday 14 July	Centre Open
Before/After School Care	Monday 16 July -	
Vacation Care – Pupil Free Day	Friday 22 September	Centre Open
Queen's Birthday – Public Holiday	Monday 25 September	Centre Closed
Vacation Care	Tuesday 26 September – Friday 6 October	Centre Open
Before/After School Care	Monday 10 October – Friday 15 December	Centre Open
Vacation Care	Monday 18 December – Friday 22 December	Centre Open
Christmas Day – Public Holiday	Monday 25 December	Centre Closed
Boxing Day – Public Holiday	Tuesday 26 December	Centre Closed
OSHC Centre Closure	Wednesday 27 December – Friday 5 January	Centre Closed
New Years Day – Public Holiday	Monday 1 January	Centre Closed
Vacation Care	Monday 8 January – Tuesday 30 January	Centre Open



The centre will be close for two weeks over the Christmas/New Year period. This will typically begin in the week before Christmas until just after New Years Day. The dates will vary from year to year depending on the day of the week Christmas is celebrated. The service will usually close over the Easter week. Some years Easter does not fall during the school holidays. If this occurs the service may be closed during the April school holidays.

### **Learning Journey**

The centre is open for families to visit when the Liwara School Learning Journey is held. This is a time for staff and parents to catch up in a relaxed atmosphere.

### **CHILD CARE REBATE**

CCR is a payment from the Australian Government that helps eligible families with the cost of child care. If you are using approved child care for work, training or study- related reasons the Australian Government may provide you with 50 per cent of your out-of-pocket child care costs up to an annual cap.

Liwara Outside School Hours Care (OSHC) is an approved OSHC provider, parents are able to apply for Child Care Benefit (CCB) and Child Care Rebate (CCR). We find that most of our families are eligible for the rebate by applying for both the CCB and CCR. Parents need to provide a CRN# and date of birth of their child to receive their government payment.

### **Enrolment**

Liwara OSHC, as the approved provider of the service, is required to maintain a record of each child to ensure the safe and appropriate care of children and compliance with legislation.

A new enrolment form is to be completed prior to the commencement of each new year.

Should you wish to enrol your child you will need to know the following enrolment procedures. All Liwara OSHC enrolment forms must be completed prior to enrolment. When submitting completed enrolment forms;

- They will be classed as "informal" until Customer Reference Number(CRN) (from Centrelink) and Date of Birth (DOB) of the child and the claiming parent are provided. Once these details have been provided, the enrolment is formalised and Child Care Benefit (CCB) can be claimed.
- Provide any necessary documentation (eg) custodial papers, court orders, Birth Certificates, Immunisation Records and Medical Conditions.
- Note: Liwara OSHC accepts enrolments for school aged children from Kindergarten to year 6. Kindergarten children can attend once they have completed their first two weeks in Kindy. (Vacation Care is available for children in Kindergarten to year 6.)

### **Definition of Enrolment**

---

- Informal: CRN not provided for child/ren and claiming parent.
- Formal: CRN and DOB provided for child/ren and claiming parent.
- Permanent: Attending regularly on some or all days of every week.
- Casual: Infrequent/Occasional Attendance – subject to availability.

### **Priority Of Access Guidelines**

Every Child Care Benefit approved child care service has to abide by the guidelines and tell you about them when you enrol your child into care. The Australian Government has determined Priority of Access Guidelines for allocating places in childcare services. These guidelines set out the following three levels of priority:

Priorities

- First Priority: a child at risk of serious abuse or neglect
- Second Priority: 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'
- Third Priority: any other child.

Within these main categories priority should also be given to the following children:

- children in Aboriginal and Torres Strait Islander families
- children in families which include a disabled person
- children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of \$43,727 for 2015-2016, or who or whose partner are on income support
- children in families from a non-English speaking background
- children in socially isolated families
- children of single parents.

In addition to the above Priority of Access Guidelines it is the preferred practice of Liwara OSHC that acceptance of bookings will be in accordance with the following:

- the siblings of children currently attending the service
- children currently enrolled at the school

For more information on Priority of Access Guidelines please refer to

[Priority Access Guidelines](#)

### **Non Attendance Guidelines**

**To avoid being charged for non-attendance please ensure you follow these guidelines -**

One week's notice of non attendance is required to avoid being charged. All messages of non-attendance of children can be left in the parent communication book. Alternatively, you can call or SMS the Nominated Supervising Officer: Gaye Margetic - 0477994123

### **Allowable Absences**

Each family is entitled to 42 days of absence per year while claiming child care benefit. An absence may be defined as; a sick day, holiday or occasional absence. Once the 42 day allowable absence have been taken, full fees will apply for subsequent absences, as Child Care Benefit cannot be claimed for these additional days. **Parents need to ensure that absences are signed for on the attendance record next time they visit the centre to remain eligible for Child Care Benefit.**

When all allowable absences have been used CCB entitlements are payable on all approved absences. These must be recorded with the adequate documentation e.g. Medical Certificate.

### **Signing In and Out**

Our primary concern is the welfare and safety of your child. We therefore request that you comply with the following requirements.

Accurate attendance records need to be kept and checked each day. Whoever brings your child to the centre or collects your child at the end of the day is required to initial the child's times of arrival and departure.

Only a parent or persons nominated on the enrolment form can sign.

If an unauthorised person arrives to collect your child, the child will not be released until your authorisation (preferably in writing) has been obtained. The unauthorised person will be required to show photo ID (driver's license) to staff for verification.

Sign IN and OUT Attendance sheets have been developed for this purpose. This is a legal requirement of the Family Assistance Office.

If you do not complete these records you will not be eligible to claim Child Care Benefit.

### **Procedure for Late Collection**

If a child has not been collected 20 minutes after closing time and the parents/guardians of the child, nor other emergency contact persons can be contacted, the centre will contact the Principal.

A late fee of \$5 per every 5 minutes or part thereof will be charged for each child who remains at the centre after 6-00pm.

### **Fees**

In order to maintain viability and quality, the service needs to ensure parents are clear about operational and fee paying policies, and that fee payments are made when due. All staff are required to provide relevant information and assistance to parents in a courteous and professional manner. Staff must ensure they are informed about payment procedures and refer parents to the appropriate person for any further assistance.

### **Current Fees**

Our fees are reviewed on an annual basis. Our current fee schedule is:

<b>Before School Care</b>	<b>After School Care</b>	<b>Vacation Care and Pupil Free Days</b>
7.00am – 9.00am \$18 Includes breakfast	3.00 pm - 6.00pm \$28 Includes afternoon tea	7.00am – 6.00 pm \$72 Includes excursions breakfast and afternoon

		tea. Lunch is also provided on days when we remain at the centre.
--	--	---

## CASUAL BOOKINGS

### Before and After School Care

20% loading will be charged for all casual bookings made with less than 7 days notice. Permanent bookings are preferred as this allows us time to plan staffing, food and resources.

### Vacation Care and Pupil Free Days

20% loading will be charged for all bookings made with less than 7 days notice. A cancellation fee of \$36 will be charged for any bookings cancelled with less than 7 days notice.

## Payment of Fees

Our centre's operation is dependent on receipt of income from fees. Please read the following information carefully:

- Fees for all enrolled children will be charged on a weekly basis, one week in advance.
- Fees can be paid either in cash, credit card or EFTPOS to the centre Supervising Officer. You may also pay by direct transfer into the OSHC account. **(Please note the OSHC account is different to the school account.)**
- Invoices for all fees will be emailed weekly for the current week plus one week in advance.

Parents will not be charged if a booking has been cancelled in writing giving 7 days notice. The 20% charge will be applied to any daily booking made without 7 days notice.

Any families experiencing difficulties in meeting their fees need to speak to the Nominated Supervising officer or alternatively either the Bursar or the School Principal to make mutually agreeable arrangements. Failure to do so may result in the cancellation of the child's place.

## Lump Sum Payment Families

Families, who receive a lump sum payment at the end of the financial year instead of having their fees reduced during the year, need to have a Customer Reference Number (CRN). You need to complete a request form for a CRN for the parent claiming the benefit and one for each child attending care at the centre. The service needs to have this number at the beginning of the year, before the first statement, as the payment will not be backdated.

**Please note:** The forms that you sign for the purposes of CCB are legal documents and we remind you that giving false information is a criminal offence. It is your responsibility to notify Family Assistance Office if your circumstances change.

### **Child Care Benefit**

Families who meet the Australian Residency Requirements may be eligible for Child Care Benefit (CCB). You can apply for this payment, which will reduce your child care fees or entitle you to a lump sum payment at the end of the financial year from the Family Assistance Office.

### **Fee Reduction – Family Assistance Office**

Families' income is assessed and is used to determine the amount of CCB. The Family Assistance Office will send the service and the family an assessment notice. You must lodge your application within 28 days of your child beginning care, to ensure your Childcare Assessment Notice reaches the centre in time to backdate your entitlements, to the time of beginning care. **The centre is only able to reduce your fees on receipt of your Childcare Assessment Notice.**

### **Parent Grievance Procedure**

If a parent has a complaint about any aspect of the service they may discuss the problem with the relevant staff member or with the Nominated Supervising Officer. If the parent feels the problem is not resolved they may take the matter to the Principal for resolution, either through the Nominated Supervising Officer or by writing directly to the Principal.

### **Orientation**

Enrolment and orientation experiences enable the service and families to work toward the common goal of promoting consistent quality outcomes for individual children and the service as a whole.

The orientation process provides the opportunity for families and staff to discuss the individual needs and care arrangements for each child.

New children will be introduced and welcomed to the group and staff will show new children safe and suitable approved areas the children can access. Staff will assist all new children to settle in to ensure they are feeling welcome. The service has an open door policy and encourages families to spend time with their children in the service. At all times families and children are encouraged to ask questions, provide feedback and offer suggestions about the service and its program.

Further information and policy documents regarding enrolment and orientation are available upon request.

### **Settling Children into the Centre**

Please be assured that you may call whenever you wish to discuss your child. If a child becomes upset after their parent has left we will try to distract them with an activity. We will always let you know about your child's day upon collection. We are aware that your child may or may not have had previous experience in multi-aged group setting and younger children in particular may need time to settle and feel

secure. We will encourage the children to feel at home and make new friends and to ensure that children of all ages treat each other with care and respect.

### **Centre Routines**

The activities conducted at the centre are built around daily routines.

The routines include arrival, taking the attendance record, prayer, snacks/drinks, hand washing, lunch break when on Vacation Care. Where possible the activities take into account; the developmental needs of children, children's attendance patterns, climate and physical environment, numbers and ages of children, new children entering the group as well as parental expectations.

### **Equipment**

The centre has a wide range of equipment that is suitable for children of all ages.

The equipment is regularly maintained and updated.

When it is clear that a child has wilfully caused the destruction or loss of equipment the centre will request the child's parent replace the item.

### **Staff Interactions and Relationships with Children**

The service aims to provide a responsive and inclusive environment for children where the educators relate to them in a friendly and respectful manner. Educator interactions with children are further enhanced through program implementation and daily communication.

At the beginning of and throughout the year, children are given the opportunity to identify the choices they believe will best provide them with an enjoyable, safe and happy experience. A copy of these choices will be displayed within the service for educators, volunteers, parents, visitors and children to view.

### **Respect for Children**

This service is a place where children, educators and parents are treated as individuals and respected for their cultural and gender differences. We endeavour to include all children in programmed activities and to meet the needs of each child and family within the parameters of equipment, resources and facilities available.

The dignity and rights of the child are respected at all times. The service promotes the use of positive behaviour support techniques when guiding a child such as encouragement, appreciation and modelling appropriate behaviour.

The service endeavours to:

- provide an environment that enhances the emotional and physical health of the child, stimulates the children's involvement in activities and encourages self-esteem and a sense of achievement
- provide a variety of options to help children be a part of the decision-making process
- provide children with uninterrupted play periods where they can become fully involved in and extend and complete activities
- ensure that interactions with children are always consistent, harmonious, fair, warm and sensitive. Service staff encourage children to learn about their own rights and develop a respect for the rights of others

- ensure educators instructions are positive and age appropriate (e.g. “please walk” instead of “don’t run”)
- maintain a consistent routine and give children advance notice of what is happening next as well as offer an explanation if a change must occur
- ensure confidentiality (and that children are not within hearing distance) when discussing children’s behaviour with the parent
- ensure photographs of children are not taken or displayed without written permission from parents. This includes video, still film and digital images.

OSHC Educators have the responsibility to provide opportunities for children:

- to have fun and feel comfortable in themselves and with others
- to be treated justly, fairly and sensitively and to have their grievances heard
- to be acknowledged for their achievements
- to be treated with courtesy and respect
- to be treated consistently and equitably by service staff
- to play and be challenged in a safe environment
- to be involved in the development of the rules of behaviour, the aesthetics of the service and other aspects of the program.

### **Children’s Responsibilities**

As participating members of our service children have clear responsibilities:

- to be courteous and respectful to other children, educators, parents and visitors to our service
- to participate in activities with an attitude aimed towards learning and having fun
- to show care for belongings whether their own, others, or belonging to the service
- to cooperate with educators and peers to further improve the quality of time shared together
- to remember, follow and respect service and school rules and boundaries whilst at the service.

### **Inclusion and Diversity**

Our service provides an inclusive and open program where all children are considered unique individuals and diversity is valued. We aspire to:

- provide a variety of activities that encourages the participation of all children
- be aware of the children’s home environment and individual social needs
- cater for children from all cultural backgrounds who may have special dietary and/or communication requirements
- encourage interaction between gender and age groups in a positive way with organised activities and games
- encourage children to cooperate and to help each other with activities and routines
- provide a wide variety of materials (appropriate to developmental stage) in sufficient amounts to ensure any child is not waiting for long periods of time for their turn

- cater, where possible, for children with special and/ or additional needs, including staffing changes and special requirements associated with their care.

### **Homework**

OSHC recognises the importance of homework. Whilst it is the policy of the service that homework is a parent/ child responsibility we endeavour to create a time and place whereby homework may be completed. Educators are able to assist with homework from time to time depending on numbers and ratio requirements; however staff cannot mark or correct the child's work.

### **Child Concerns**

The service respects and supports all children's right to express their concerns and grievances.

Staff actively listen to and encourage the children to express their likes, dislikes, concerns or feedback regarding any aspect of the services operation during planned and spontaneous activities.

The service employs educators who have a sound knowledge of child development. They are encouraged to continuously update their skills through professional development. This ensures they are able to support children to express their ideas and opinions by guiding

### **Program**

Our staff is supportive and encouraging and they will communicate with the children in a friendly, positive and courteous manner in order to establish a warm and caring relationship with each child. Educators are happy to discuss your child's participation in the program with you.

### **Programming and Evaluation**

Liwara OSHC is committed to providing a quality program where the children's physical, emotional and social needs are met in a safe, caring, and supportive environment.

The service provides a program where children have access to a wide variety of safe and stimulating age and developmentally appropriate activities, including indoor and outdoor opportunities. They are developed to cater to the social, intellectual, physical and emotional needs and interests of all children present.

The program reflects the importance of play and leisure in childhood, cultural diversity of the community, abilities of the children, and individual uniqueness, whilst incorporating the views of parents and the children attending the service. Programs are non-gender, culture or age specific and are developed to reflect the service's philosophy, goals, vision, mission and values.

Children will be encouraged to contribute to the program planning. The program will be child centred and will allow them the opportunity to pursue their own interests. Depending on resources available there may be alternative choices when a child does not choose to participate in a particular activity.



The service's programs are evaluated regularly and include feedback, suggestions, comments and views from parents, children and service staff.

Information collected from parents via the Enrolment form is taken into consideration in the programming.

Children with special and/or additional needs are encouraged to participate in all activities. These activities may be modified by staff to ensure that all children are treated with dignity and their uniqueness and individuality respected.

The service welcomes family contributions to aspects of the programming through donations of resources, equipment, and invited participation in activities.

### **Observations**

All children are placed in a programming cycle and anecdotal notes and observations notes are made at least once a term. From these observations we are able to program for your child accordingly.

### **Breakfast and Afternoon Tea**

Healthy snacks form a significant part of the Centre's routine.

Breakfast will be provided for children attending Before School Care and Vacation Care.

Please make sure that any food allergies, strong dislikes and special dietary requirements your child may have are recorded on the enrolment form and discussed with the Supervising Officers.

The centre provides afternoon tea for After School Care and Vacation Care. During the Vacation Care program parents are required to provide morning tea and refer to the program for lunch requirements. The snack menu is varied, balanced and nutritious. Children occasionally make their own sandwiches as part of the planned activity program. Children are taught how to store, prepare and serve food hygienically. The weekly menu is displayed in the centre. Breakfast and snack times are treated as social occasions. The staff may sit with the children during these times to interact with them, provide help where needed and set a good example for the children.

### **Birthdays**

Children's birthdays are a special day that children like to celebrate with us. Children will be encouraged to be the 'Junior Educator' on their birthday.

### **Supervision**

The centre will maintain high levels of supervision of children at all times.

The staff: child ratios contained within the Educational and Care Services National Regulations 2015 for Outside School Hours Care will be strictly adhered to at the centre. These ratios are:

### **Staff Ratios**

Attendance – no Kindy Children in attendance

Before School - 1:10 and 2:26  
After School - 1:10 and 2:26  
Pupil Free Days and Vacation Care - 1:10 and 2:26

Attendance – with Kindy Children in attendance  
Before School - 1:10 and 2:20  
After School - 1:10 and 2:20  
Pupil Free Days and Vacation Care - 1:10 and 2:20

A risk assessment is completed for all excursion and special activities in or outside the centre. Ratios are appointed according to the severity of the risk. Water activities are generally 1:5 ratio and a staff member with Aquatic Rescue Training will always be present when activities consist of a body of water e.g. pools.

There will be a minimum of two staff members on duty at all times. This is to ensure children are appropriately supervised. Staff will position themselves where they can see all the children under their supervision and listen carefully to what is happening so they can anticipate their child's needs. Staff will join in the children's play and encourage them to try new experiences. Children playing outdoors will be appropriately supervised and given opportunities for self discovery and freedom of choice. Children will be regularly reminded of safety procedures for play equipment.

Children playing outdoors will be appropriately supervised to ensure each child's safety. Children will be given opportunities for self-discovery and freedom of choice. Staff will judge when children need an adult to facilitate play or join in at a child's request. Children will be regularly reminded of safety procedures for fixed play equipment and also be encouraged to try new challenges, appropriate to their developmental stage.

### **Children with Special Needs**

Where the child being enrolled in OSHC has a disabling condition, disorder or significant health care need, the Approved Provider & Educational Leader (Principal), in consultation with the Catholic Education WA, will use their discretion to make an enrolment decision based on the capacity of the centre to make adequate provisions for the child.

### **Guiding Children's Behaviour**

Learning appropriate behaviour is part of your child's social development. Our Staff aims to help children to be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations.

You are encouraged to discuss your child's behaviour with the centre staff to ensure consistent behavioural expectation between home and the centre. Limits to children's behaviour will always be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way. Children will be

encouraged to settle their differences in a peaceful manner. The staff will focus on positive behaviour, providing praise and encouragement, where appropriate.

Developing a supportive relationship with the children encourages them to learn skills in self discipline. Punishing a child stops the negative behaviour for a while but does not teach the child self restraint. When "Thinking Time" is used as a consequence of negative behaviour, the reasons will be discussed with the child. "Thinking Time" will be no longer than 5 minutes. A "cooling off" period may be needed so the child can calmly discuss the situation. Educators will always talk to the child calmly and respectfully. The child will be reminded, in positive terms, of the expected behaviour.

**At no time will a child receive any form of corporal punishment e.g. smacked, or be placed in a room alone, made immobile, frightened or humiliated in any way, verbally or emotionally punished, nor will food or drink be withheld as a form of punishment.**

The Supervising Officer will keep parents informed of any difficulty in managing a child's behaviour which results in disrupting the program or putting other children at risk.

If a child misbehaves the following system will be used;

- First warning-verbal reminder about behaviour.
- Second warning verbal reminder about behaviour,
- When child reaches 3<sup>rd</sup> reminder they will be redirected to another activity for 5-10 minutes.

If a child reaches the 4<sup>th</sup> reminder the Supervising Officer will discuss the child's behaviour with parents.

### **Inappropriate Behaviours include**

Unacceptable behaviours include teasing, name calling, bullying, swearing, inappropriate language, pinching, biting, punching, hair pulling, wilful damage to any property, failing to comply with instructions of the Supervising Officer or other staff, disrespectful behaviour/language towards staff and anything that compromises the health and safety or well-being of the other children in the centre.

Staff will discuss the issue of bullying with the children and make it clear that this kind of behaviour is not acceptable at the centre. Children will be encouraged to speak to staff if they see, or are subjected to bullying behaviour.

### **Limits and guidelines**

We find the following limits/rules necessary to protect the safety and well-being of every child and ask parents to reinforce these with their child:

- Move and play safely
- Care for yourself, others, equipment and property
- Resolve problems calmly, sensibly and fairly
- Respect others through speech and manners
- Work and play as well as you can and allow others to do the same

The Supervising Officer and staff are always available to discuss and assist with any concern a parent may have, in respect to a child's behaviour or participation in the program. Persistent behavioural problems will need to be addressed with the Principal.

### **Appropriate Clothing – Vacation Care**

During the day your child will participate in many different activities and it is important that they are dressed in appropriate clothing. Remember, children are hard at "work" while they are with us and often the most beneficial learning experiences come from messy play. We encourage children to wear aprons when painting or participating in messy activities.

Children are encouraged to wear sensible footwear and comfortable casual clothes suitable for climbing, running or painting.

Children need to be aware of sun protection and will need to wear shirts with sleeves; not shoestring straps or singlet tops. Children must also wear a hat when playing outside. Please refer to our sun safety policy that all children need to comply with. Staff will wear hats when supervising outdoor activities.

### **Excursions**

Excursions are considered to be an integral part of the children's program and will therefore be arranged from time to time to provide a broad range of learning experiences for the children. Children will be taken on excursions outside of the centre as part of the planned activities.

Permission for walks to the local park is granted or denied on the enrolment form. For all other excursions written permission will be sought from parents and details of the outing provided in writing. All excursions will comply with the Education and Care Services National Regulations 2012.

The Vacation Care Program will be available for families by week 6 of the school term to ensure that families are aware of what we are doing and are able to arrange suitable care for your children.

### **Health and Hygiene**

In group care situations one of the most difficult areas to control is the spread of infection amongst both children and staff. We apply preventative measures to avert the spread of infection. Staff role model a high level of personal hygiene and place emphasis on the children learning and understanding why hygiene is important. Hand washing is central to this system and children will be asked to wash their hands before all food preparation, after art activities and after using the toilet. We apply preventative measures to avert the spread of infections.

### **Immunisation**

Immunisation is important for children and families as it protects against harmful diseases. Full immunisation records are required on enrolment. If your child is not immunised you may need to provide a letter to the service stating that you have chosen not to immunise your child. From 1 January 2016, children must be fully immunised to receive the following government benefits –

- Child Care Benefit
- Child Care Rebate
- Family Tax Benefit Part A end-of-year supplement

### **Exclusion**

As a protection for all children and staff the following exclusion guidelines apply to all children enrolled in the centre.

*Children with infectious diseases will be excluded from the centre in accordance with the Government of WA Public Health Communicable Disease Guidelines.*

*A medical certificate is required after contracting Diphtheria, Hepatitis A, Polio, Tuberculosis, Typhoid and Paratyphoid before your child can be re-admitted to the centre.*

### **Unwell Children at the Centre**

The centre is not able to care for children who are ill. The following guidelines have been developed to protect your child and the other children attending the centre.

Parents are asked not to bring children who are unwell to the centre. If a child has more than a slight cold staff should check with the Nominated Supervisor before accepting the child. Fevers, vomiting, diarrhoea or unexplained rashes are indications that a child should not attend the centre.

It is important that the Supervising Officer be notified if your child has been unwell or received an injury since last attending the centre. If a child is receiving medication at home but not at the centre, the centre should still be notified of the purpose of the medication, its nature and the possible side effects it may have on the child while they are in our care.

In the case of your child becoming ill at the centre, every effort will be made to contact the parent. The child will be made comfortable and separated (but cared for) from the other children until a parent arrives to collect the child. The Nominated Supervising Officer has the discretion to call an ambulance or doctor if urgent medical attention is required. Every effort will be made to contact you or your nominated emergency contact person. All medical and ambulance costs are the parent's responsibility.

A record of the child's symptoms and any actions taken will be recorded on the centre's Accident/Illness Record Form. Children away due to illness are required to provide a medical certificate to ensure that you are still eligible to receive CCB payments.

### **HIV Impairment and other Blood-borne Diseases**

We believe that all children should have an equal opportunity to access quality care in a safe, healthy environment. Therefore we allow the inclusion of any persons with AIDS, Hepatitis B or C, or any other blood-borne diseases to the centre. The centre recognises that HIV/AIDS and Hepatitis B and C like any other disease are best dealt with by the application of preventative measures.

### **Medication**

The giving of medications to children will be strictly monitored to ensure the child's safety and welfare.

Staff with first aid qualifications will administer medications to children.

The administration of medication will by centre staff will only carried out -

- When the parent has completed and signed the centre's 'Authority to Give Medication' form with information of when the last dose of medication was given.
- Self-administration of medication by an enrolled child is not allowable without direct supervision from a staff member, except for the use of Ventolin or through written agreement with the parent.
- It is prescribed by a doctor and has the original pharmaceutical label detailing the child's name, the name of the medication, the required dosage, the date of dispensing and the expiry date; OR
- It is still in the original pharmaceutical packaging (i.e. Non-prescription medication), indicating the name of the medication, the dosage and the expiry date. No medication is to be left in your child's bag other than Ventolin. All other medications must be handed to the Supervising Officer on arrival at the centre.

Parents must give medication to a staff member, who will place it in the medication cupboard or the fridge.

Staff will follow centre procedures carefully when administering medications and always verify the dose, time and child with another staff member before administering. Each dose administered will be recorded and kept with the Authority to Give Medication form.

Children who have long term health conditions, that require ongoing medication, will need the child's doctor to provide full details of the medical condition, correct dosage of medication and how the condition is to be managed on a Special Health Needs Support Plan, Medical Action Plan or Emergency Action Plan. Parents are required to endorse this information and give permission to staff to administer medications as directed by the doctor. Special Health Needs Support Plans, Medical Action Plans or Emergency Action Plans must be provided annually with the child's enrolment form.

If your child is attending After School Care and has medication that they need to take whilst at school, the medication must still be handed to the Supervising Officer. If the medicine needs to be administered whilst at After School Care parents are still required to complete a medication form before hand and to advise staff.

### **Safety**

Liwara Catholic School OSHC aims to provide a safe environment in which children may play in and explore their world free from harm. In the event of an accident, appropriate first aid or CPR will be applied by trained staff. If an emergency or natural disaster occurs at the centre, the children and staff will be well practised in the required procedures to ensure, as far as possible, the safety and well being of each person present.

### **Safe Environment**

All equipment and furnishings are checked regularly to ensure they are in a thoroughly safe, clean and hygienic condition and in good repair. In this regard staff will report any equipment and/or area that is not clean or in a safe condition or any evidence of vermin to the Nominated Supervisor.

Our centre aims to protect the health and safety of children and staff at the centre and in the interest of Occupational Safety and Health and the well being of the children, the centre as part of the school, is a smoke free zone.

### **Centre Boundaries**

All children are required to become familiar with the centre boundary plan that is displayed in the centre, and clearly delineates the services boundaries and areas where children may safely play. When children are playing in other areas of the school and grounds within the boundaries they will be supervised by an educator and in accordance with staff/child ratios.

### **Sun Protection**

Our Sun Protection Policy has been developed to ensure that all children, employees and visitors attending this centre, are protected from skin damage caused by the harmful ultraviolet radiation (UVR) from the sun. It is to be implemented throughout the year.

To ensure all children attending the centre are protected from skin damage caused by harmful ultra violet rays of the sun the following applies:

- Children will wear a hat when outside.
- SPF 50+ broad-spectrum water resistant sunscreen is provided for children and applied 20 minutes before going outside. If an alternative sunscreen is required by a child this will need to be supplied by parents
- Outdoor play will not occur in extreme heat or at the hottest time of the day.

- Staff will act as role models, by wearing hats and following sun smart procedures.
- Sunscreen protection will be provided at all times throughout all seasons.

Children who do not have their hats with them will be asked to play in an area fully protected from the sun. Our centre considers cultural differences and is prepared to adapt to meet individual customs i.e. wearing specific head attire.

### **Emergency Procedures**

Emergency procedures will be practised to ensure that children and staff are familiar with the procedures should an emergency occur.

Emergency evacuation and safety drills will be practised at the centre with staff and children at least once each term and once each holiday. Evacuation procedures are displayed. Parents are asked to familiarize themselves with these procedures.

A record of each drill of emergency procedures will be made on an 'Evaluation of Emergency Evacuation Drills' form. Parents can be provided with a copy of the emergency evacuation procedures on request.

### **Accidents**

Despite every precaution, accidents may occur. The following guidelines will be implemented in the event of an accident.

Written authority, through the enrolment process, gives permission for staff to seek medical attention for the children in the case of an accident. In the case of a minor accident only staff members who are qualified in First Aid will attend to the injured child. Depending on the injury the parent will be contacted at the time of the accident or informed about the incident when they arrive to collect their child. If a serious accident occurs which requires more than first aid treatment the parent will be contacted immediately or if the parent cannot be contacted the emergency contact person will be phoned. The child's injuries will be assessed and either an ambulance will be called or the child will be taken to a local clinic or medical practitioner for treatment. A staff member will accompany the child until the parent is able to be there. Parents will be provided with a copy of the accident report by the person in charge at the centre.

**Note: Children enrolled at Liwara Catholic Primary School are also covered by the Catholic Church Insurance. The CCI accident report form will also be completed.**

### **First Aid Qualifications**

It is a requirement that at least one staff member with First Aid and CPR qualifications is on duty at the centre at all times. The centre will also have a staff member present with Aquatic Rescue Training when going on water excursions or pool activities.



First Aid will only be administered by a staff member with current First Aid qualifications.

A fully equipped First Aid Kit is maintained at the centre.

### **Personal Belongings**

The centre provides a wide variety of sports equipment, games and toys for all children to play with during the school term.

If children bring personal toys into the centre, the Supervising Officer has the discretion as to whether the child is allowed to play with the toy or not. No responsibility will be taken for loss or damage of personal items.

### **Lost property**

Any items brought into the centre by children must be clearly marked with the child's name, especially items of clothing.

There is a lost property box at the entrance of the centre which should be checked every week.

The centre will not be liable for lost or damaged belongings. It is highly recommended children do not bring valuables to the service.

### **Mobile Phones**

Use of mobile phones by children is not permitted in the centre. Mobile phones should be handed to the Supervising Officer for safe keeping.

**Thank you for taking the time to read this information.**

**Please speak with the Nominated Supervisor if you require any further clarification.**

We strive to work in partnership with parents to provide a high quality OSHC service. We welcome involvement of parents in the centre and your ideas and suggestions will be greatly appreciated. We are always happy to have people come into the centre with interesting things to show, share and make with the children.

We welcome the opportunity for parents to share information about their children that will assist us to make their stay a rewarding one. Your feedback is invaluable in future planning and programming of activities.

This booklet was prepared by the Nominated Supervising Officer and Principal of Liwara Catholic Primary School.

## References

- ACECQA – Australian Children’s Education and Care Quality Authority.
  - [www.acecqa.gov.au](http://www.acecqa.gov.au)
- National Quality Framework
- National Quality Standards
- Education and Care Services National Law 2012
- Education and Care Services National Regulations 2012
- My Time Our Place Framework for School Aged Care
- Department for Child Protection – [www.dcp.wa.gov.au](http://www.dcp.wa.gov.au)
- Department for Communities – [www.communities.wa.gov.au](http://www.communities.wa.gov.au)
- Priority of Access Guidelines – Department of Education, Employment and Workplace Relations – [www.deewr.gov.au](http://www.deewr.gov.au)
- Privacy Act – [www.privacy.gov.au/law/act](http://www.privacy.gov.au/law/act)
- Department of Health – [www.health.wa.gov.au](http://www.health.wa.gov.au)
- State Law Publisher – [www.slp.wa.gov.au](http://www.slp.wa.gov.au)

### Further Information

Phone: (08) 9448 3811 (School office)

Fax: (08) 9448 8256 (School office)

Mobile: 0477994123 Gaye Margetic

Email: [OSHC.liwara@cathednet.wa.edu.au](mailto:OSHC.liwara@cathednet.wa.edu.au)

Website: [www.liwara.wa.edu.au](http://www.liwara.wa.edu.au)

Revised January, 2017