



Bindoon

OUT OF SCHOOL HOURS CARE



Parent Handbook



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Welcome to Bindoon Out of School Hours Care

Welcome to Bindoon OSHC. Bindoon OSHC was founded by a Registered Nurse and a Nominated Supervisor/Educational Leader of an OSHC service. Both with over 2 decades of experience in their fields. They are Mothers who have extensive knowledge in their fields and caring for others is their passion.

Please read this information carefully to assist you with any questions you may have. If you require any extra information, please do not hesitate to contact the OSHC Manager or speak with any of our OSHC staff.

The Centre follows the National Quality Framework, Early Years Learning Framework and My Time Our Place as the guide to their everyday practices.

The Centre's play and learning environments have been carefully designed to facilitate the needs of all children who attend. The centre is free flowing which allows children to participate in activities of their choosing.

There are multiple areas for children to relax and unwind, use their imaginations through play or be creative through arts and crafts.

We have a wide variety of equipment for all areas of imagination. Children are encouraged to be as creative as they like, with staff assisting where needed.

We have experienced staff who have been working with children in the OSHC environment for many, many years, as well as a Registered nurse who has dedicated her life to meeting the needs of others.

All staff have a passion about what they do and want to make sure all children and their families feel safe, secure and supported throughout their OSHC journey.

The Centre plans on working closely with families, school teachers and the Principal to ensure that the needs of the children are met from the time they come through our door in the morning, go to school for the day and then return to OSHC in the afternoon.

The Centre's Policies are available on request for you to view at any time.

Our Vision

We aim to provide a place where children and their families feel happy and comfortable to be. With children having the opportunity to learn through play in a nurturing yet fun environment.

Our Goal

We strive to:

- Provide a home away from home experience for children where they feel comfortable to be themselves and explore their creativity and imaginations through play, socialisation and building friendships.
- Parents feel comfortable knowing their children are happy and being cared for by staff who are passionate about what they do.
- For everyone to know they are welcome without judgement. We accept all people young and older for who they are.
- Provide opportunities for each child to develop at their own pace with assistance and guidance where needed
- To build and maintain relationships with everyone who is on the OSHC journey with us.

Our Philosophy

Our philosophy comes from our hearts, 2 Mothers and their team dedicated to spreading their love of caring for others within the Bindoon Community.

Carers Hearts, Mothers Soul, Family Importance, Connections to our Country and Community.

Creating a strong foundation with embedded roots that go all the way from the hearts of staff, through the centre, the families and all the way through to the community

Establishing partnerships and respectful relationships between Children, Families, OSHC staff and the school to help keep continuity of care across all areas of the children's day

We understand that every child is unique. We support children to be themselves. We respect their decisions and nurture their wellbeing

We want all children to feel safe, supported and feel a sense of belonging

Management of the Centre

Our Service is overseen by Managing Partners Donna Lewis and Karen Hepworth. Karen Hepworth is the Nominated Supervisor and has worked in the OSHC sector for over 25 years. She has extensive knowledge in all areas of Childcare and how to meet the needs of all children who attend the service.

Donna Lewis has worked in nursing care for over 20 years and brings a solid foundation of clinical expertise, complemented by a degree in leadership and management. She has extensive knowledge education and mentoring others.

Approved Provider

An Approved Provider is a person or an entity who holds a Provider Approval granted under the Education and Care Services National Regulations 2012 and Education and Care National Law Act. This approval authorises the Approved Provider to operate approved education and care services. Approved Providers were formerly known as licensees of education and care services. Our services Approved Providers are Donna Lewis and Karen Hepworth.

Nominated Supervisor

The Nominated Supervisor is the person that is responsible for the day-to-day running of the service. The National Law outlines that an Approved Provider must not operate a service without a Nominated Supervisor for that service. In the absence of a Nominated Supervisor, A Certified Supervisor acting in the role of Responsible Person will need to consent to filling the Nominated Supervisors role.

Responsible Person

The National Law Act requires that A Responsible Person must always be physically present at the Service. A Responsible Person can be The Approved Provider, Nominated Supervisor or a Certified Supervisor who has consented to be placed in charge of the Service on a day to-day basis.

Educational Leader

Every Service must have a designated Educational Leader. The role of The Educational Leader is to lead, develop and implement the curriculum at the service, to mentor staff and oversee their professional development. Our services Educational Leader is Karen Hepworth.

Parent Involvement

Parents are encouraged and welcome to be involved at our service. This ensures we can create working relationships between educators and parents that benefit children's needs and helps parents to feel more comfortable knowing who they are leaving their children with.

Parent's ideas and suggestions are always welcome and greatly appreciated.

During orientation, we ask that you support us to get to know you and your family better by sharing information about your child's temperament, stages of development, likes, dislikes or any other information we may need to provide care that's tailored specifically for them.

We ask that you keep our educators informed about the little things they need to know e.g. changes in the home environment, a bad night's sleep, if they are having trouble with socialising or may be a little bit sensitive or fragile on any given day they are booked in.

A collaborative relationship where educators and parents work together helps to ensure that children have the highest quality care. Please discuss your concerns with staff at any time, we are always ready to listen and help out where we can.

Some Details You Need to Know

The following information will help you to understand the administrative requirements of enrolling your child and the operational policies that you need to know.

Hours of Operation

IMPORTANT – If your child is not going to attend a session it is essential that you let the OSHC staff know prior so that they do not have to search for your child.

Before School Care

The Service is open from 6:30am – 8:50am.

Kindy and Pre-Primary children are walked to and settled into their classrooms before educators leave them.

Educators walk all other children from year 1 – year 6 attending to their classrooms or to a teacher on duty.

After School Care

The Service is open from 3:05pm – 6:00pm.

Kindy and Pre-Primary children are collected from their classrooms by educators and walked down to the OSHC Centre together.

Children from year 1 to year 6 walk down to the OSHC centre on their own. If children do not arrive within the allocated timeframe, educators will search for them until they are located.

Vacation Care

The Service is open from 6:30am – 6:00pm.

Note: We do not do excursion for duty of care reasons, but we will have incursions.

Enrolment

Should you wish to enrol your child, you will need to complete an enrolment form and hand/send it in to our staff. The enrolment form provides important information detailing your child's health, history, emergency contacts and consent for emergency, medical treatment. Plus informs us of the days that you require.

You will also need to provide a copy of the records below as part of your application:

- Birth Certificate
- Immunisation Records
- Court Orders
- Custodial Papers
- Medical Action Plans (signed by a doctor)

Enrolment information is confidential and access to this information is only available to the Nominated Supervisor, Educators who work in the Centre and Commonwealth Department Officers. If any of your Details on the Enrolment Form change, e.g. Change of address or phone number, please advise staff immediately.

Payment of Fees

All families will need to set up an account with our software company Xplor. On the Xplor app parents will have access to their invoices and Childcare Subsidy information. Our Service operation is dependent on maintaining fees. Please read the following information carefully

- **This service complies with the Priority of Access guidelines required for the Federal Government Child Care Subsidy (CCS)**
- **Permanent bookings will be given preference**
- **Casual bookings will be subject to availability**
- **Fees for enrolled children will be charged on a weekly basis, one week in advance**
- **Fees are still charged for non-attendance**
- **Fees will not be charged for Public Holidays, Pupil Free Days or School Holidays**
- **A late fee of \$2 per minute will be charged directly onto your account for each child who remains at the Service after 6pm**
- **Anyone experiencing financial difficulties please speak to the Nominated Supervisor to make a mutually agreeable arrangement**
- **Failure to make payments may result in cancellation of care for your child**

Current Fees

Fees are set in accordance with the Centre Budget. The budget is reviewed at the beginning of each financial year.

- Fees are payable weekly and must be paid one (1) week in advance.
- Fees are charged as a flat rate per session.

Late Payment of Fees

- An account that is two (2) weeks overdue will receive a friendly reminder notice.
- A three (3) week overdue account will receive an email asking for payment and advising the parent that the service may cancel care if a payment plan agreement cannot be reached.
- A four (4) week overdue account with no payment plan agreement in place will result in the cancellation of your care and may result in our service contacting our debt recovery agency.

Non-Attendance Guidelines

Families are required to advise the service if their child will not be attending their booked session. This can be done either via the app, email or by phone.

Absences

Fees will still be charged

- For all absent bookings including illness
- For family holidays (not school or public holidays). Family holidays over 2 weeks will still be charged for the first week

Allowed Absences

As with most Child Care Centre's absences must be paid for. Each family is entitled to 42 days of absences per child per financial year while claiming CCS. An absence may be defined as: a sick day, holiday or occasional absence.

Changes in Booked Days

Parents are required to provide written notice of changes to bookings. all requests for additional bookings will be reviewed and accepted providing the service has the ratio capacity to accept.

Casual Booking

Casual Bookings can be made either via the app, email or by phone. Care will be provided only if there are places available in accordance with our maximum licensed numbers.

Permanent Withdrawal

Two weeks' notice must be given of the intention to withdraw your child from the service. All fees must be paid in full before your child's last day.

Child Care Subsidy

CCS is a payment from the government that supports families with the cost of accessing childcare. Fee reductions are calculated in real time through the service CCMS software. Your fee reduction if eligible, reduces the amount you pay to the service for the care you have been provided.

To apply for CCS you are required to complete an income test through Centrelink. This can be done by logging onto MyGov and accessing Centrelink then following the prompts in the Child Care Subsidy section. You will also need to provide the service with your family's individual CRN numbers as well as your corresponding dates of birth. Our service policy is that full fees will apply and must be paid until you are formerly enrolled for CCS.

Please note that you are also required to inform the Nominated Supervisor if you have children attending another service and are claiming a multiple child percentage. This is on your enrolment form.

CCS is paid directly to the Service to reduce fees. For further information, please see the Nominated Supervisor or visit this website www.familyassist.gov.au. You can also call the Family Assistance Office on 13 61 50 or 13 12 02 for multilingual service.

Please note that without a Customer Reference number (CRN) and date of birth information for parent and child, the Centre will not be able to pass on your fee reduction. Again, you can call the numbers above if you are unsure of what your CRN numbers are and they will be able to assist you.

Termination of Care

In extreme circumstances it may be necessary to terminate a child's care. Exclusion of children from the service will only occur after all other avenues of communication and support have been exhausted and when:

- **Professional advice confirms a child is in physiological danger as a result of an unusually prolonged inability to settle into care away from the parent.**
- **A child puts the majority of the children at the centre at risk through inappropriate behaviour.**
- **The parent continually fails to observe Centre hours of operation and/or fails to pay the required fee.**

Complaint Procedures

Please let us know if you are unhappy with any aspect of the service we provide for you and your child.

We welcome all parent feedback including your grievances and complaints, as these will help us to improve the services we provide.

All concerns or complaints will be dealt with in a prompt, positive and sympathetic manner. If a staff member is unsure how to respond to a parent's complaint, they should refer the parent to the services Nominated Supervisor. For further details, please refer to our full policy.

Parent Complaint Procedure/ Grievance Procedure

If a parent has a complaint about any aspect of the Service, they may discuss their problem with the relevant staff member, with the Nominated Supervisor or with the School Principal. If the parent feels the problem is not resolved, they may take the matter to the Approved Provider for resolution, either through the School Principal or by writing directly to the Catholic Education Office WA.

Parents are also entitled to direct their complaints to the Education and Care Regulatory Unit.

Telephone: (08) 6277 3889

Free call: 1800 199 383

Email: ECRU@communities.wa.gov.au

Priority of Access

The Australian Government has set specific priorities of access to childcare services.

The Australian Government requires the Centre to provide access to the service according to the following priority of access. This means that when the Centre is full, those families who are third priority may be asked to alter their care arrangements to allow a family with higher priority to access the Service.

First Priority: Children at risk of serious abuse or neglect.

Second Priority: Children whose parents satisfy the work/training/study test under Section 14 of the Family Assistance Act.

Third Priority: Any other child.

Right to Refuse Care

The Centre reserves the right to refuse care to a child who has not been booked in or if the necessary registration documentation has not been completed. The service has a licensed number of places each day and once the maximum number has been reached, casual care will be refused. It is important to give as much notice as possible if your child is on casual basis.

Signing your child 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 service or collects your child at the end of the day is required to sign the child time of arrival and departure using our iPad device
- Only a parent or persons nominated on the enrolment form can sign.
- If an unauthorised person arrives to collect your child, your child will not be released until your authorisation (preferably in writing) has been obtained.

Signing In and Out Attendances 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 Subsidy.

Procedure for Late Collection

If a child has not been collected 30 minutes after closing time and neither the child's parent/guardians, or any of their other emergency contacts have been able to be contacted by the service, the Nominated Supervisor will contact Crisis Care, Police and the Education and Care regulatory unit to advise them of the situation and consult on what action to take.

A note detailing the action taken and the contact details of the person who can provide information about the child will be left on the service door if the child is removed from the service by authorities.

Confidentiality and Records

Bindoon OSHC has a duty to keep records about staff, parents and children to operate responsibly and legally. The service will protect the interests of the children, their parents and the staff including appropriate privacy and confidentiality. Archived records will be stored in a safe and secure manner in accordance with privacy laws. Please refer to our Confidentiality, Privacy and Records policies for further information.

Our Childcare Program

Centre Routines

Learning experiences and our services program are built around our daily routines. Routines are regular predictable events of the day e.g. arrival to the Centre, applying sunscreen, hand washing, eating afternoon tea or breakfast and packing away the equipment they have used. These routines aim to provide children with a sense of security and belonging.

National Quality Framework

The service uses the National Quality Framework as a guide to meet the interests and needs of every child. The National Quality Standard is a key aspect of the National Quality Framework and sets the national benchmark for Outside School Hours Care Services in Australia. To ensure children receive the best possible care while at OSHC, the National Quality Standard promotes continuous improvement. Our program aims to meet the requirements set out in the Framework for School aged care in Australia “My Time, Our Place” which reinforces the importance of learning through play. The framework consists of five outcomes, principles and practices that are reflected upon throughout our documentation and programming.

Celebrating Cultural Diversity

Our service community is diverse and reflective of a variety of cultural backgrounds. We are always interested in celebrating children’s home cultures. We are interested in learning about diverse backgrounds of all families who attend our Centre. If you have any information you wish to share with us we would be grateful to hear it. We believe this is a fundamental aspect in supporting children to develop a strong sense of identity as well as to become connected to their world.

Guiding Children’s Behaviour

Learning appropriate behaviour is part of your child’s social development. Our educators aim to support children to be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations. Children will be encouraged to settle their differences in a peaceful manner with educators to support them when required. Unacceptable or unsafe behaviour is dealt with fairly and consistently in a manner that develops the child’s feeling of confidence and self-esteem. As per requirements set out in the National education and care regulations 2012 no child at the service will ever be subjected to any form of corporal punishment, punishment by solitary confinement, immobilization or other humiliating or frightening treatment.

Our Program

Children who attend our service are offered the opportunity to engage in a range of Activities that have been carefully planned to reflect children's interests and developmental, emotional and physical needs. Educators are responsible for creating an atmosphere and environment which is responsive to the needs of each individual child. The Program is guided by the Centres Philosophy, National Quality Framework and Children's interests.

Areas of the program consist of the

- Indoor and outdoor learning experiences
- Art and Craft activities
- Individual, small group and large group activities
- Activities that encourage educator - child interactions
- Interests of the children
- Spontaneity and the unexpected.
- Multicultural learning experiences

Children will be encouraged to have input into the program planning. The programme will be child centred and will allow children to experience a variety of activities and pursue their own interest. Children will have the choice to participate in the activities of their choosing.

Supervision

The educator to child ratios contained within the regulations will be strictly adhered to at all times

The ratios are:

Before School Care 1-10

After School Care 1-10

Vacation Care 1-10

Educators will position themselves where they can see all children they are supervising at all times.

Equipment

The service offers children access to a wide variety of equipment that is suitable for children of all ages and needs. Equipment is continuously updated and purchased to provide children with new and exciting resources that keep them engaged and encourage group or individual play. In the circumstance, that a child is wilfully causing destruction or loss of equipment the service will request that the child's parent replace the item.

Personal Items

The service provides a wide range of equipment, games and toys for children to engage with, we ask that you support our service by ensuring your child leaves personal toys and resources at home or in their bags while they attend. The service unfortunately cannot accept any responsibility for lost or broken items. Please make sure that if your child is required to bring in an item for school (e.g. Show and tell) that they have their name written on it and it stays in their bag or is given to staff for safe keeping.

Mobile Phones/ Personal Electrical Devices/Smart Watches

Children are not permitted to bring electrical devices including iPhones, iPads, iPods or to use smart watches at the service. These items must remain in children's bags or be handed in to staff for safe keeping.

Health and Safety Issues

First Aid Qualifications

It is a requirement that at least one educator with a current First Aid and CPR qualification is always on duty at the centre.

All educators at the Centre maintain current Senior First Aid Qualifications. Only Qualified First Aiders will administer First Aid to children at the centre.

A fully stocked First Aid Kit is always maintained at the Centre.

Immunisation

It is a requirement that all children who attend the centre are up to date with their immunisations or have an exemption to be immunised.

Immunisation of children who attend the Centre will help to limit the spread of infection. We encourage parents to immunise their children against all diseases appropriate to the child's age. A record of your child's current immunisation status will be kept at the Centre. Children who are not immunised (with an exemption) will be excluded from care during outbreaks of some infectious diseases in accordance with the National Health & Medical Research Council exclusion guidelines, even if the child is well. This is to limit the spread of infection and protect unimmunised children.

Unwell Children at the Centre

In the event your child becomes ill whilst at the Centre, you will be contacted and asked to collect them. Educators will monitor your child closely until someone has arrived to pick them up and will give you an illness report to sight and sign. The OSHC Manager has the authority to call an ambulance or doctor if urgent medical attention is required. Every effort will be made to contact you or your nominated emergency contacts as soon as possible.

Hygiene

In group care situations one of the most troublesome problems is controlling the spread of infection. Educators always 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 encouraged to washing their hands prior to eating and after toileting.

Medication

Wherever possible, medication should be administered by parents/guardians at home. However, we are aware that this is not always feasible. Therefore, to ensure children's safety and welfare, the giving of Medication will be strictly monitored.

Parents/Guardians should consider whether the child who requires medication is well enough to be at the Centre. If they are unwell please keep them home.

If medication is to be administered to your child at the OSHC Centre, the following must be observed by Educators.

- A Medication Form for administration of medication must be completed and signed every day the child requires medication
- For prescription medication - clearly labelled with the original pharmaceutical label and packaging, detailing the child's name, required dosage, date of dispensing and the expiry date. Preferably a blister pack if ongoing medication.
- Tablets that are not in the original packaging or in a blister pack made up by the chemist will not be administered. No exceptions will be given to this rule.
- Non-prescription medication - Still in the original pharmaceutical packaging, indicating the name of the medication, the dosage, age appropriateness and the expiry date.
- Self-administration by an enrolled child is not allowed without direct supervision of a Qualified Educator
- Medications and medication forms must be handed to a Supervisor/Responsible Person by the parent and must not be left in the child's bag

At the end of the day, you must collect the medication from the Centre Staff.

Exclusion

As a protection to all children and staff, the following exclusion policy applies to all children enrolled in the Centre.

Children with infectious diseases will be excluded from the Centre in accordance with the National Health & Medical Research Council exclusion guidelines. A clearance certificate from your child's doctor is required stating the child fit for childcare, before your child can return to the Centre.

If your child is unwell at home, please do not bring him/her to the Centre. If they have a running nose, cough, fevers, vomiting, diarrhoea or unexplained rashes these are some of the indicators that a child should not be brought to the Centre.

Sun Protection/Appropriate Clothing

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

- Children will be required to wear a wide brimmed hat that protects their face neck and ears whenever outside i.e. legionnaire style or bucket hats.
- SPF 30+ sunscreen will be provided for children and applied 20 minutes before going outside. (children with allergies to sunscreen are to supply their own with name labelled clearly)
- Outdoor play will not occur in extreme weather.

Occupational Health and Safety

Our Centre is concerned with protecting the health and safety of children and staff at the Centre.

Educators are vigilant to identify and remove any hazards that may create a risk to children or themselves. All equipment, toys and play areas are checked regularly to ensure they are clean and safe for children's use.

In the interests of Occupational Health and Safety and the well-being of the children, the Centre is a smoke/vape-free zone. This includes all indoor and outdoor play areas and anywhere that is within sight of the children. We request that parents adhere to this.

Safety drills

Safety drills will be practised to ensure that children and educators are familiar with the procedures, should an emergency occur. Emergency evacuations and safety drills will be practiced at the Centre at least once a term. Evacuation procedures are available upon request for you to see. Parents are asked to familiarise themselves with these procedures.

Accidents

Despite every precaution, accidents will occur at the Centre from time to time. In the case of a minor accident, educators that are qualified in First Aid will attend to the injured child and apply First Aid. Depending on the injuries, you will be contacted at the time of the accident or informed about the incident when you arrive to collect your child.

If a serious accident occurs which requires more than simple first aid treatment you will be contacted immediately or, if you cannot be contacted, your emergency contact person will be phoned. Your child's injuries will be assessed and either an ambulance will be called, or your child will be taken to a local clinic or medical practitioner for treatment. An educator will accompany your child until you are able to be there. You are asked to sign an accident report completed by the person in charge at the Centre at the time of the accident and be provided with a copy of this report.

Lost Property

Any items bought into the centre by children should be clearly marked with the child's name, especially items of clothing. It is not our duty to check that children arrive at the centre with all their belongings in which they were sent to school with, however we do our best to ensure they leave the centre with all they arrived with.