

# LIWARA CATHOLIC OUT OF SCHOOL HOURS CARE

## Family Information

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# 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 Subsidy (CCS) for approved children. 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@cewa.edu.au](mailto:oshc.liwara@cewa.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.

## STAFFING

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 2019 are -

Andrea Millar – Principal (Approved Provider)

Gaye Margetic – Centre Manager/Principal’s Delegate – Bach Social Science – Children and Family Studies and, Graduate Certificate in Information Services

Amanda Tebb – Educational Leader/Nominated Supervisor – Diploma in Children’s Services – Early Childhood Education and Care (Community Service)

Hannah Pollard – Certified Supervisor – Cert IV Education & Support  
Deborah Salame – Certified Supervisor – Cert IV Outside School Hours Care

## LOCATION

The Liwara Outside 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 4, 5 & 6 which is closest to Tuart Rd on the access road. OSHC has use of many of the school facilities including the Ahern Centre, Sr Leonie O'Brien Resource Centre, 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 Delegate 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

### Confidentiality and Storage of Records Policy

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

### Arrival and Departure Policy

#### **Before School Care**

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

#### **After School Care**

The centre is open from 3.00pm to 6.00pm. Pre-Kindy, 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.

#### **Christmas, New Year and Easter Period**

The centre will be closed for two weeks over the Christmas/New Year period. This will typically begin in the week before Christmas to 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. The list of dates for pupil free days, school and public holidays and centre closures for 2019 will be available on the school website and at the centre.

#### **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 Subsidy**

The actual costs incurred by parents/guardians are decreased by any Child Care Subsidy to which your family is entitled (calculated based on hours worked, family income, daily fees incurred and hours of sessional child care per day). Because your Child Care Subsidy is paid directly to Liwara Catholic Outside School Hours Care for ease of administration you should be charged only the net amount of fees incurred. Estimate your Child Care Subsidy by using the calculator at [www.education.gov.au/sites/education/files/sch/index.html](http://www.education.gov.au/sites/education/files/sch/index.html)

# ENROLMENT, BOOKINGS AND ATTENDANCE

Enrolment and Booking Policy

Fee Collection Policy

Fees, Parent Statements and Accounts Policy

Orientation Policy and Procedures

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 Pre-Kindergarten to year 6.

## 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.

The Priority of Access Guidelines must be used by approved services to allocate available child care places where there are more families requiring care than places available.

When filling vacant places, a service must fill them according to the following priorities:

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

Priority 3 – any other child. Within these main Priority categories, priority should also be given to children in:

- Aboriginal and Torres Strait Islander families
- families which include a disabled person
- 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 is on income support
- families from a non-English speaking background
- socially isolated families
- single parent families

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

### **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: Amanda Tebb - 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 record 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 unauthorized person will be required to show photo ID (driver's license) to staff for verification.

Sign IN and OUT electronic attendance records have been developed for this purpose. This is a legal requirement of the Family Assistance Office. If your child is absent from a booked session your signature is also required.

### **Centre Opening Procedure**

Liwara OSHC is licensed and governed by Australian Children's Education and Care Quality Authority. As part of this agreement our centre is licensed to open for children and families at 7am. Children and parents should not enter the centre before that time. Staff in attendance before 7am must complete a number of tasks that include - safety checks on the inside and outside of the centre, unlocking toilets and adjoining doorways, booting up computers etc. before being able to adequately supervise children.

Families arriving before 7am must remain outside the centre until invited in by staff at 7am. Children arriving before 7am should not play on outside equipment before being signed into the service.

### **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.

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

## BOOKINGS AND 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:

Before School Care	After School Care	Vacation Care and Pupil Free Days
7.00am – 9.00am \$20 Includes breakfast	3.00 pm - 6.00pm \$30 Includes afternoon tea	7.00am – 6.00 pm \$75 Includes excursions, breakfast and afternoon tea. Lunch is also provided on days when stated on the program.

### 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.

#### Payment of Fees

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

- A Complying Written Agreement (CWA) is required for each enrolled child. A CWA is a signed agreement, between the service and the person/party responsible for fee payment, to provide child care in return for fees. The CWA will include the child's name, the names of the parties to the arrangement, when the care arrangement commenced, on what basis the care will be provided (routine days, casually) and the usual fee the parent is accepting liability to pay.
- An invoice detailing each child's attendance details and the fee payable will be issued fortnightly. Fees are payable fortnightly in advance so that your account is always in credit.
- All fees are invoiced fortnightly in advance and are collected through Debit Success, Direct Debit or BPay.
- A dated receipt, in accordance with Commonwealth guidelines, will be provided for each payment and a regular statement of usage provided as per government requirements.

- It is the family's responsibility to apply for Child Care Subsidy (CCS). Families will be charged full fees upon enrolment if they are not registered for CCS.
- Families eligible for CCS and who have paid full fees prior to notification will receive a credit through the Childcare Subsidy System (CCSS) once CCS notification has been received. Full fees will also be charged if Child Care Subsidy is suspended for any reason.
- Child Care Subsidy eligibility applies only if attendance records are accurately completed and signed by the responsible person and all other eligibility requirements are met.
- 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 Centre Manager 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.

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. In July 2018 there will be changes to child care assistance and information for parents about child related payments and services to help you when you are raising children can be found on the Department of Human Services Website -

<https://www.humanservices.gov.au/individuals/families>

## PARENT GRIEVANCE PROCEDURE

### Dealing With Complaints Policy

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 at ease. 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.

### **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 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

- 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

## **PROGRAMMING AND EVALUATION SUSTAINABILITY POLICY**

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.

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.

The fortnightly program is displayed in the centre.

### **Observations**

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

# HEALTH, SAFETY AND WELL BEING

## HEALTHY FOOD AND DRINKS

### **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.

## ENVIRONMENT, SAFETY AND 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:

### **STAFFING**

#### **Staff Arrangements – Responsible Person/Staff Ratios**

Attendance – no Pre-Kindy or 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 Pre-Kindy or 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. 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.

## CHILD SAFE ENVIRONMENT POLICY

### 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, school 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.

### 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 and with consideration for others
- 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 shoe string 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. For all 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. These measures are followed by all people in the Outside School Hours Centre at all times.

## 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.

## **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, diarrhea 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.

If a child become ill or has an accident while attending the centre a record of the child's symptoms and any actions taken will be recorded on the centre's Accident/Illness Record Form.

## **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 which 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.

#### Administration of Medication Policy

### **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, in hygienic condition and in good repair. In this regard staff will report any equipment and/or area 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 play within the centre boundaries. When children are playing in other licensed areas of the school grounds and 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 **MUST** wear a hat when outside.
- Children are required to apply sunscreen each morning when the UV rating is above 3 or will be above 3 before 7.00am. Children applying sunscreen at the centre must wait 20 minutes before going outside when the UV rating is above 3.

- SPF 30+ broad spectrum water resistant sunscreen is provided for children and applied 20 minutes before going outside when the UV rating is above 3. 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 **MUST** remain indoors. 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 covered by the Catholic Church Insurance.**

### **First Aid Qualifications**

It is a requirement that at least one staff member with First Aid 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 and during vacation care. Children are asked not to bring personal toys into the centre. 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. Items not collected will be placed in schools' Lost Property bins located near the school canteen.

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

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Revised July, 2019