



Outside School Hours Care Parent Handbook



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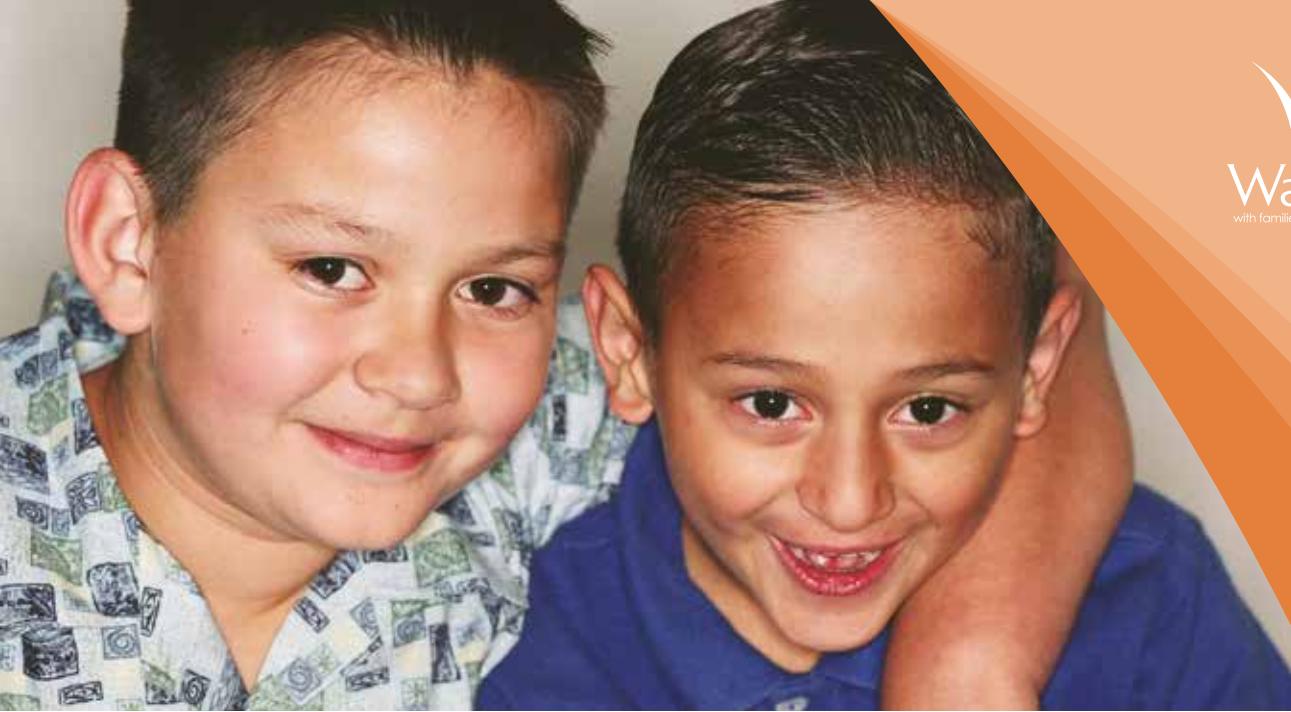
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Wanslea – A Brief History

Wanslea is a uniquely Western Australian not-for-profit organisation that was founded over seventy years ago by Florence Hummerston, a well known Perth identity committed to serving the community. In 1941 Florence became the Founding President of the Women's Australian National Service (WANS) War Fund and was also instrumental in the establishment of Wanslea two years later. During the war years, the WANS provided care for children whose mothers were ill and fathers overseas with the war effort. At the end of the war, the WANS continued to offer a service that cared for children in need. Florence

Hummerston was the first woman elected to the Perth City Council, on which she served for 18 years. She was a life member of the Children's Protection Society and was awarded an OBE in 1960 for her work with women and children in Western Australia. Mrs Hummerston died aged 94 in 1984.

Over the years, Wanslea has touched the lives of thousands of West Australians in times of family need, resulting in significant good will and respect for the organisation.



Welcome

We offer four services, located on school grounds:

- ✧ Beaconsfield Outside School Hours Care offers before and after school care
- ✧ Samson Outside School Hours Care offers before and after school and vacation care
- ✧ Northshore Outside School Hours Care offers before and after school and vacation care

- ✧ Weybridge Outside School Hours Care (at East Fremantle Primary School) offers before and after school and vacation care

Each service is unique. We aim to cater for the needs of each child and their family. We strive to be an exciting and enjoyable place where children feel safe, secure and happy.

Parent Participation

We strongly believe in the importance of building partnerships with families. We encourage all family members (including grandparents, aunts, uncles and siblings) to participate in all aspects of the children's programs. Please have a chat with any of the educators about ways that you may like to participate in the program.

The parent information board at the service displays information about the service and other important notices. If you require any other information please ask our educators and we will endeavour to find it for you.

Our service also publishes a family newsletter to let you know about interesting things happening in the

service, as well as information relating to the care of your child.

Wanslea Outside School Hours Care services are engaged in continuous quality improvement through the National Quality Framework and Standard. A regular part of this process involves a review of the service's policies and procedures. We welcome any input that you may wish to make to this process.

We aim to be a part of the school community and therefore are happy to help your child get ready for the school disco or take them to any after school activities on school grounds.



Enrolment

Before commencement of care an enrolment pack needs to be completed. It contains information such as living arrangements, immunisation history and emergency contacts. The entire document must be signed to acknowledge you abide by the terms and conditions and procedures for our service.

We also recommend that before your child's first day you and your child visit the service and meet the educators and familiarise yourselves with the service.

On your child's first day they will be paired with a peer buddy to show them around the service and introduce them to the other children. We find that children often feel more comfortable asking their peers questions. Our educators will also help support your child through their transition and will continue to support your child throughout their time at the service.

For families with children in Kindergarten, Pre-Primary or Year 1, please let your child's teacher know that they are coming to afterschool care.



Hours of Operation

Hours may vary at each service.

Please contact the OSHC Coordinator or visit

<https://www.wanslea.asn.au/early-learning-and-development/outside-school-hours>

Contact Details

OSHC Coordinator

Phone: 9245 2441

Mobile: 0478 773 272



Priority of Access

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

The priority of access is in the following order:

1. Children at risk of serious abuse or neglect
2. Workforce participants where a single parent, or both parents, are employed, seeking employment or studying/training for future employment
3. Any other child

Inclusion Program

Our service supports and provides for children and families with a diverse range of experiences. These experiences may include a range of: abilities (or disabilities) of the child or a family member, cultures, languages, religions, family compositions and types. We provide a well-developed program that includes the needs of all children and families.

If required, we can organise an inclusion support facilitator or other associated professionals to assist us in tailoring the service to your needs. Where possible, we will organise support prior to your child's commencement of care. This ensures that their transition into care is supported.

Arrival and Departure of Children

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

-  When you drop off or collect your child, please acknowledge one of our educators. This ensures that they are supported during the goodbye process and that their presence is recorded so that all children are accounted for throughout the day and in case we have an emergency evacuation.
-  Staff will show you where and how to sign in each day. If your child is unable to attend, it is essential that you also sign for all absences. Child Care Subsidy cannot be claimed on unsigned care sessions, in line with Family Assistance Law.
-  Your child will not be released to anyone other than those authorised on your enrolment form, unless we have confirmation from you first. We will also not release a child to anyone who is under the age of 16.
-  You will need to notify our service (preferably in writing) each time you make alternative arrangements. We will accept a phone call in an emergency only. If educators have not received a message or are in any doubt, they will not release a child to an unknown person. We will always ask for identification before releasing your child, if the person is unknown to us, and they will be asked to wait while we seek confirmation if we have not heard from you to confirm. It is our duty to ensure that your child is safe whilst in our



care and we are sure you will understand the need for educators to be vigilant. A parent or guardian who arrives at the service to collect their child in a visibly intoxicated or unfit state to drive will be encouraged to contact an alternative adult to drive them and the

child home, or the service will offer to call a taxi at the expense of the parent or guardian.

- ✧ Please take the time to chat to your child's educator about your child's day.





Absences

If your child will not be attending a scheduled session, please inform our educators by:

- ✧ 2:00 pm for After School Care
- ✧ 9:00 am for Vacation Care

Please note that payment of fees is required even when your child is absent from care.



Child Care Subsidy

Child Care Subsidy helps with the cost of approved child care for eligible families. The Australian Government pays it directly to your child care provider to reduce your fees.

If you do not register for Child Care Subsidy, you will be charged full fees.

For more information and eligibility requirements please visit:

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



Payment of Fees

Fees are payable two weeks in advance via direct debit.

Fees can be paid weekly or fortnightly and a statement of fees will be issued to you fortnightly.

If you don't understand your account or are experiencing difficulties paying, please discuss with the Coordinator.

Parents with outstanding fees for one week will receive written notification giving seven days to pay their account or their child's place in the service may be cancelled. If fees are overdue by two weeks, your placement may be cancelled or suspended.

Please note that public holidays and sick days are still charged. If your child's days increase, we will lift the limit on your direct debit to cover the increase.

Change of Details

It is imperative for your child's safety and well being that you keep your child's enrolment form updated.

Medical information and emergency contacts are particularly important, but you also need to keep us up to date with changes of address, email addresses, bank account and credit card details, and Centrelink notifications.

You will be asked to update your child's enrolment form annually, in line with Education and Care Services National Regulations.



Living Arrangements

We are supportive of all children and their families. Where a child attending the service is not living with both parents, and where disputes arise in relation to responsibility for the child, the following will apply:

- ✧ Parental responsibility remains 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 the parent who is the person authorised on the enrolment form to collect the child.
- ✧ Where a non-enrolling parent cites an Order of the Family Court giving themselves lawful access to the child, the order needs to be produced for the Coordinator to see. The enrolling parent will be telephoned to check the existence of the order and to inform them.

- ✧ The child will only be released into the care of the enrolling parent, or other persons specifically authorised by the enrolling parent, except when the Department for Child Protection and Family Support or the Police specifically direct otherwise under the provisions of the Children and Community Services Act.





Late Collection

If you are unavoidably detained and unable to collect your child by the agreed time, you must telephone the service and let us know when you expect to arrive. If you need to arrange for another person to collect your child, you must provide full details about this person. If you have not contacted the service and your child has not been collected by closing time, we will attempt to contact you by phone. If this is not successful, we will call the emergency contact people listed on your child's enrolment form to arrange for their immediate collection.

We charge a late fee to parents who are late to collect their child from the service. This fee is to cover the costs of educator overtime hours and service operational costs. Our policy requires us to contact Crisis Care if a parent or guardian is more than 30 minutes late without explanation and no one else can be contacted.

Grievance Procedures

We are here to act on your behalf in the care of your child.

If you would like us to do things differently, please speak to the educator or Nominated Officer.

If you have any further concerns or feedback, please discuss these with the Coordinator.

Any ongoing complaints need to be referred to the Executive Manager.

Communication and feedback are vital and we think the contact between your family and our service is essential.

Our Curriculum

Our services use both the Early Years Learning Framework and the My Time Our Place Framework. These national frameworks describe play-based learning. Play is the best vehicle for young children's learning, providing the most appropriate stimulus for brain development.

The frameworks also recognise the importance of communication and language (including early literacy and numeracy) and social and emotional development.

All our educators are educated and experienced in the frameworks and their principles and outcomes. With the high standard and commitment of our

educators, we are able to provide a play-based educational program for each child in our care.

We believe that children learn through interacting with others and their surrounding environment. Our educators develop a child-led program that includes your child's interests and abilities.

We like to look at ways to incorporate each child's home culture, too, so if you have any ideas you would like to share, please speak to the educator.

Each week, a program will be displayed at the service or shared with you via online programming software.

The Service Routine

Daily routines are important to children's development. These routines may vary depending on which service your child attends.

Please speak to the Supervising Officer at your service for more information.

Our routines are flexible and will be adapted for the children's needs each day.

Meal Times

If your child has any food allergies or special requirements please discuss these with the Nominated Officer upon enrolment or when your child is diagnosed.

During after school care, we provide a light, healthy afternoon snack for your child. The weekly menu is designed in consultation with the children and is used as a healthy eating educational tool. The menu is displayed at the service.

During Vacation Care we ask that you provide morning tea, lunch and an afternoon snack. We will provide a fruit platter.

As we are 'allergy aware', we may ask that you do not provide certain foods for your child if another child has allergies. Please speak to the educators about any food restrictions.



Assessment and Ratings

Our services participate in the National Quality Framework Assessment and Ratings process.

Part of this includes our Quality Improvement Plan, which is available for you to view.

If you have any queries or would like further information on the National Quality Framework, please speak to the educators at the service or visit:

www.acecqa.org.au

What Should My Child Bring

Your child needs a hat every day and we recommend a water bottle.

For vacation care, your child needs to wear clothes and shoes that they can play, climb and jump in and that you don't mind getting dirty. As part of sun protection policy we ask that your child doesn't wear singlet tops or strappy dresses.

During vacation care your child needs a packed morning tea, lunch and afternoon snack. A list of all vacation care items is available.

Please make sure all your child's belongings are **clearly labelled** with their name.

Please discourage your child from bringing toys or special items to out of school care in case they are lost or damaged.



Excursions

Children will be taken on excursions as part of planned Vacation Care activities. We believe that these experiences enrich the program by providing children with hands-on opportunities to explore the community in which they live.

You will be informed of these excursions well in advance and you will need to complete an authorisation form before your child can participate.



Supervision Ratios

The service will maintain high levels of supervision of children at all times.

The service strictly adheres to the staff-to-child ratios specified by the Education and Care Service National Regulations 2012.

The staff-to-child ratios are:

🧑 In Centre Days 1:13

🧑 Excursions 1:10

When a kindergarten child is present, the In Centre ratio is reduced to 1:10.

Prior to excursions, a risk assessment is completed. Staff ratios may be reduced if necessary.

Educators will join in the children's play and encourage them to try new experiences.





Positive Guidance

Wanslea's focus is on the importance of respect and dignity for your child, acknowledging and accepting your child's feelings and encouraging these feelings to be expressed.

We recognise and understand that your child's behaviour may be affected by a range of factors and we work closely with you to support your child's individual needs.

Our educators use a variety of positive guidance strategies to support appropriate behaviour and build positive relationships.

For more information, please view Wanslea's Positive Guidance Policy or speak with your child's educator.



Immunisation

Education and Care Services National Regulations require the current immunisation status for your child to be kept on our record. You will be asked to provide us your child's immunisation history statement and, subsequently, provide us with the updated versions as applicable.

If your child is not immunised, you will need to provide us with your conscientious objection documentation and discuss how this may affect your child's care with the Supervising Officer.

Hygiene

We keep ourselves well informed on the current practices, information and public health issues relating to hygiene in group care. We display information throughout the service to assist you in contributing to the safe and hygienic environment we maintain for you and your child.



Health and Safety Issues

Children Who Are Ill

We regret that we are not able to care for children when they are unwell. To assist us in maintaining a healthy and safe environment for all children attending, the service we implement this approach:

✧ If a child displays symptoms of feeling unwell, we will initially monitor them.

- ✧ If they become uncomfortable or unable to participate in the program, we will contact you or your child's emergency contacts.
- ✧ While we are waiting for the child to be collected, we will make them comfortable while recording their progress on a record of illness form.

Unfortunately, we are not able to provide care for children with runny noses, coughs, potentially viral or bacterial rashes, vomiting, diarrhoea or other contagious illnesses.

We may ask for a doctor's certificate to let us know that your child is well enough to attend the service. Exclusion periods for illnesses are in line with Australian Government guidelines, Staying Healthy (current edition). These guidelines are available for you to view at your service.





Medication

We only administer medication prescribed or authorised by a doctor. Prescribed medication can only be given if it's in its original container, bearing the original label with the name of the child, the dosage to be given and is within the expiry date.

All non-prescribed medication (e.g. Paracetamol) must be in the original container with the original label, have clear dosage instructions and be within the expiry date.

In an emergency situation, verbal authorisation can be given by a parent or person listed on the enrolment form.

Medication can be administered to a child without authorisation in the case of an anaphylaxis or asthma emergency. Emergency services will be contacted immediately. The child's parent will be notified as soon as practicable. Any medication administered must be recorded by the educator on the Authorisation of Medication Form and signed by the parent.





Sun Protection

We follow the latest guidelines as set out by the Cancer Council of Western Australia. It is important that your child brings a hat with them (clearly labelled with their name) each day that they attend the service. We assist the children to apply sun cream 20 minutes prior to going outside. We consult the daily UV reports to ensure they are at a safe level for outdoor activities. Staff model the service's sun protection policy at all times.

Emergency Evacuation Procedures

A copy of the emergency evacuation procedures and an evacuation map are displayed at all entry and exit areas in the service. We encourage you to familiarise yourself with this. We practise emergency drills regularly.



Accidents

We go to great effort to prevent accidents. However, sometimes accidents still occur. At enrolment you are asked to sign an authority that allows us to seek medical assistance in the event that your child has an accident. If this is the case we will contact you immediately and either call an ambulance or take your child to an appropriate health facility. For minor injuries our first aiders will apply first aid treatment.

If the injury is outside the usual minor incidents, we will call you to up date you on your child's health and well being. No matter what kind of accident your child has, we will ask you to sign an accident form. This process ensures that you are always informed of any injury that your child may sustain during the day.

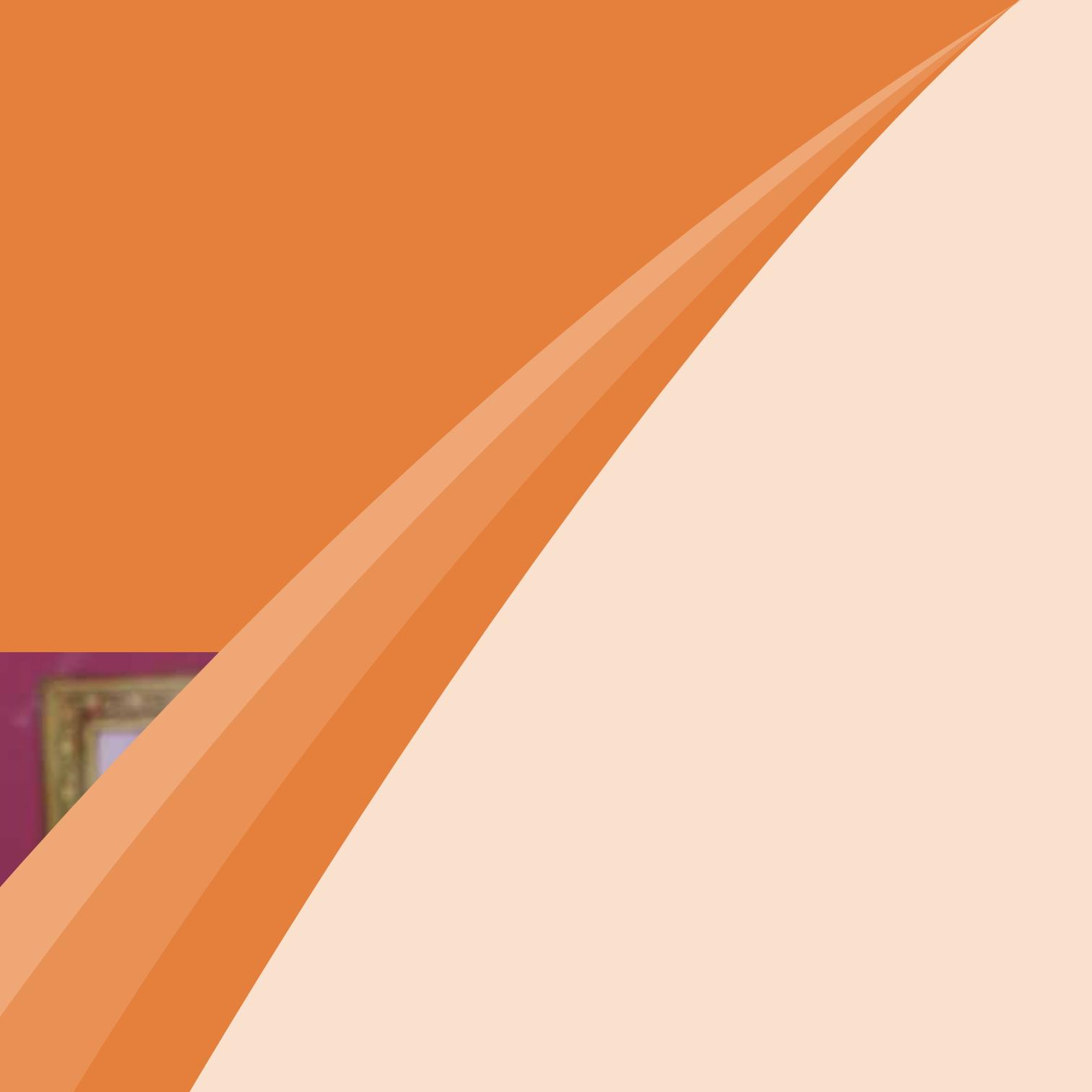


Thank you for choosing our service.

We look forward to welcoming you and getting to know you and your family.

If you require any further information, please feel free to contact us.





Scarborough

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PO Box 211
Scarborough 6922
(08) 9245 2441
childcare@wanslea.asn.au
www.wanslea.asn.au

Fremantle

1 Brennan Street Fremantle
0417 036 195
fremantle@wanslea.asn.au

Beaconsfield

Beaconsfield Primary School
5 Hale Street Beaconsfield
0435 884 887
beaconsfield@wanslea.asn.au

Samson

Samson Primary School
22 Lawrence Way Samson
0431 778 432
samson@wanslea.asn.au

Weybridge

Primary School Oval
4 Forrest Street East Fremantle
0427 772 437
weybridge@wanslea.asn.au

Northshore

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East Hamilton

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Hamilton Hill
0447 915 199

