



OUTSIDE SCHOOL HOURS CARE **PARENT HANDBOOK**





“

OUR BELIEF

We believe in the power of
inspired young people.

CONTENTS

Welcome to the Y's Outside School Hours Care	2
The Y's Children's Services philosophy	3
Hours of operation	3
Contact times	3
Enrolment procedure	5
Payment of fees and bookings	5
Supervision and staff	6
The Y's Approach to Learning	7
Signing in and out	8
What to bring to the service	8
Health issues	9
Asthma, anaphylaxis and managing allergies	9
Sun protection	9
Accidents	10
Safeguarding	10
Behaviour guidance	10
Confidentiality and privacy statement	11
Policies and procedures	11
Grievance procedure	11
Finding your closest Outside School Hours Care service	12

WELCOME TO THE Y WA OUTSIDE SCHOOL HOURS CARE



WELCOME

Please read the information in this handbook carefully as it will assist you in settling your child into care. It will also help answer any questions you may have. If you require more information, please speak with the service supervisor.

Our service 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 childcare services as established by the regulatory authorities.

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

INTRODUCING THE Y WA

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

- Early Education
- Youth Participation
- Health and Wellness

The Y currently provides 11 Early Learning Centres, 32 Outside School Hours Care (OSHC) and 22 School Holiday Programs throughout WA. It also provides an In Home and Family Day Care scheme across Western Australia.

The Y OSHC services are currently located across the Perth Metropolitan area, Eastern Goldfields and Albany.

The Y's educators exemplify the core values of the organisation, being Respect, Responsibility, Honesty and Caring. These values are incorporated into all 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 grow in Body, Mind and Spirit.

THE Y'S CHILDREN'S SERVICES PHILOSOPHY

Building Capacity

The Y has a role in building the capacity of those whose lives we touch and work with.

Developing the Whole Child

The Y strives for the highest quality education and care, assisting each child to maximise their learning outcomes.

Providing high quality, evidence-informed practice

The Y enables children to identify their own learning interests and needs and supports them as they develop and grow.

HOURS OF OPERATION

The Y WA OSHC services operate during the following operational hours. However, some services differ, so for your specific opening and closing time please refer to our service listing within this handbook.

- 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 your child is collected prior to the service's nominated collection time, or late fees will apply. If you are 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 for every minute after closing time will be automatically added to your billing account. If no one can be contacted and your child has not been collected 30 minutes after the service's normal closing time, Crisis Care will be contacted.

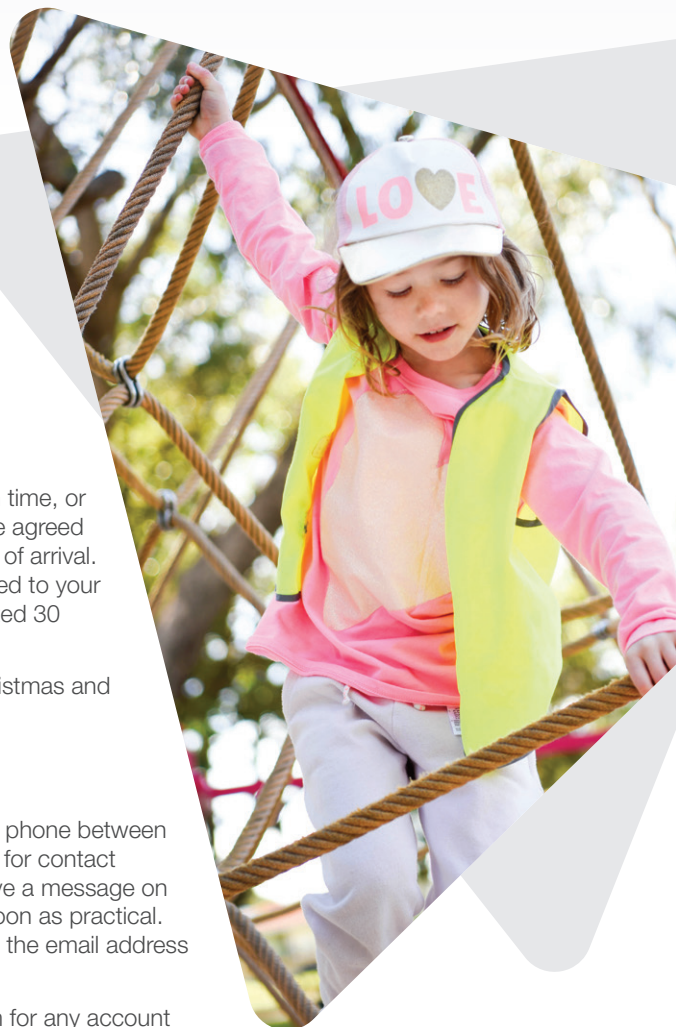
The services are operational 51 weeks of the year, with a closure between Christmas and New Year.

CONTACT TIMES

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

Our administration team can be contacted Monday to Friday from 8am to 5pm for any account or booking enquiries. The contact number is 9473 8407. Alternatively, you can email oshc@ymcawa.org.au

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 9473 8400. Any messages left will be passed on to the relevant service as soon as possible.





ENROLMENT PROCEDURE

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

All the Y services have a 'Priority of Access' policy developed from Department of Education guidelines. This may mean when the service 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.

PAYMENT OF FEES AND BOOKINGS

- All OSHC fees must be paid one week in advance.
- Vacation Care fees must be paid two weeks in advance.
- Parents are paying for a place at the service; 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 during the school term. Please note that fees are not payable when the service is closed over the Christmas/New Year.
- If you wish to withdraw your child from the service, please 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 service, 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 service 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 requirement under Family Assistance Law legislation.

All Y OSHC enrolments must be made online through the My Family Lounge portal. You can find the link to your preferred service by going to our webpage.

www.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 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 email/phone the OSHC Administrator team on oshc@ymcawa.org.au or 9473 8407 / 9473 8419

A condition of enrolment is that all families complete a payment form where fees are paid via a direct debit schedule from either a credit card or a bank account. Your billing schedule can be arranged with the OSHC Administrator team and can be fortnightly or monthly. Dishonoured payments will incur a \$25 administration fee and any additional bank fees (as per the terms and conditions in the Debit Success package). Care may be cancelled if payment is not received. Parents with overdue fees will be encouraged to discuss any difficulties they may have in meeting payments and make suitable arrangements to pay.

Families may be entitled to receive Child Care Subsidy (CCS) to reduce the cost of their childcare fees. To see if you are eligible for this assistance, please contact the Family Assistance Office (Centrelink) on 13 61 50. Once you have been given a Customer Reference Number (CRN) and complete your application for CCS, please record this on your enrolment form so that it will be linked to your account. Once your enrolment has been created you must log in to your Centrelink online account and confirm your enrolment at a YMCA Service, without this confirmation CCS will not be applied your account. Please advise the OSHC Administrator team if you have children attending any other services outside of the Y, this will ensure that your CCS is being applied at the correct rate.

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 OSHC Administrator team 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 service 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 of the Y's OSHC fees are inclusive of excursions, transport, morning and afternoon tea.

SUPERVISION & STAFF



The Y's OSHC service 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 will be strictly adhered to within the service.

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

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

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

The Y is committed to safeguarding all children and young people 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.

The Y is proudly accredited as a child safe organisation by the Australian Childhood Foundation.

At times services may operate under a single staffing model where there are less than 10 children enrolled. Prior to a service operating under a single staffing model, a risk assessment is conducted and approved by The Y 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.

THE Y WA'S APPROACH TO LEARNING

Educators will program experiences and activities for children based on the service's philosophy and the commitment to the Y's Approach to Learning. The program encourages spontaneity and reflects children's curiosity. We believe that the learning process is essential to each child's development. Our programs provide a variety of experiences based on the children's interests that give them the opportunity to make decisions for themselves. These experiences may last over long periods of time and 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 service 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 and courteous manner, in order to establish a caring relationship and 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 an integral part of the children's program and each vacation care period, children are given the chance to choose future destinations for excursions, based on their experiences and preferences.

The service discourages children from bringing 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. The Y 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 services will, where possible, recognise special events with the children that reflect the cultural heritage and ethnic origins of children attending the service.

The service 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 & 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. The Y uses QikKids Kiosk and parents will sign children in and out on the service tablet using their 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 in writing. 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:



CHECKLIST

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 service in accordance with the National Health & Medical Research Council Exclusion Guidelines (Staying Healthy in Child Care 5th Edition).



- A hat which protects the face, neck and ears when outside. Sun visors are not permitted.



- Closed-in footwear (no thongs or strappy sandals).



- A water bottle.



- A spare t-shirt is for any water activities that may take place.



- Attire that is appropriate to the weather conditions, and that shoulders are covered at all times.



- A nutritious lunch box. Please note that Morning and Afternoon tea is provided.

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



HEALTH ISSUES

A medical clearance will need to be supplied before your child can be accepted back to the service if they suffer from any of these infectious diseases. Children who have more than a slight cold should not be brought to the service and may not be accepted at the service supervisor's discretion. If a child becomes unwell at the service the parents will be contacted and asked to take them 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 administered 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 service's authority to give medication form.
3. Medication is not left in the child's bag and is instead handed over to the service supervisor who will keep it in a safe place.
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 of the Y OSHC Services are 'Allergy Aware', meaning that educators are trained to cater to children's individual needs regarding allergies. Menus and the foods on offer at the service will be based on avoiding children's allergies and individual needs. All our services are nut free and we ask that parents ensure their children's breakfasts and lunches do 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 signed by a medical practitioner must be supplied on enrolment.

If a child enrolls with Asthma or Anaphylaxis, a medical management plan signed by a medical practitioner must be supplied on enrolment. A Risk Minimisation Plan is to be completed by the Nominated Supervisor in conjunction with the parent/guardian.

Parents also need to ensure that children with Anaphylaxis attend with an EpiPen.

SUN PROTECTION

The Y's OSHC services have adopted a sun protection policy based on current information from the Cancer Foundation of Australia. The service 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 ultraviolet 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.
- Coles Brand SPF 50+ 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 service's sunscreen, please inform the service supervisor and supply your own. Parents are also requested to apply sunscreen to their children before attending the service.
- If you do not consent to your child wearing sunscreen or the service applying sunscreen to your child, you must provide written notice to your service.
- Educators will also act as role models, by wearing hats, applying sunscreen and seeking the shade wherever possible.

Please note that if we are unable to obtain Coles Brand SPF 50+ sunscreen, an alternative brand SPF 50+ will be used. Each service will advise if the brand of sunscreen has changed.

HEALTH ISSUES

ACCIDENTS

At the Y, we pride ourselves on providing children with a safe environment. Despite every precaution, accidents do sometimes occur at the service from time to time.

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 incident 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. If they are unavailable, the emergency contact person will be contacted. The child's injury will be assessed, and an ambulance will be called if required. Where possible, an educator will accompany the child until the parent is able to be there.

SAFEGUARDING

Safeguarding refers to keeping children safe from maltreatment; the term maltreatment refers to physical, sexual, and emotional abuse and neglect of children.

Protecting children from maltreatment is everyone's responsibility. The Y believes it has a responsibility to all children and young people attending the service to defend their right to care and protection. The Y ensures 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 Y's Policy on Safeguarding Children and Young Persons please refer to our policy and procedure manual.

BEHAVIOUR GUIDANCE

The service will provide a secure, caring and stimulating environment, encouraging children to cooperate and enhance their self-esteem and ability to interact with others. 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 has a set of limits outlining expected child behaviours at the service. These are set up by both the children and educators and are displayed in the service for the children to see.

In addition to these limits, all the Y OSHC services have a 'bill of rights', as shown:

Everyone at the Service has the right to:

- Be treated with courtesy, kindness and respect
- Express their feelings and opinions assertively
- Relax and play in an atmosphere of harmony and co-operation
- Feel secure and safe in a caring and supportive environment
- Expect that service rules are fair, consistently implemented and respect the rights of all involved; and
- Be valued for their individuality including that of race, gender, culture, age, physical or intellectual diversity.

To support these rights we agree to:

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

We will not:

- Call other children or adults names, put them down or threaten them in any way
- Physically hurt people by hitting, punching, kicking, scratching, tripping, spitting, or in any other way
- Make people feel unwelcome by ignoring or excluding them.
- 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 regarding behaviour management of their child, then care may be withdrawn at the discretion of the OSHC Management.

If you require more information about the Y's Guiding Children's Behaviour Policy, then please speak with your service supervisor.

CONFIDENTIALITY AND PRIVACY STATEMENT

The service 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 service or have a legal right to know.

If you require more information about the Y's Confidentiality Policy, please speak with your service supervisor.

POLICIES AND PROCEDURES

Management, educators and families have collated a comprehensive Policy and Procedure Manual which is regularly reviewed and updated to ensure that it contains current 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

The service welcomes all parent feedback, including grievances and complaints, in order to foster positive relations between parents, management and educators and address any issues. Every parent has a right to a positive and sympathetic response to their concerns.

The parent should discuss the problem with the educator involved or the Nominated Supervisor. If the parent still feels action is necessary after discussion with the Nominated Supervisor, that parent can then contact the OSHC Management team. If the parent is still unhappy with the situation, the General Manager can offer to take the matter to the Executive Manager of Service Delivery for guidance.



LOCATIONS



To find the Y WA Outside of School Hours Care service closest to you please visit:

**[www.ymcawa.org.au/what-we-do/child-care/
before-and-after-school-hours-care](http://www.ymcawa.org.au/what-we-do/child-care/before-and-after-school-hours-care)**



Did you know
the Y Globally is
**175 Years
Old**



1908
Established in WA

Our **Mission**



To provide opportunities for children
and young people to grow in body,
mind and spirit



Any surpluses the Y WA make
are reinvested into youth and
community projects and programs



Over 100
services and
programs
statewide

We employ over
300 Young People
25 and under



the Y Operates in
119 countries - reaching over
58 Million
people worldwide



3 Million +
Participants each year



Delivered
230
Services



92% of people
satisfied with
the Y WA
services

* Based on 2018 stats

The Y

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Discover More

