



Outside School Hours Care

Parent Handbook

2018

YMCA WA

Address:	201 Star Street, Welsphool WA 6101
Postal Address:	PO Box 2155, Carlisle North WA 6101
Phone:	(08) 9473 8400
Email:	children@ymcawa.org.au

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Welcome to YMCA WA Outside School Hours Care

The dignity and intrinsic worth of all people regardless of age, gender, ethnicity or belief.

The whole person consists of a body, a mind, and a spirit each of which is of equal importance.

Healthy communities are based on relationships between people which are characterised by love, understanding, mutual respect and a sense of belonging.

*Equality of opportunity and justice for all people.
The diversity of people, communities and nations.
Acceptance of personal responsibility.*

Welcome to our centre. Please read the information contained in this handbook carefully as it is to assist you in settling your child into care. It will also help in answering any questions you may have. If you require more detailed information please speak with the centre supervisor.

Our centre is committed to abiding by the National Quality Framework, which includes the Education and Care Services National Law Act 2012, and the Education and Care Services National Regulation 2012. These Regulations outline the requirements for all child care centres as established by the regulatory authorities.

We are inspired by the YMCA WA's Approach to Learning and aim to provide programs and environments that reflect this philosophical learning style.

Introducing YMCA WA

The YMCA WA is a not-for-profit values based organisation, which works with local communities to provide services in the following major area to enhance the quality lifestyles available to all members of the community including -

- Early Education
- Youth Participation
- Health and Wellness

YMCA WA currently provides 13 Early Learning, 26 Before and After School Care and 18 School Holiday Programs throughout WA. It also provides an In Home and Family day Care scheme across the south west region of Western Australia.

YMCA WA OSHC services are currently located in Alkimos, Baldivis, Beehive (Mosman Park) Butler, Caralee, Currambine, Gumtrees (Leederville), Joan Watters (Wembley), Kalgoorlie, Kingsley, Kinross, Lake Gwelup, Mercy College (Koondoola), Morley Vacation Care, Mosman Park, Sacred Heart (Highgate), St Bernadette's (Port Kennedy), St Denis (Joondanna), Serpentine/Byford, Waikiki, Wanangkura Stadium Vacation Care, and Woodvale.

YMCA WA educators exemplify the core values of the organisation, being **Respect, Responsibility, Honesty and Caring**. These values are incorporated into all of the services offered to families and the community. The organisation is committed to answering the needs of the whole of the Western Australian community, and offering everyone the opportunity to reach their physical, emotional, and spiritual goals.

Philosophy of the Service

We believe that each child is unique, capable and curious, with the inbuilt strength and tremendous potential to be the master of their own learning. Our aim is to nurture these vital qualities with warmth and understanding to enable all children to grow and develop in body, mind and spirit.

We believe that children bring to the learning environment a unique set of cultures, languages, skills, ideas and attitudes. We will nurture and care for the complete child allowing them time to explore and cultivate their own learning and interests in their own time. We will do this by providing a natural environment that reflects the real world and takes advantage of the child's natural wonder.

We value all families and their diversity, we are committed to developing cooperative and interacting relationships and we will work together to increase understanding. Our aim is to create a partnership built on mutual trust and respect, working together to assist our children to grow stronger in confidence.

Hours of Operation

YMCA WA OSHC Services operate during the following operational hours, for your specific opening and closing time please refer to the YMCA WA website or speak to the service Supervisor.

- Before School Care 6am to the commencement of school
- After School Care – from close of school to 6pm
- Vacation Care – 6am to 6pm

Please ensure that your child is collected prior to 6pm, due to staffing requirements late fees will apply to families who collect their children after this time. If you are unavoidably running late and unable to collect your child at the agreed time you must telephone the Supervisor to advise them of your expected time of arrival. A late fee of \$1.00 per minute every minute after closing time. If no one can be contacted and your child has not been collected 30 minutes after the centres normal closing time Crisis Care will be contacted and asked to take responsibility of your child.

The centres are operational 51 weeks of the year, with a closure between Christmas and New Year.

Contact Times

The centre supervisor and educators can be contacted directly on the centre phone between the centre's hours of operation. Please refer to the last page of this handbook for contact numbers. If you have to contact educators outside operational hours, please leave a message on the centre phone, the centre supervisor(s) will endeavour to respond to your enquiry as soon as practical. Alternatively, you can choose to email your query to your centre supervisor on the email address provided.

In case of any urgent concerns or in an emergency please contact Head Office from Monday to Friday between the hours of 9am and 5pm on Ph: 94738400. Any messages left will be passed on to the relevant centre at a soonest possible time.

Enrolment Procedure

You can enrol your child/ren online at www.children.ymcawa.org.au. All information provided on the enrolment form will remain strictly confidential. Your child will not attend an OSHC Centre without a completed enrolment and online payment form.

All YMCA WA OSHC Centres have a 'Priority of Access' policy developed from Department of Education, Employment and Workplace Relations guidelines. This may mean that when the centre is full, those families who are third priority may be asked to change their care arrangements to allow a family with higher priority to access the service.

- Priority One : A child at risk of serious abuse or neglect.
Priority Two : A child of a single parent who satisfies, or parents who both satisfy the work/training/study test.
Priority Three : Any other child.

More information on the guidelines can be found on the Department of Education website link below:

<https://www.education.gov.au/priority-allocating-places#outside-school-hours-care>
(last assessed on 15 November 2016)

Payment of Fees and Bookings

All After School Care and Before School Care, childcare fees must be paid one week in advance. Vacation Care childcare fees must be paid two weeks in advance. Parents are paying for a place at the centre, therefore payment is required whether your child attends on a day allocated to them or not. This fee schedule includes payment for sick days, holidays, pupil free days and all public holidays. Please note that fees are not payable when the centre is closed over the Christmas/New Year period of closure.

If you wish to withdraw your child from the centre permanently you are asked to provide two weeks written notice, or you will be liable to pay the full fee in lieu of this notice. If you wish to reduce the amount of days booked at the centre, you are also asked to provide two weeks written notice. Casual days are available for clients outside of their normal bookings, however they incur an additional fee and are only available if the centre has vacancies. Once an additional casual booking has been confirmed two weeks written notice is required to change or cancel this booking. Please note that Child Care Subsidy (CCS) is not payable for any absences at the beginning or end of care (even if you have given the correct two weeks written notice in advance). This is called Cessation of Care and is a Legislation of Centrelink.

All of the YMCA WA enrolments are online through the My Family Lounge portal. You can find the link to your preferred service by going to our webpage:

<http://www.children.ymcawa.org.au/>.

- Click on the Outside School Hours link and find the service you wish to book at.
- You will then find the link towards the bottom of the page.



- Please sign in and follow the prompts to begin your enrolment. Please ensure that all of your information is correct including your Centrelink details and dates of Birth.
- Your enrolment form and online payment form must be completed before any booking will be accepted.
- All School term bookings are completed through the recurring bookings section and will continue into the following term unless you cancel your bookings giving the 2 weeks required written notice.
- All school holiday bookings are completed through the Casual booking Calendar
- Please do not create another account if you forget your password please follow the Forgotten Password Prompt.
- If you are unsure of your username, please speak with your services' staff who will be able to find it for you.

A condition of enrolment is that all families complete a payment form where fees are paid via a direct debit schedule from either credit card or a bank account. Your billing schedule can be arranged with the centre Supervisor and can be fortnightly or monthly. Dishonoured payments will attract additional bank fees (as per the terms and conditions in the Ezi debit package) and care may be cancelled if payment is not received. Parents with overdue fees will be encouraged by the Supervisor to discuss any difficulties they may have in meeting payments and make suitable arrangements to pay.

The new Child Care Subsidy (CCS) is effective from 2 July 2018 and will be applied straight onto your account. Please complete your Centrelink Child Care Subsidy Assessment now through your MyGov account. This is important as your current CCB/CCR eligibility does not roll over into the new financial year. If you do not complete your assessment you may not receive any subsidy from 2 July 2018.

Centrelink allows 42 absences with CCS each financial year, any absences over this amount will incur the full fee. If you have used your 42 allowable absences then a medical certificate will need to be supplied to the Supervisor who will then code the absence as Approved Allowable Absence which will attract a CCS discount. Failure to provide a medical certificate after 42 days will result in no CCS paid by Centrelink and the parent will be charged full fee. If your child is unable to attend the service for any reason, it is important that you notify the centre to prevent educators searching for your child unnecessarily. A \$5.00 administration charge may be applied to parents who fail to inform staff of their child's absence.

All YMCA WA OSHC fees are inclusive of excursions, transport, morning and afternoon tea.

Supervision and Staff

YMCA WA OSHC centre educators maintain high levels of supervision of the children in their care at all times. The educator to child ratios contained within the Education and Care Services National Regulations 2012 of 1:13 will be strictly adhered to or improved within the service. Our ratios ensure that the children within their care are appropriately supervised at all times, currently these ratios are:

Before School 1:10
After School 1:13
After School 1:10
(Kindergarten children in attendance)
Vacation Care 1:13 In-House
1:10 (Kindergarten children in attendance)
1:10 Excursions
1:8 Low risk water activities

Our educators are respectful of one another, families and the children within their care whilst remaining respectful of their diversity of values and backgrounds, seeing these as an opportunity to enrich the environment and programs on offer. Educators are encouraged to be well informed, professional and highly competent through further training and development.

There will always be an educator with a First Aid, Asthma and Anaphylaxis and CPR Qualification at the centre at all times. All OSHC educators have a current Working with Children check along with a National Police Clearance.

Throughout the year we welcome child care students and volunteers from TAFE campuses and WA Universities, and are proud to offer students opportunities to share our experiences and journeys.

YMCA WA is committed to safeguarding all children and young persons that attend our services. We have a comprehensive policy in dealing with matters concerning child protection, child abuse and neglect. If you require more information about YMCA's Safeguarding Children and Young People Policy please speak to the Supervisor.

At times services may operate under a single staffing model where there is less than 10 children enrolled, before a service will operate under a single staffing model a risk assessment is conducted and approved by YMCA WA Management. A copy of this risk assessment is available for you to view at the service. In addition to the risk assessment the OSHC Working Alone Procedure supports all services where they are required to work alone.

Developmental Programs

Educators will program experiences and activities for the children based on the centre's philosophy and the commitment to the YMCA WA's Approach to Learning. The program encourages spontaneity and reflects children's curiosity. We believe that the learning process the children go through is what is important to the child's development. Our programs provide a variety of experiences based on the children's interests that give them the opportunity of choice and the ability to make decisions for themselves. These experiences may last over long periods of time which allow children to explore, reflect and experiment. Our focus is on the journey and the process, rather than the final developmental outcome.

Parents and children are strongly encouraged to provide feedback in relation to the centre program and routines. Family participation is appreciated in whatever way possible, be that offering feedback, sharing ideas, volunteering time, or donating resources. Our educators are supportive, encouraging and strive to communicate with children in a friendly, positive and courteous manner, in order to establish a warm and caring relationship and to encourage growth in learning.

During the Vacation Care period children will be given the opportunity to go on excursions to locations around Perth. Excursions are considered to be an integral part of the children's program, and each vacation care period children are given the opportunity to choose places to go on the following holidays, based on their experiences and preferences.

The centre discourages children from bringing their toys from home to the service. We understand that many children would like to bring their favourite toys; however if toys get damaged or lost it can cause great distress for the child. YMCA WA will not take responsibility for any personal belongings that are lost, damaged or stolen.

Programs will respect the cultural differences of all families using the service. YMCA WA centres will, where possible recognise special events with the children that reflect the cultural heritage and ethnic origins of children attending the service. The following events are celebrated at each centre each year:

- Mothers' Day and Fathers' Day
- Christmas
- Easter

The centre understands that some parents may not wish for their child to participate in some celebrations and therefore they may choose whether their child will participate.

Signing In and Out

Accurate attendance records must be kept and checked each day, all children must be signed in and out of the service upon arrival and departure. YMCA WA uses QikKids Kiosk, parents will sign children in and out on the service tablet using their personal mobile phone number and pin number.

The educator's primary concern is the safety and welfare of your child, and will therefore only release your child into the care of the parent/guardian or authorised persons identified on your child's enrolment form. Any changes to these authorities must be updated through the child's enrolment form via My Family Lounge. If an authorised person arrives to collect your child and they are not known to educators, photo ID will be requested. If an unauthorised person arrives to collect your child, the child will not be released until your authorisation has been obtained. All authorised persons to collect your child must be over 16 years of age.

What to bring to the Service

During the school holiday period, please ensure that your child is provided with the following:

- A hat which protects the face, neck and ears when outside. Sun visors are not permitted.
- A water bottle.
- Attire that is appropriate to the weather conditions, and that shoulders are covered at all times.
- Closed-in footwear (no thongs or strappy sandals).
- A spare t-shirt is for any water activities that may take place.
- A nutritious lunch box. Please note that Morning and Afternoon tea is provided.

YMCA WA does not take responsibility for lost items. Please make sure that your child's name is written on their property.

Health Issues

It is important for the health of the children attending the service that those who are unwell do not attend care. Children with infectious diseases will be excluded from the centre in accordance with the National Health & Medical Research Council Exclusion Guidelines, which include and not limited to:

- Amoebiasis
- Campylobacter
- Chickenpox (Varicella)
- Conjunctivitis
- Diarrhoea
- Diphtheria
- Hand, Foot and Mouth Disease
- Head Lice
- Hepatitis A
- Impetigo
- Influenza
- Leprosy
- Measles
- Meningitis
- Meningococcal
- Mumps
- Norovirus
- Rotavirus
- Rubella
- Salmonella
- Scarlet Fever
- Tuberculosis
- Typhoid
- Viral Gastroenteritis
- Whooping Cough

The above conditions all require action or a medical certificate to be supplied before your child can be accepted back 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 centre supervisor's discretion. If a child becomes unwell at the centre the parents will be contacted and asked to take the child home.

The administration of medication to children will be strictly monitored to ensure the child's safety and welfare. We request that wherever possible, medication is supplied by parents at home. If this scenario is unavoidable, then only prescribed medication will be administered by senior educators under the following conditions:

1. The prescribed medication has the original pharmacist dispensing label or an explanatory letter from the child's Doctor detailing the child's name, dosage, frequency and administering method.
2. The parent has completed and signed the centre's authority to give medication form.
3. Medication is not left in the child's bag, and is instead handed over to the centre supervisor who will keep it with the First Aid kit.
4. Over the counter medication such as Panadol or Nurofen is not to be administered to any child unless it has been prescribed by a doctor, and the parent has completed the authority to give medication form.

Asthma, Anaphylaxis and Managing Allergies

All YMCA WA OSHC Centres are 'Allergy Aware', meaning that educators are trained to cater to children's individual needs in regards to allergies. Menus and the foods on offer at the service will be based on avoiding children's allergies and individual needs. The centre will avoid the use of nuts and nut based products. Parents must ensure their children's lunch does not contain nut-based products.

If a child enrolls with an allergy, the centre needs to be aware of the following:

- Is the allergy life threatening?
- Does the child have a management plan for this allergy? If yes, a medical management plan that is signed by a medical practitioner must be supplied on enrolment.

If a child enrolls with Asthma, a medical management plan signed by a medical practitioner must be supplied on enrolment.

Parents also need to ensure that your child with Anaphylaxis is not in attendance without an EpiPen.

Sun Protection

YMCA WA OSHC services have adopted a sun protection policy based on current information from the Cancer Foundation of Australia. The centre has a duty of care to ensure that all children and educators are provided with a high level of sun protection. As such, there is a 'No Hat, No Play' policy in place to protect children from skin damage caused by harmful ultra violet rays.

The following procedures are also in place:

- Children will wear a hat which protects the face, neck and ears when outside. Sun Visors are not permitted. Children are also requested to wear loose fitting clothing that protects and covers as much of the skin as possible.
- SPF 30+ broad spectrum, water-resistance sunscreen will be provided for children and applied 15 minutes before going outside. If your child is allergic or unable to use the centre's sunscreen, you are requested to inform the centre supervisor and supply your own. Parents are also requested to apply sunscreen to their children before attending the centre.
- Educators will also act as role models, by wearing hats, applying sunscreen and seeking the shade wherever possible.

Accidents

At YMCA WA we pride ourselves on providing children with a safe environment. Unfortunately though, despite every precaution, accidents do sometimes occur at the Centre from time to time. The following policy will be implemented to protect your child and keep you informed should an accident occur.

In the event of an accident appropriate First Aid will be applied by educators who hold an approved First Aid Qualification.

Depending on the severity of 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. Parents will be asked to sign an accident report form which will outline the full details of the incident and the treatment given (if necessary).

If a serious accident occurs which requires more than basic first aid administration, the parent will be contacted immediately or if they are unavailable, the emergency contact person will be contacted. The child's injury will be assessed and either an ambulance will be called. Where possible an educator will accompany the child until the parent is able to be there.

Safety Drills

Safety drills will be practiced at the start of each school term and vacation care period to ensure that children and educators are familiar with the procedures should an emergency occur. Emergency evacuation procedures are displayed at the centre, and parents are strongly encouraged to familiarise themselves with these procedures.

Child Protection

Child protection refers to keeping children safe from maltreatment; the term maltreatment refers to terms to describe physical, sexual, emotional abuse or neglect of children.

Protecting children from maltreatment is everyone's responsibility. The YMCA WA believes it has a responsibility to all children and young persons attending the centre to defend their right to care and protection. The YMCA WA has a responsibility to ensure that any incidents of suspected child abuse are reported as outlined in the Education and Care Services National Law Act 2012.

For further information of the YMCA WA's Policy on Safeguarding Children and Young Persons please refer to our policy and procedure manual.

Behaviour Guidance

The centre will provide a secure, caring and stimulating environment which encourages children to cooperate, enhance their self-esteem, their ability to interact with other and to develop an understanding of what is appropriate in different situations. Educators will endeavour to build relationships on mutual respect and trust.

In order to provide a safe and positive environment where children feel cared for, each service devises a set of limits outlining expected child behaviours at the centre. These are set up by both the children and educators and are displayed in the centre for the children to see.

In addition to these limits, all YMCA WA OSHC services have a 'bill of rights', as shown below:

Everyone at the Centre has the right to:

- a. Be treated with courtesy, kindness and respect
- b. Express their feelings and opinions assertively
- c. Relax and play in an atmosphere of harmony and co-operation
- d. Feel secure and safe in a caring and supportive environment

- e. Expect that centre rules are fair, consistently implemented and respect the rights of all involved; and
- f. Be valued for their individuality including that of race, gender, culture, age, physical or intellectual diversity.

To support these rights we agree to:

- a. Make children and adults feel welcome and ask them to join in our games, or be part of our group.
- b. Treat others with courtesy, kindness and respect.
- c. Listen to other people and try to understand their points of view.
- d. Talk and discuss instead of yelling and arguing.
- e. Help each other and be co-operative.
- f. Support the centre rules.
- g. Watch out for each other to ensure everyone is safe and secure.
- h. Be responsible for our own actions.
- i. Apologise if we hurt someone's feelings.
- j. Value others for their individual differences.
- k. Respect each other's property.

We will not:

- a. Call other children or adults names, put them down or threaten them in any way.
- b. Physically hurt people by hitting, punching, kicking, scratching, tripping, spitting, or by any other way.
- c. Make people feel unwelcome by ignoring or excluding them.
- d. Be mean to people by spreading rumours about them, giving them nasty looks, or hiding or damaging their possessions.

Educators will manage children's behaviour issues with positive guidance and direction and welcome input from parents on any issues of concern. Where a child continues to behave in an unacceptable manner, parents will be consulted and asked to work with educators to ensure discipline techniques are consistent and clear. Should a parent fail to support the educator in regards to behaviour management of their child, then care may be withdrawn at the discretion of the OSHC Management.

If you require more information about YMCA WA's Guiding Children's Behaviour Policy, then please speak with your centre supervisor.

Confidentiality and Privacy Statement

The centre protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, educators and management are kept in a secure place. These are only accessed by or disclosed to those people who need the information to fulfil their responsibilities at the centre or have a legal right to know.

If you require more information about YMCA WA's Confidentiality Policy, please speak with your centre supervisor.

Policies and Procedures

Management, educators and families have collated a comprehensive Policy and Procedures Manual which is regularly reviewed and updated to ensure that it contains current and up to date information and procedures that OSHC services comply with at all times. When these policies are reviewed you will be notified and strongly encouraged to participate in this process. Each OSHC service has a Policy Manual available for you to sight at any time.

Grievance Procedure

Should you have any grievance with YMCA WA Outside School Hours Care services, please follow the steps below to help resolve the issue.

1. The parent should discuss the problem with the Educator or Nominated Supervisor.
2. If you still feel action is necessary after discussion with the Nominated Supervisor, please contact YMCA WA Management on 9473 8400 and request to speak to the General Manager. Complaints can also be submitted by email to children@ymcawa.org.au
3. If you are still unhappy with the outcome, the matter can be taken to the Executive Manager of Service Delivery for guidance.
4. The Management team will advise the Nominated Supervisor of its decision and will convey that finding to the parent concerned.
5. If the parent is still unhappy with the outcome, YMCA WA will offer to arrange for external mediation of the issue.

Centre Contact Numbers

For update to date service information please refer to the YMCA WA website.

• Alkimos Beach	0428 036 206
• Baldivis Gardens	0428 026 561
• Beehive	0429 787 422
• Butler	0403 347 952
• Caralee	0459 988 253
• Carnaby Rise	0403 347 950
• Currambine	0403 347 947
• Gumtrees	0427 471 201
• Joan Watters	0403 347 948
• Kalgoorlie	(08) 90211035
• Kingsley	0403 347 949
• Kinross	0403 347 954
• Lake Gwelup	0410 229 137
• Mercy	0407 048 758
• Morley (Vacation Care)	0403 347 944
• Sacred Heart	0458 988 083
• South Hedland (Vacation Care)	(08) 91400 400
• St Bernadette's	0407 049 917
• St Denis	0408 002 683
• Serpentine/Jarrahdale	0448 998 930
• Waikiki	0428152675
• Woodland Grove	0428 541 806
• Woodvale	0407 010 020

Acknowledgement of Information

YMCA WA

Outside School Hours Care Services

(Name of Centre)

Please read and sign your acknowledgement of information provided in this Handbook

Please return this portion to the centre supervisor to be kept in your child's file.

Name of Parent / Guardian

Signature

Date signed
