



Mt Hawthorn
Out of School Hours Centre
Incorporated

Providers of:
Before School Care
After School Care
Vacation Care

Bookings are essential
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Welcome!

Welcome to OSCA. Please read this parent handbook carefully to assist you in settling your child into our Out of School Hours Centre, and to answer any questions you may have. If you require more detailed information, please do not hesitate to consult with the Director, Assistant Director or another staff member. OSCA's Policy Manual is available for you to view at any time and is available on the school website.

About OSCA

Mt Hawthorn Out of School Hours Centre Inc (OSCA) is a not for profit, incorporated community based centre, which offers child care for Primary School aged children.

OSCA is situated on the grounds of Mt Hawthorn Primary School, and was established and overseen by the School P & C for many years until becoming incorporated 2002. Since then OSCA has been managed by a community based Management Committee, generally comprising parent volunteers from Mt Hawthorn Primary School. OSCA is be operating in the Undercroft, below the school Administration Building within the Junior School Area and will make use of Harbeck centre during the Vacation care period.

Children in PP, year 1 and 2 will come to the Undercroft for After School (ASC) sessions during the term. Before School Care (BSC) and Vacation Care sessions will operate in the Undercroft for all age groups.

Since March 2013 we extended our service for our older children in the Community Hall in Braithwaite Park. We operate in the Main Hall (upstairs) from Monday to Thursday for After School Care (ASC) and at the Undercroft on school site on a Friday afternoon for all children.

OSCA currently licenced for 99 children. The breakdown of the two sites is:

Undercroft –	60 children
Main Hall -	39 children

OSCA's Philosophy

Mt Hawthorn OSCA is a family focused centre which strives to meet the need for quality care that is suitable for all children who attend the Centre. The Centre aims to provide a safe, trusting and enjoyable environment which is appropriate for school aged children progressing through the important stages of middle childhood. Staff will be supportive of the development of each child and encourage children to build confidence in all areas through the planning of a variety of activities targeting a range of physical, social, and cognitive skills.

A high value is placed on the importance of play. Independence is promoted, and children are given the opportunity to gain a sense of responsibility and express their freedom of choice whilst developing friendships in a comfortable, relaxed environment.

OSCA's Goals

1. To promote an environment which is mutually respectful of children, staff and parents and where the confidence and self esteem of children is nurtured
2. To create a responsive and inclusive environment where children's behaviour is guided in a positive way and where good communication skills are fostered
3. To provide a quality service which is warm, safe and friendly and which is responsive to diverse community needs and works to build strong relationships with all stakeholders
4. To provide a program of activities which is varied, and considers the diverse needs and interests of children whilst being responsive to child, staff and parent feedback
5. To provide an environment and activities which encourage children to initiate and participate in play, and allow the development of physical and social skills, creativity and independence
6. To promote balanced and healthy eating through the provision of nutritious, varied and tasty snacks for children
7. To provide a service which continues to be relevant and operates within legislative guidelines and is committed to continuous improvement
8. To create an environment which is supportive of staff and volunteers, and where there are opportunities for development and growth for both staff and committee members

Management of the Centre

OSCA is managed by a Community Based Management Committee, comprising parents who use the service and other community representatives who have an interest in the operations of the service. Parental involvement is very important at a management level to ensure the service continues to meet the needs of families. All families are eligible to be elected onto the Management Committee and are welcome to provide input into the operation of the service at any time. Please feel free to speak to any of the listed Committee Members at any time to raise any ideas or issues. A list of current Committee Members is displayed on the notice board in the reception area.

Management Committee Meetings are held once a month. The Committee is responsible for the operations of the service to ensure it meets all legal requirements and is financially viable.

The Management Committee sets the overall policy direction, including fees etc. Members of this committee are elected at the annual general meeting.

From time to time the Management Committee may establish sub-committees to take on certain projects or events. All parents are encouraged to participate in these sub-committees or to offer other skills or assistance to the running of the Centre at any opportunity.

During the year the Committee may organise informal social events for parents, at which you can get to know other parents and your Management Committee.

Parent Handbook

You are encouraged to find out a little more about the Centre and to establish friendships with other families that your child will meet at the Centre.

The Centre Philosophy & Policies are readily available for families to view. Families are asked to provide feedback on centre policies during the review process so that they may be developed to reflect their needs.

Financial Management

Responsibility for financial planning and management of Mt Hawthorn Out Of School Hours Centre is vested in the Management Committee elected at the AGM in accordance with the Association's Rules/Constitution.

The Director is responsible for the day to day financial management of the Centre, for example the payment of bills, allocation of petty cash, and collection and banking of fees.

Parent Participation

Parents are our biggest support. Your encouragement and any assistance you can give, in whatever way, such as coming to a parent night, collecting bits and pieces for the craft corner, help with fund raising, helping at busy bees, etc, is invaluable.

You are encouraged to become involved by providing your ideas and suggestions for the weekly Centre programs. We are always happy to have people come into the Centre with interesting things to show and share, sing, teach, and make with the children.

You can be involved by discussing your child's temperament, strengths, likes and dislikes and any special interest with the Playleaders. Even though a parent's life is very busy, we would appreciate a few minutes when you bring and collect your child to talk about how he or she is enjoying or participating in the program.

To give the children the best opportunity for positive involvement in our program Centre staff and parents work hand-in-hand. We want children to gain the best that is possible from our Centre, so please keep in touch and discuss any problems, concerns and feelings you may have with Centre staff.

General Information - Confidentiality

OSCA protects the privacy, dignity and confidentiality of individuals by ensuring that all information about individual children, families, staff and management are treated with discretion and kept in a secure place. The information is to be accessed by, or disclosed to, only those people who need it in order to fulfil their responsibilities at the centre, and those who have a legal right to know.

Records

OSCA will keep records securely for the length of time required under law.

Environmental Protection and Sustainability

The centre will make every reasonable effort to protect the environment both within the centre itself, ensuring the health of children, parents and staff, and also within the broader community (by participating in safeguarding the environment).

Diversity and Inclusion

The Centre aims to provide an environment which is free from bias and prejudice in which children learn the principles of fairness and respect for the uniqueness of each person. Differences in backgrounds, culture and abilities are valued and families are actively encouraged to share their experiences with staff, carers and other families. The centre will ensure that appropriate inclusion support services are accessed and referred to families in order to support children's well-being and full inclusion into the program. Children who have a disability will not be discriminated against and will be provided with a place whenever possible.

Staff selection and training

Staff selection at the centre will be conducted in a fair and consistent manner which reflects Equal Opportunity Legislation and aims to employ the best person available for the position advertised. All persons employed by the centre must hold a current Working with Children assessment notice.

Staff will be enrolled in courses and training sessions that are beneficial to themselves and the Centre. It is preferable that all staff hold a current recognised first aid certificate. Staff are informed of industry changes and participate in appropriate training to keep them up to date with such changes as arranged by management.

Occupational Safety and Health

The Centre protects the health and safety of children, staff, parents and visitors to the Centre by maintaining awareness of the Occupational Safety and Health Act, and ensuring appropriate codes of practice are followed at the Centre.

Play areas are regularly checked by staff to ensure safety and cleanliness. All injuries/ illnesses are to be documented. In the interest of all, the Centre is a smoke free zone.

Fee Schedule

Current Fees

The centre aims to provide a quality service for children whilst remaining financially viable and ensuring fees are set at an affordable level for families.

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

Before School Care	\$15.00
After School Care	\$ 22.00
Vacation Care	in Centre Day \$50.00
Vacation Care	Incursion Day \$62.00
Vacation Care	Excursion Day \$75.00

Payment of Fees

All users must keep their fees up to date, and pay within 7 days of having received an invoice.

Invoices/ will be issued fortnightly via email. To ensure OSCA remains financially viable you are encouraged to pay fees promptly. It is preferred that fees are paid by cheque or direct deposit. If this is not possible OSCA will accept cash payments and a written receipt will be issued.

Outstanding Debtors

Families with overdue fees are encouraged to discuss any difficulties they may have in meeting payments and to make suitable arrangements to pay. If this is not done or the agreed arrangements are not kept, the following procedure will apply:

- After two weeks overdue – The account will be stamped overdue and a hard copy of the bill will be forwarded to the Parent/Guardian.
- After three weeks overdue –The parent will be issued a Final Notice with their account demanding payment within 7 days and a letter advising that the place may be cancelled and legal action taken if the account should become four weeks overdue. The bill will include a reminder that parents/guardians are encouraged to discuss payment difficulties and make suitable arrangements to pay with the Director.
- After four weeks overdue – if no arrangements to pay have been made or kept, the place will be cancelled. The debt is still to be settled and normal debt collection procedures may follow as required. ***Any debt recovery expenses incurred by the Centre in recovering outstanding fees are payable by the debtor.***

Booking a Place - Before and After School Care

Families pay for a place and may elect to book a regular or casual place.

Regular Bookings

A regular booking is any booking which is made for five (5) consecutive weeks or longer in duration, and encompasses the same day being booked each week during the school term. This kind of booking suits families whose work/ study arrangements are regular and predictable. Vacation care does not form part of the five weeks and is treated separately in this policy. Regular bookings are on-going for the school year in which the booking commenced; however priority of access guidelines will apply when necessary.

Casual Bookings

Casual bookings are those which do not follow a regular pattern and are more of a one off nature. This kind of booking suits a family who just occasionally needs care. For example, a parent who usually collects their child from school and has to attend a late meeting may book their child for one afternoon for one week.

Casual bookings can only be made when all outstanding fees due are paid in full and are up to date. Casual bookings must be made in advance and will only be

accepted if a place is available. Places for one off bookings cannot be guaranteed if payment of outstanding fees has not been received.

Booking a Place - Vacation Care

Vacation Care bookings are treated as casual bookings. To book a place parents need to complete the relevant Vacation Care enrolment form. Should a place be unavailable, staff will notify parents as soon as practicable.

Booking Conditions

For all service types, all days booked must be paid for, including days when a child is unable to attend. If the child is unable to attend and the place may be "sold" by OSCA to another child if we have a wait list for that session, no fee will be charged for that day.

Staffing arrangements are organised on the basis of the number of children booked, including regular and casual children. Hence, once a casual booking has been made, the family will be charged the fee for that care, whether the child attends or not.

It is not possible to regularly book days on a fortnightly or monthly basis. Parents who require alternate days/ weeks are required to make a regular booking and can notify staff of unwanted days. If the unwanted days are able to be sold to another child, then the parent will not be charged for those days.

Bookings may be terminated with 2 week's written notice or payment of two week's fees in lieu of notice. Users may book additional days. Fees are not charged if a public holiday falls on a normal day of care.

Access to the Centre

Equal opportunity principles will be observed in relation to access to the centre for children, parents and staff.

Enrolment will be subject to the Commonwealth Government Priority of Access guidelines, and enrolments will be dealt with in order of application. Where more enrolments are received than OSCA can cope with, a waiting list will apply.

The Centre has always welcomed children with special needs. The acceptance of children requiring support additional to that provided during the normal care session is reliant upon the ability of the Centre to obtain funding to employ a worker to support the inclusion of the child. Where possible the Centre applies for funding to employ support workers to assist the Centre in coping with additional needs of children who cannot be catered for within the usual Centre routine. This is an important measure in ensuring that all children get the best possible care during the session. If your child will require additional support in the care environment and you wish to enrol them at the Centre, please allow 6 – 8 weeks lead time to allow applications for funding to be made.

Members of the community, professionals and students will be provided access to the Centre where it enhances the quality of the program, protects the welfare and rights of the children and staff and provides training and experience to

members of the children's services profession.

Child Care Benefit (CCB)

In order to maintain its approved status, OSCA will ensure it is registered with the Australian Children's Education and Care Quality Authority (ACECQA) and will participate in the Outside School Hours Care Quality Assurance Program.

Before starting care at the Centre it is preferred that all families wishing to claim the child care benefit (either by reduced fees or a lump sum) obtain CRNs from the Family Assistance Office (FAO). It is the family's responsibility to advise the FAO of any changes to their circumstances such as changes to income or a child commencing school. Parents can contact the FAO by phoning 13 61 50.

Families are only eligible to claim CCB if child care attendance records are accurately completed and signed by the parent/guardian or other responsible adult and other eligibility requirements are met.

Operational Procedures

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

- Before School Care 7.00am – 9.00am
- After School Care 3.00pm – 6.00pm
- Vacation Care 7.30am – 6.00pm

Enrolment

Parents/guardians are required to complete an enrolment form which includes information about the child's age, health, custody arrangements and emergency contact details, as well as personal details of the parents/ guardians including work and study details. Parents must complete the enrolment honestly and provide as many details as possible to ensure their child's safety and inclusion within the service.

If any of the details on the enrolment form change the Director/ Assistant Director must be advised immediately in writing.

A new enrolment form must be completed every year for before and after school care. New enrolments for the current year can be made at any time throughout the school year however, no guarantee of a place can be made as waiting lists do apply. As places become available staff will contact the parents named on the enrolment form as soon as practicable. Enrolments for the current year or for subsequent years must be on the official enrolment form relating to the year applied for.

Electronic format of yearly and vacation care enrolments are now available to all families.

Enrolments will be processed in the following order:

1. Existing families continuing care retain their same places from the current year provided that enrolment forms are received by the due date
2. Existing families with a new sibling commencing school who requires care on the same days the family currently utilises are offered care for these same days provided that enrolment forms are received by the due date and there is a place available
3. New families and existing families with new care requirements are offered care provided there is a place available, these are prioritised according to the date received.

Priority of Access Guidelines are followed and will apply prior to or in conjunction with the fulfilment of any of the above mentioned processing arrangements. For further information in regards to enrolment, please refer to the Centre's Enrolment Policy.

Kindergarten Children

Mt Hawthorn Out Of School Hours Centre does not currently cater for kindergarten children. **Children must have commenced their pre – primary schooling in order to be eligible to be enrolled in the Vacation Care or Before and After School Care programs.**

Accepting referred children

As appropriate, and in the interests of children's welfare and protection, access for children referred to the centre by specific agencies, will be accommodated wherever possible, whilst maintaining service quality to existing service users, in accordance with the Commonwealth priority of access guidelines.

Dropping Off and Collecting Children

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

Arrival at the Centre

Signing children in and out of the Centre is a daily requirement for all families. We request that after signing children in upon arrival that you let a staff member know your child has arrived. There are two staff on duty at all times.

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. Signing IN and OUT files have been developed for this purpose. Each child has their own sheet within the file.

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.

Settling Your Child into OSCA

Children all react differently to being away from their parents. We recommend that you bring your child for a visit, prior to beginning care at the centre. This will help to introduce yourself and your child to the staff and other children and familiarise the child with the Centre and our routines.

Please consider telephoning the centre during the time your child is attending for reassurance that your child has settled in. The staff will always tell you honestly how your child is. Be aware that some children settle quickly and others take longer. Our staff will assess your child's emotional needs and discuss this with you. Regular attendance also helps a child to settle and make friends with other children at the Centre.

Collecting Children from School

The Centre is committed to providing a safe, efficient system to collect children from school and take them to the Centre.

Pre-Primary, Education Support – are picked up from their classrooms.

Year 1 and 2 children congregate in the year 1 common area where staff will do roll call and walk the children to the Undercroft.

Year 3 – 6 congregate in the undercover area where staff will do roll call and walk the children across the bridge to the Main Hall. Parents are required to contact the Centre to advise of their child's inability to attend so their name can be withdrawn from the daily roll.

Parents are responsible for liaising with school staff to ensure their children know what they need to do at the end of the day. Students making their own way to the Centre need to be there in a timely fashion, please ensure that you communicate with teachers to ensure children are not held back.

Absences

The attendance roll will be marked as children arrive at the centre. If a child will be absent from care on a day they are booked in, families must notify the centre on that day. Centre staff will record absences.

In the event of a child not arriving for After School Care the Supervising Officer will ring the parents/guardians, nominated emergency contacts detailed on the child's enrolment form, as well as contacting the school. If a child's whereabouts can not be determined by 4pm, the Supervising Officer will call the police for assistance.

Disappearance of children

If a child disappears and cannot be found, the Supervising Officer will ring the persons named on the enrolment form in the order shown immediately, to identify whether the child has gone home. If the child's whereabouts can not be established the Supervising Officer will call the Police for assistance.

Authorised Persons

The Centre's primary concern is for the safety and welfare of your child and will therefore only release your child into the care of the custodial parent or authorised persons identified on your child's enrolment form. Any changes to these authorities must be advised in writing to the Centre as soon as possible.

Children will not be released to any individual under the age of 18 or any individual not listed on the enrolment form as authorised to collect (unless permission has been obtained to the satisfaction of the Director or Assistant Director), any individual who says they are authorised but are unknown to staff and unable to produce identification, or any individual who the staff believe poses a risk to a child; e.g. intoxicated, or appear to be in an unfit state to drive (in the determination of the Supervising Officer).

In the event of a parent/guardian being believed (by the Supervising Officer) to be unfit to drive and/or intoxicated, they will be encouraged to contact an alternative adult to drive themselves and their child home, or arrange a taxi. In such circumstances where the Supervising Officer considers a child is at risk the Police will be immediately notified.

Please ensure your child's collection from the centre is reliably organised, as uncertainties and irregularities can cause anxiety for your child and the Centre staff.

Late Collection of Children

OSCA closes at 6pm and is not licensed to operate beyond that time. Parents collecting their children after 6pm will be required to sign the Late Book and will have the relevant Late Fee added to their bill. Late fees are charged as follows:

Charge

Late penalty fee of \$2.00 per minute per child will occur and will show on your next invoice.

If you are delayed through unavoidable circumstances, whenever possible you should ring OSCA to let staff know what is happening. Late fees will still be payable.

Failure to collect children

In the event that a child has not been collected by 6.30pm and Centre staff have been unsuccessful in attempts to contact the persons shown on the enrolment form in the order listed by the parent/guardian, Department for Child Protection and Family Support - Telephone: (08) 9222 2555 will be contacted for assistance and to take responsibility for your child.

Family Access

We will work in partnership with families at all times and welcome your input and access to the service according to the following guidelines:

Communication with Parents

Staff at the Centre is supportive of children and their parents and guardians. Both parents/guardians will be treated equally. Without legal documentation, staff will not favour one parent over the other in regards to the legal rights to their child. Parents may visit the centre at any reasonable time whilst their child is in care. Any concerns you have may be discussed with Centre staff at any reasonable time. All information about your child will always be treated with the highest confidentiality.

Custodial Issues

Where a child attending the Centre is not living with both parents, or where disputes arise in relation to responsibility, parental responsibility will remain with both parents jointly and individually except where it is altered by an order of the Family Court of Australia. In the absence of such an order the child will be released to either parent who is the authorised person to collect the child.

Where a non-enrolling parent cites an Order of the Family Court giving him/herself lawful access to the child, the order needs to be produced for inspection by the Supervising Officer. The enrolling parent will be telephoned both to check the existence of the order, and to be informed about the situation.

The child will only be released into the care of the parent with Parental Responsibility for the child, or other person specifically authorised by that parent, except when Family & Children's Services or the Police specifically direct otherwise under the provisions of the Child Welfare Act.

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 psychological danger as a result of an unusually prolonged inability to settle into care away from the parent.
- A child continues to put children at risk through inappropriate behaviour.
- The parent breaches terms in the Registration Agreement.
- The parent continually fails to observe Centre hours of operation or fails to pay the required fee.

Complaint Procedures

Please let us know if you are not satisfied with any aspect of the service we provide for you and your child. The centre welcomes all parent feedback, including your grievances and complaints, as it considers this will help to improve the services provided.

The centre wishes to foster positive relations between all parents, management and staff. Every parent has the right to a positive and sympathetic response to their concerns. Solutions are sought to resolve all disputes, issues or concerns that impact on, or affect the day to day well being of the centre or its clientele in a fair, prompt and positive manner.

All confidential conversations/ discussions with parents will take place in a quiet area away from children, other parents and staff who are not involved. Where a parent wishes their grievance to remain confidential this will be honoured, however parents will be advised that issues cannot always be resolved if the parent chooses to remain anonymous.

Where a staff member believes they should share a confidence with another person, in order to resolve an issue, they will inform the parent of this need prior to any further discussions on the matter.

Guidelines for Dealing with Parent/Staff Conflict:

- The parent should discuss the issue with the staff member concerned.
- If the parent still feels action is necessary after discussion with the relevant staff member, they should discuss the matter with the Director.
- If the parent is still unhappy with the situation the Director can offer to take the matter to the Management Committee for guidance.

or

- The parent can write directly to the Management Committee to explain the problem.
- The Management Committee will advise the Director of its decision and the Director will convey that finding to the parent concerned.

Or

- The Management Committee will write directly to the parent concerned to advise of its decision. The Director will also be advised of the decision.
- If the parent is still unhappy with the outcome, the Management Committee may consider arrangement for external mediation on the issue.

Guidelines for Dealing with Parent/Management Conflict

- The parent should discuss the problem with the Director.
- If the parent still feels action is necessary after discussion with Director, they should ask the Director to raise the issue with the Management Committee of the Centre.

or

- The parent can write directly to the Management Committee to explain the problem.
- The Management Committee will advise the Director of its decision and the Director will convey that finding to the parent concerned.

or

- The Management Committee will write directly to the parent concerned to advise of its decision. The Director will also be advised of the decision.
- If the parent is still unhappy with the situation they can request a meeting with the Management Committee to discuss the matter further. After this meeting the Management Committee will write directly to the parent to advise of its final decision and why this was made.
- If the parent is still unhappy, the Management Committee may offer to arrange for external mediation of the issue.

What Should Your Child Wear?

It is important that children are in comfortable clothes that do not restrict their enjoyment or participation at the Centre.

We do provide aprons but clothes can still get stained when children are involved in messy activities. If you are concerned about your child's school uniform you may like to provide them with a change of clothes for after school.

Children are required to wear shoes when we go on excursions, and need a hat that will be provided by OSCA for excursions. Children may take their shoes off when they are at OSCA and put them in their bags. Staff will always monitor the weather and area in order to make sure it is safe for children to go bare feet.

Vacation Care

Children are required to wear shoes when we go on excursions, and need a hat that will be provided by OSCA for excursions.

Please ensure your child/children are dressed appropriately for outings and the weather. It is a good idea to dress children in shirts with sleeves and a collar, particularly during the warmer months for added protection from the sun. Please make sure all clothing is marked with child's name. During the term 1 and 4 children will need a hat and sunscreen at all times. If your child is allergic to the sunscreen OSCA uses, you need to make sure your child has his/her sun screen in his bag at all times when he/she comes to OSCA. During term 2 and 3 we do not need to wear a hat or sun screen apart from the days where the UV rays are moderate to high.

Centre Routines

The activities that happen at the centre are built around the daily routines.

Routines centre around the regular events of the day i.e. arrival, hand washing, snacks/drinks lunch break when on Vacation Care, and departure, and take into account the developmental needs of individual children, children's attendance patterns, climate and physical environment, the numbers and ages of children within a given group, children with special needs, new children entering the group and parent's expectations.

Snacks

Snacks form a significant part of the Centre routine.

Snack and meal times provide positive learning experiences for children, who are encouraged to develop healthy eating habits. Parents, Guardians and children are consulted and asked to share family and multicultural values and experiences to enrich the variety and enjoyment of food planned to meet each child's nutritional needs. The Centre will provide children with balanced snacks that are in line with the recommended daily nutritional needs of children. Snacks will be appetising and provide variety in colour, texture and taste. Water will always be readily available.

Please ensure that any food allergies and special dietary requirements your child might have are recorded on the enrolment form and discussed with the Director.

The Centre prepares morning and afternoon tea, and requires parents to provide a packed lunch for their child during Vacation Care programs. During After School Care programs, the Centre provides afternoon tea. The weekly snack menu is displayed with the program for children and parents/guardians to view at the different setting and displayed on the fridge.

OSCA is an Allergy Aware Centre. Due to the current prevalence of nut allergies, **the Centre does not serve foods containing nuts**, and asks that parents refrain from sending high risk foods containing nuts such as sandwiches with peanut butter and nutella to OSCA in children's lunchboxes as these kinds of foods are easily spread onto surfaces unknowingly by children.

Snack and meal times are treated as social occasions. Staff members sit with the children and interact with them to encourage good eating habits and an appreciation of a variety of foods. Children are encouraged to be independent, to help themselves wherever appropriate and to assist in preparation and cleaning up.

Programs & Procedures

The centre complies with the NQF standards and procedures and 7 Quality areas. Programs and activities are displayed in the centres for families to view and contribute.

Children who attend our Centre may participate in a range of activities that have been planned to reflect the children's interests and meet their developmental needs.

Centre staff are responsible for creating an atmosphere and environment which is responsive to the needs of each individual child and to the group as a whole and reflects the philosophy and goals of the service. The program will be balanced and include indoor and outdoor experiences, quiet and active times, individual, small group and large group times, time for staff and child interaction, and be flexible enough to allow for spontaneity and the unexpected.

Children will be encouraged to have input into program planning. The program will be child centred and will allow children to experience a variety of materials and pursue their own interests. There will always be alternative choices when a child does not want to participate in a particular activity.

Equipment

The Centre wishes to provide a safe and stimulating play environment for children through the provision of appropriate play equipment and materials that facilitate a wide range of programs and activities that are suitable for the developmental stages of each age group of enrolled children. OSCA has a wide variety of games, books, toys and sporting equipment to meet the needs of a variety of age groups and interests.

Special Events

We feel that special events which happen during the year provide an excellent learning and socialising opportunity for children.

Programs will reflect the cultural differences of families using the service. The Centre will celebrate special events with the children that reflect the cultural heritage and ethnic origins of children attending the service.

The following events are celebrated at the Centre each year:

- Special Persons' Days (i.e. Mother's Day, Father's Day, Chinese New Year etc.)
- Christmas
- Easter

The Centre understands that some parents may not wish their child to participate in some celebrations and requests that parents communicate with Centre staff as to whether the parents wish their child to participate.

Supervision

The Centre ensures that staff to children ratios complies with the minimum standards required under the Children and Community Services (Outside School Hours Care) Regulations 2006 in regards to staff ages, specific program requirements, first aid qualifications, staff qualifications and so on.

Staff position themselves where they can see all the children under their supervision and are expected to be observant and involved with the children in their play. Staff listens carefully to the children and get to know them individually, and encourage them to try new challenges as appropriate. Children are regularly reminded of safety measures for play equipment or other toys and equipment.

The Centre plan, which clearly defines the boundaries and areas where children may safely play, is displayed in the reception area. Parents are asked to become familiar with the plan and reinforce with their child that they must stay within the boundaries.

Guiding Children's Behaviour

OSCA aims to provide a secure, caring and stimulating environment which encourages children to cooperate enhances their self-esteem and encourages their ability to interact with others. Acceptable behaviour is promoted and any recriminations are kept to a minimum. Staff endeavours to build relationships with children based on mutual respect and trust.

Limits to children's behaviour are clearly expressed in positive terms and reinforced consistently by staff. Children are encouraged to settle differences in a peaceful manner.

Members of staff are always available to discuss and assist with any concern a parent may have with respect to a child's behaviour or participation in the

program, and will work with parents to address any persistent behaviour problems.

If children consistently display unacceptable behaviour staff will ensure:

- The expectations of the child's behaviour are realistic and appropriate to their developmental level and culture.
- The child understands the limits.
- There is no conflict between Centre, school and home expectations.
- The child's needs are being met.
- The child has no impediments which may cause the unacceptable behaviour e.g. dietary problems, poor hearing, poor co-ordination, communication difficulties, illness or emotional distress.
- The child is not copying observed behaviour.
- Events at the Centre have not encouraged the behaviour.
- Consequences of the behaviour do not encourage it to persist
- Strategies are consistently followed by all Playleaders in contact with the child.

Where a child continues to behave in an unacceptable manner, parents/guardians will be consulted and asked to work with staff to ensure discipline techniques are consistent and clear. If a child does not respond to behaviour management techniques used by Staff at the Centre, and continues to behave inappropriately, endangering other children, staff or themselves, temporary or permanent suspension from the Centre will be considered and discussed with the parent.

Bullying, Violence and Harassment

All children who attend the Centre have the right to enjoy their play and friendships, and participate in the activity program within a supportive environment and among people who are caring and co-operative. The Centre staff will encourage children to speak about any concerns they may have, and will ensure the program reflects and encourages core values such as friendliness, acceptance, respect, kindness, tolerance and co-operation. Staff will always listen and respond to children when incidents of bullying, violence or harassment are reported or observed, and will act to eliminate such incidents at the Centre.

Limits

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:

- Respect for other people and their property.
- Noisy play can be conducted outside.
- Stay within the boundaries.
- Take care of the equipment.
- Further limits chosen by the children are displayed; these are reviewed and changed when needed by a group meeting.

Alternative Care

After the child has been given every chance to respond positively, and parents have been provided with a written report regarding the strategies used to improve their child's behaviour, and if all methods fail to result in a positive change, the Director

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will discuss alternative care with the parent, in consideration of the health and safety of other children in care.

Excursions

Children will be taken on excursions outside of the Centre as part of the planned activities of the Centre. OSCA will make use of buses with seatbelts for upmost safety. This may be during term time in After School Care or while children are attending Vacation Care.

Excursions are considered to be an integral part of the children's program and will be arranged accordingly to provide a broad range of learning experiences for children. 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.

You are requested not to send your child on an excursion if they display any signs of being unwell. We ask that you do not provide children with pocket money for excursions unless advised otherwise.

Personal Toys

The Centre provides a wide variety of sports equipment, games and toys for all children to play with, and would appreciate children leaving their personal toys at home.

Swimming Excursions

Shallow water activities will be part of our vacation care program in the warmer months.

Health & Safety Hygiene

The application of universal hygiene procedures will be followed at the Centre at all times to control the spread of infections within the Centre. Staff role model a high level of personal hygiene at all times, 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 and after all clean tasks (i.e. snack time) and after all dirty tasks (i.e. after using the toilet).

Managing Anaphylaxis

The Centre owes a duty of care to all children who attend including those with severe allergies. The Centre embraces this obligation by taking every reasonable precaution to protect children from their allergens and by ensuring Centre staff are well trained and practiced in the day to day management of severe allergies, and in dealing with emergency situations when they arise. The Centre actively encourages all families who use the service to understand the needs of the anaphylactic child, and to play their part in ensuring these children are provided with a safe environment whilst at the Centre.

Due to the prevalence of nut allergies, **the Centre does not serve foods containing nuts**, and asks that parents refrain from sending high risk foods containing nuts to OSCA in their children's lunchboxes, for the safety of other

children at the Centre. We urge parents to update their child's allergy plan each year.

Immunisation

Immunisation of children who attend the Centre helps to limit the spread of infection. Parents are encouraged to immunise their children against all diseases appropriate to the child's age. Children who are not immunised will be excluded from care during outbreaks of some infectious diseases in accordance with the National Health & Medical Research Council exclusion guidelines (on display in the reception area), even if the child is well. This is to limit the spread of infection and protect unimmunised children.

Exclusion

As a protection for 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 medical certificate is required after contracting diphtheria, hepatitis A, polio, tuberculosis, typhoid and paratyphoid before your child can be re-admitted to the Centre.

If your child is unwell at home please do not bring him/her to the Centre. Children who have more than a slight cold should not be brought to the Centre and may not be accepted at the Supervising Staff member's discretion. Fevers, vomiting, diarrhoea or unexplained rashes are indications that a child should not be brought to the Centre.

Unwell Children at the Centre

The Centre is not able to care for children who are ill. The following policy has been developed to protect your child and the other children attending the Centre.

It is important that the Supervising Staff be notified if your child has been unwell or received an injury since last attending the Centre.

In the case of your child becoming ill at the Centre, every effort will be made to contact you to ask you to take the child home. If your child has a temperature you will be informed. The Supervisor has the prerogative 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. All medical and ambulance costs are the parent's responsibility.

Medication

Medication will only be administered to children if an "Authority to administer medication" form is completed by the parent/guardian. Medication administered will not exceed the label with prescribing Doctor's instructions, or the manufacturer's recommended dose. Medication must be kept locked in a secure location, or in the fridge if required to be kept cold. Staff must complete a "Record of Medication Administered" form each time medicine is administered.

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Medication will only be administered by Centre staff if:

- It is prescribed by a doctor and has the original label detailing the child's name and required dosage.
- If it is an over the counter medicine which has been authorised by the parent, has the child's name clearly printed on it and has not passed its expiry date.
- The parent has completed and signed the Centre's authority to give medication form.

The Director should also be notified if your child is receiving medication at home that is not required to be given at the Centre.

A record of any medication that is administered to or self administered by an enrolled child must be recorded on a Record of Medication form and stored in a central file. You must never leave medication in your child's bag.

Safety Drills

Safety drills will be practiced to ensure that children and staff are familiar with the procedures should an emergency occur. These emergency evacuation and safety drills will be practiced at the Centre at least once per term and once for each vacation care period. Evacuation procedures are displayed in the centre.

Accidents

The Centre aims to provide a safe environment in which children can play free from harm. Despite every precaution accidents will occur from time to time. In the event of an accident appropriate first aid will be applied by trained staff. Depending on the injury you may be contacted at the time of the accident or informed about the incident when you arrive to collect your child. If the accident is of a serious nature an ambulance or other professional medical assistance may be sought for the child. The parent/ guardian will be notified as soon as possible. You are required to provide written authority (included in the enrolment form) for staff of the Centre to seek medical attention for your child if required.

Children must remain within the designated Centre boundaries at all times, failure to comply will result in the Centre Director contacting the parent/ guardian to collect their child from the Centre.

In the event of fire or other emergency, Centre Staff will alert other staff and children by blowing the emergency whistles, and evacuating the children to a safe location (generally the grassed area, however, if this area also poses a danger, the Supervising Officer will allocate a more suitable area). Indoor staff will evacuate children to the nearest exit, collect the centre roll, sign in/out books, and phone and proceed to the designated safe location. A designated staff member will call emergency services from the OSCA phone. Once children have assembled and been seated at the safe location, the roll will be called and checked against the sign out books, to ascertain the whereabouts of all the children and staff. This evacuation procedure will be practised by both children and staff each term.

If the fire is very small, the Supervising Officer will decide whether it can be

tackled using available fire equipment.

First Aid Qualifications

It is a requirement that at least one staff member with a current First Aid and CPR qualification is on duty at the Centre at all times children are on the premises. A fully equipped First Aid Kit is maintained at the Centre.

Head Lice Policy

At the Centre children are in a situation where they have close contact with each other. This provides the opportunity for head lice to be transferred from head to head. The Centre takes every precaution to limit the spread of head lice within the Centre, whilst ensuring children are not discriminated against or unnecessarily excluded from the Centre. The successful management of outbreaks requires a co-operative effort from staff and parents.

In order to control the spread of infection at the centre the following steps will be taken:

- Children who scratch their heads a lot will be examined by staff for evidence of eggs (nits) or lice near the scalp.
- Children who are suspected of being infected will be unable to attend the Centre until treatment for the lice has been undertaken. Staff members will always confirm their inspection with the Director or another staff member before the parent is contacted.
- Parents will be asked to collect their child and keep them away from the Centre until the day after appropriate treatment has been started, and the lice are removed. Parents will be given a letter with a tear off and return section to be filled in to confirm that treatment has commenced.
- Staff will ensure that the child does not have close contact with other children while awaiting collection.

The child may return to the Centre the day after treatment has commenced and when all live head lice have been removed. A few remaining eggs are not a reason for continued exclusion, however, the parent must continue treatment until all eggs and hatchlings have been removed (usually over the following ten days).

During an outbreak of head lice at the Centre, parents of all children should inspect their child's head for signs of infestation. When an incident of head lice occurs at the Centre, a notice will be displayed at the Centre requesting parents to check their children. A fact sheet advising how to treat hair effectively using hair conditioner will be made available to parents.

To help prevent staff from becoming infected, those with long hair will be encouraged to tie their hair up whilst they are at the Centre. Where a staff member becomes infected with eggs or lice they will be required to go home to commence treatment on their hair as soon as a relief staff member arrives.

To reduce the spread of infections and maintain appropriate hygiene standards, children will not share personal items such as hats.

Sun Protection

The Centre's Sun Protection Policy has been developed to ensure that all children, employees and visitors attending this Centre are protected from skin

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damage caused by harmful ultraviolet radiation (UVR) from the sun. The policy is to be adhered to throughout the year.

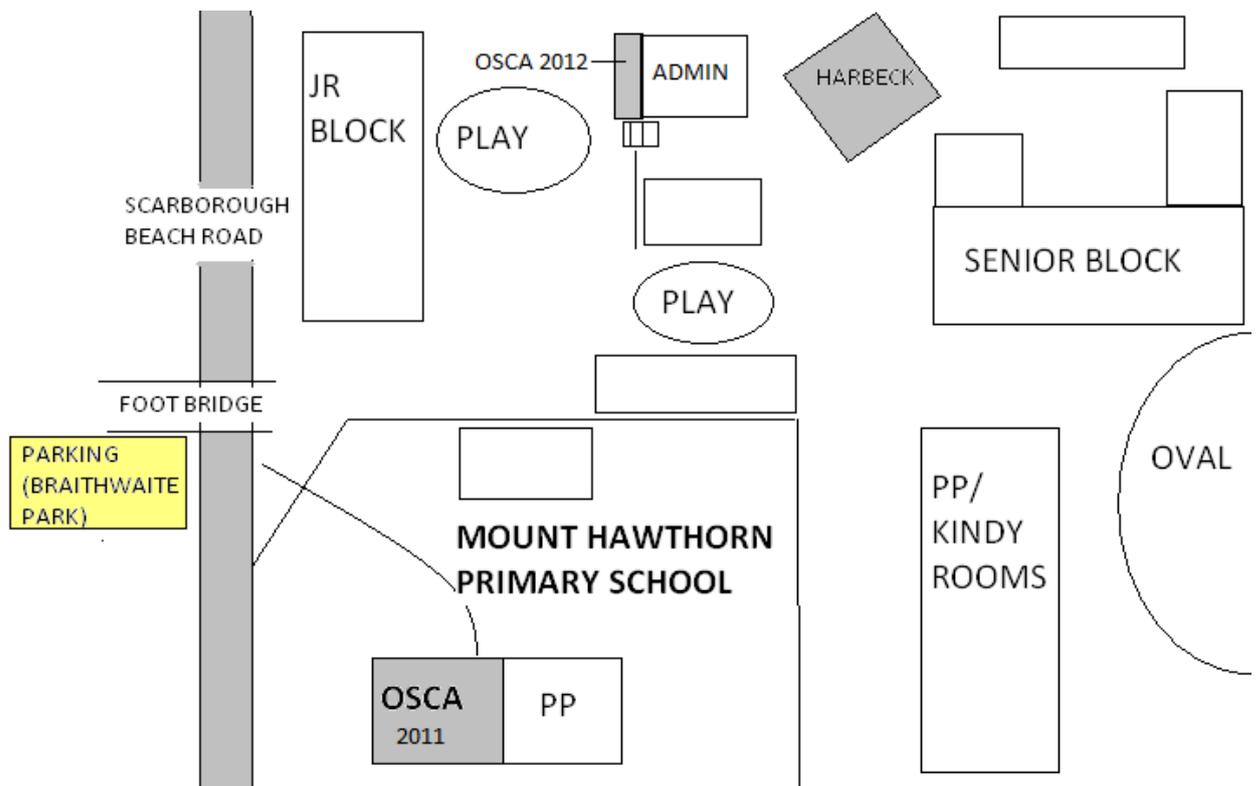
The Centre requires children to wear hats whenever they are outside. Children at the Centre are required to provide their own hats. Children who do not have their hats with them will be asked to play in an area protected from the sun. Where a child does not want to wear their hat, they will be required to play indoors or in an undercover area.

The Centre recommends that children and staff wear loose fitting clothing that protects as much of the skin as possible for outdoor activities. Shirts that cover the shoulders and have collars and sleeves, and longer style skirts and shorts are most suitable. Darker colours are recommended as they are less likely to reflect UVR on to the skin. Children are encouraged to use available areas of shade for outdoor play activity. Planned outdoor play and activities will be set up in shady areas where possible.

Employees and visitors to the Centre are encouraged to act as role models by wearing appropriate hats and clothing outdoors, using SPF 30+ sunscreen for skin protection, and seeking shade whenever possible.

SPF 30+ broad spectrum water resistant sunscreen will be provided for staff and children's use as necessary. Sunscreen will be applied liberally before going outside and not rubbed in. It should be reapplied as recommended on the bottle or more frequently if it is likely to have been washed or wiped off. Children will be taught how to apply their own sunscreen.

If the parent specifically requests that their child does not use sunscreen, staff will need to decide in consultation with the parent whether the child will be allowed to play outside. If the parent wishes their child to play outside appropriate clothing will be discussed and should be worn, and well shaded areas used for the child's play.



Thank you for taking the time to read our Parent Handbook.

Please speak with the Director or Assistant Director if you require any further clarification

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