

WALLESEND OOSH FAMILY HANDBOOK

HOURS OF OPERATION

Before School: 7am – 8:45am

After School: 3:10pm – 6pm

Vacation Care & Pupil Free Days: 7am – 6pm

BEFORE, AFTER SCHOOL & VACATION CARE SERVICE

Wallsend Public School

Plattsburg Public School

Wallsend South Public School

ABOUT OUR CENTRE

Wallsend Public School OOSH is a not for profit community organisation. Wallsend Public School OOSH is an incorporated entity in its own right, run by a volunteer Committee of users. If you wish to become involved in the Management Committee or attend Committee meetings, please see the Coordinator/ Nominated Supervisor. The centre is run by qualified staff/educators that have comprehensive experience and training in the child care field. Our centre operates with appropriate staff/educators to child ratios of 1:15 when at the centre and 1:8 when on excursions. Wherever possible staff exceed the 1:15 ratio to ensure the highest supervision. All staff/educators are screened through the Working with Children's Check from the New South Wales Commission for children and young people.

From January 2012, Wallsend Public School OOSH became part of the Education and Care Services National Regulations. Our Quality Improvement Plan will be based on these regulations which include the National Standards and our school aged framework: My Time, Our Place. A.C.E.C.Q.A (Australian Children's Education and Care Authority) will be responsible for the guiding of the National Quality Framework at the National level. We will be assessed according to the National Standards, consisting of 7 Quality Areas:

1. Educational Programme
2. Children's Health and Safety
3. Physical Environment
4. Educator/staffing Arrangements
5. Relationships with children
6. Collaborative Partnerships with Families and communities
7. Governance and leadership

PHILOSOPHY

Wallsend P&C Association OOSH strongly believe that children are individual and capable learners. We acknowledge that children's families are a child's first teacher, so it is important that every child and family feels a sense of belonging. Wherever possible, Wallsend OOSH communicates and utilises local businesses as well as provides an opportunity for the community to voice their opinions or ideas.

Our service believes that every child deserves the right to a healthy, safe and caring environment regardless of their age, culture, disability or gender. Our staff believe that the physical environment is the second teacher, therefore they strive to create an inclusive environment that embeds sustainability.

Wallsend OOSH is a fun environment where we respect that children have a big day at school with many expectations and instructions. During their time at OOSH, we encourage children to participate in free play, as we follow their interests, capabilities and challenges through the implementation of the Planning Cycle.

Wallsend OOSH endeavours to have consistent indoor and outdoor options for the children. Wallsend OOSH's Leadership Team works to inform, assist and support casual staff. 'My Time our Place' will be reflected throughout play-based activities during Vacation care and Term care. Although Planning and programming has been made, Wallsend OOSH strives to be flexible to accommodate the holistic needs of the children. Our staff qualifications and relationships with families are considered in rostering to create continuity, quality and respectful connections with the children.

AIMS & OBJECTIVES

The following is a list of our aims and objectives, which we have written in relation to the centre, the parents/guardians, the children, the staff/educators and the community.

The Centre:

- to provide a comfortable and supportive environment for parents/guardians, staff/educators and children to strive for open communication and good relationships between all parties
- to provide a safe environment
- to provide a clean environment
- to embed an inclusive and caring environment
- to provide a friendly and welcoming environment
- to provide high quality care for children
- to have equipment and facilities that is suitable to the needs and abilities of the school-aged child
- to encourage good nutrition through the provision of nutritious snacks and by modelling healthy eating habits

The Parents/Guardians:

- to provide for the needs of parents/guardians who are working, looking for work, studying or who need care on an occasional basis
- to open for hours that allow parents/guardians to travel to and from that place of employment or study
- to make parents/guardians feel welcome and valued. To accept and value every parent regardless of race, cultural background, religion, sex or ability
- to help them feel confident in the centre's quality of care for their child
- to keep them informed and updated in issues relating to the service
- to encourage parent involvement in decisions on policy and programming updates
- to encourage feedback and input from parents/guardians in relation to the program, policies or other issues relating to the centre
- to encourage open communication between parents/guardians and the centre
- to maintain positive relationships between parents/guardians, staff/educators and management
- to meet the current needs of parents/guardians through continual update and review of relative issue

The Children:

- to accept and value every child regardless of race, cultural background, religion, sex or ability
- to maintain positive communication and relationships between staff/educators and children
- to encourage individual interests
- to foster children's independence and self-help skills
- to provide children with opportunities for self-expression and self-direction
- to provide an environment that will foster the child's self esteem
- to help children develop self-discipline skills through positive example and direction
- to help children appreciate and care for each other and their surroundings
- to encourage children to be involved in the planning, implementation and evaluation of activities in the centre
- to develop and implement a balanced program that is stimulating, interesting and exciting which allows for opportunities to explore and develop new skills
- to develop a mixed program that is appropriate to the developmental and leisure needs of all individuals and reflects the centre's cultural diversity
- to provide a place for children to play with friends

- to encourage children to participate in decisions about the centre

The Community:

- to provide for the changing needs of the local community
- to be sensitive to the needs of residents around the centre in relation to parking, noise and other considerations
- to ensure the cultural diversity of our community is valued and respected
- to develop positive relationships with the school, local council and government
- to maintain open communication between the school, neighbours and other relevant community groups
- to keep the relevant groups informed of any major changes within the centre
- to keep up to date with any current issues in the local area
- to participate, where possible, in community events

The Staff/Educators:

- to create an enthusiastic and positive atmosphere for the staff/educators which encourages personal initiative and co-operation
- to help develop mutual respect, courtesy and understanding for all
- to provide support and assistance where needed
- to provide relevant training and development
- to ensure staff/educators are aware of all expectations and duties
- to abide with child protection laws – all educators are a mandatory reporter
- to ensure a safe environment free from discrimination.

Core Rules for Students at Wallsend Public School OOSH

- **Respect yourself and others**
 - *You have the right to feel safe*
 - *Accept and respect differences*
 - *Physical fighting (real or play) is not permitted*
 - *Not bring in dangerous or harmful items*
- **Respect Staff**
 - *Be polite and kind*
 - *Use appropriate language*
 - *Listen and follow staff instructions*
- **Respect the environment**
 - *Stay in supervised areas*
 - *Share the space and toys provided*
 - *Keep environment clean*
 - *Use toys appropriately*
 - *Walk when indoors*
 - *Large ball games on the field only*
 - *Please keep your personal items in your bag*
 - *We have our own technology so please leave yours at home or in the safe*

These rules encourage a caring, safe, inclusive and well managed environment where the individual is valued as a person and has the opportunity to be actively involved in the decision-making processes of the centre. The consequences for breaking the rules at Wallsend OOSH will be discussed with students.

Staff/educators will follow up all behavioural concerns by discussing the situation with the child and working together to problem solve better strategies for the future. Staff/educators will use a range of wellbeing techniques including modelling, redirection, verbal affirmations and positive reinforcement. Staff/educators will ensure parents/guardians are promptly informed of any behavioural concerns when collecting their child. This is done using a Behaviour Report which will be signed by the Responsible Person or Educator who witnessed the situation. Information collected will be saved and kept for future reference.

Where a child demonstrates consistent unacceptable behaviour staff/educators will (in consultation with parents/guardians and other professionals as required) assess, plan and implement an individual Behaviour Management Active Plan which reflects the child's needs and abilities.

Should unacceptable behaviour continue and individual strategies not be successful the staff/educators will inform Management (the Nominated Supervisor P&C convenors). Management in consultation with the staff/educators will discuss the issue. Where, in the interest of the child and other children at the centre, suspension or permanent exclusion is seen as the only step to be taken, this will be decided by Management.

CENTRE PROCEDURES

Placement Offers & Priority of Access

The priority of access places will be given to:

- 1st priority – children who are at risk of abuse or neglect.
- 2nd priority – children of workforce participants, where a single parent or both parents/guardians are employed, seeking employment or studying/training for future employment.
- 3rd priority – children of parents/guardians with a continuing disability
- 4th priority – children with non-working parents/guardians and single parents/guardians.

Should a priority one placement be required on any given day which would exceed the number of children the OOSH is approved to provide care for children starting from the lowest priority groups on those days would be asked to forego care until other arrangements can be made.

Extreme Weather

In the case of extreme weather the children will be isolated in the hall or the school library. For example: extreme hot weather or flooding.

Sun Safe

All children are required to wear a hat eg. broad brimmed when the UV exceeds 3. A minimum SPF 30+, broad spectrum, water resistant sunscreen will be made available in the centre and staff/educators and children will be encouraged to apply before and during exposure to the sun. Please refer to Sun Protection Policy for further details.

Signing In and Out

When anyone is collecting a child or children they will need to present identification in the form of license (hard or digital copy), photo ID or passport. This will then be used to ensure the child is leaving OOSH with the correct person.

Children attending Before School Care should be signed in by a parent/guardian on arrival. Children are required to go to school after 8.45am and will be signed out by an OOSH educator. Once the children are

dropped off at their school (where applicable) and signed out, the children are then in the care of their respective schools.

Signing in and out by parents/guardians needs to be done every day as this is a Regulatory requirement. The noting of time of arrival and departure must also be completed each day including a signature. Non-completion of this task causes a margin of error in our emergency evacuation procedure. Sign in/sign out book gives us an accurate number of children to be accounted for.

Sick Children & Accidents

Refer to the Centre's *Incident, Injury, Illness and Trauma Policy* and *First Aid Administration Policy*.

Wallsend OOSH policies are available to all parents/guardians for view and are available upon request. If for any reason a child becomes distressed parents/guardians will be contacted at the discretion of staff/educator's members eg. head/facial/spinal injuries will receive a call.

If a child is unwell at home, they will not be permitted to stay at Wallsend OOSH. Children who appear unwell (lethargic, has a fever over 38°C, vomits, displays cold/flu symptoms etc.) when being signed in by their parent/ guardian will not be permitted to be left at Wallsend OOSH. Educators/Staff may request a doctor's clearance to ensure other children are not exposed to infectious diseases.

If a child becomes ill whilst at Wallsend OOSH, the parents will be contacted to take the child home. Where the family is unavailable, emergency contacts will be called to ensure the child is removed from Wallsend OOSH promptly.

If a child is injured within the centre or whilst on an excursion, staff/educators will offer first aid to prevent the injury from worsening and contact the parents or emergency contacts where the accident is of a serious nature. Parents will be asked to sign an *Incident, Injury, Illness and Trauma Report*.

New Vaccination Laws from January 2014

The Public Health Amendment (Vaccination of Children Attending Child Care Facilities) Act 2013 came into effect 1 January 2014 and requires a child's immunisation status to be provided to a service **before** enrolment. All families (new & existing) need to provide evidence that their child is either:

- fully vaccinated for their age
- has a medical reason not to be vaccinated
- has a conscientious objection, including religious beliefs, to vaccination
- is on a recognised catch-up schedule if their child has fallen behind with their vaccinations.

Accreditation/Registration

Accreditation by ACECQA. My time, Our place is our learning framework with our service Meeting National Quality Framework.

Student Wellbeing Policy

The centres Policies and Procedures are available upon request, please see the Coordinator/Nominated Supervisor if you would like to view these documents. Wallsend Public School OOSH aims to provide a safe, supportive and caring environment where all students are free from bullying, harassment, discrimination and intimidation. Students, with staff/educators direction are encouraged to be involved in the development of positive strategies to ensure the wellbeing of all persons using the centre. These strategies will encourage students to develop the qualities of self-discipline, responsibility and courteous behaviour.

ROUTINE

Morning:

- 7:00-8:00am Children can have breakfast and participate in the indoor outdoor interest based activities
(8:00) Breakfast gets packed away
- 8:15am Wallsend OOSH Bus transports children to required schools
- 8:30am Children pack away and play group game
- 8:45 - 9:00am (8:45) Children are signed out to go to school

Afternoon

- 3:10pm Children arrive from Wallsend Public School
- 3:20pm South Wallsend bus arrives (another bus trip may need to take place depending on number of children)
- 3:30pm Plattsburg Bus generally arrives
- 4:00 – 5:00pm Sport and craft activities begin
- 5:30 – 6:00pm Children assist with tidying up and play calming or group games

Inclusion Support Subsidy

Our program may be eligible to receive an Inclusion Support Subsidy (ISS) which can assist with the inclusion of children with additional needs. For further information concerning ISS please speak with the centre Coordinator/Nominated Supervisor.

Homework

A quiet space will be provided to encourage children to do their homework. Due to staff/educators being required to supervise all children, staff/educators will be unable to offer each child individual assistance. Staff/educators will not force or make homework time compulsory for any child. The focus of the program is recreation / leisure in a safe, fun and supervised environment.

Personal Items

Staff/educators may ask children to put back in their bags or hand in certain toys/items should it be at risk of being damaged etc. Wallsend OOSH takes no responsibility for belongings which are lost, broken or stolen. Technology which is not supplied by the OOSH will be required to be passed to staff/educators at the beginning of the session to be placed in the safe located in the office and returned to the child at the end of the session.

Food

Wallsend OOSH provides breakfast and afternoon tea every day. Our menus vary with the seasons but always include a variety of fruit or vegetables each day, and an option of a healthy snack. The food provided is not always to every child's taste and as such parents/guardians have the option of sending a healthy snack with the child to allow for this. Weekly menus are on display at the centre, a copy is always available upon request.

Wallsend OOSH staff/educators will endeavour to provide assistance and support to any child with additional dietary requirements. Parents/guardians must inform staff/educators upon enrolment about such requirements and provide all necessary information with the enrolment form. Discussion regarding afternoon tea will be made in consultation with parents/guardians and staff/educators. Where food requirements cannot be met by the Wallsend OOSH, parents/guardians and staff/educators will develop

strategies that will ensure the child receives appropriate snacks. Wallsend OOSH will also endeavour to meet religious beliefs, regarding food for individual families.

Community Diversity

We adopt an attitude of respect for all families and staff/educators regardless of background, physical capability or cultural diversity. This is encouraged by fostering high self-esteem and a positive self-concept in children by exploring/celebrating similarities and differences. The program will present positive experiences for the children which are based on gender equity. We aim to create an atmosphere where all children feel comfortable, secure and happy.

Smoke Free Zone

Our service is strictly tobacco, drug and alcohol free. In order to keep children, staff/educators, families and visitors free from the dangers of drugs, alcohol, tobacco smoke and other smoke, including illegal substances the consumption of these substances is prohibited in all areas of the service. Under no circumstances will any person attend the service if they are affected by alcohol or drugs.

Parent, Family & Community Conduct

Physical, Verbal abuse or intimidation from any parent or family member to any staff member or child in our service will strictly not be tolerated. All incidents will be reported to the P&C and the person will be given a written warning and if an incident of this nature occurs again there may be an exclusion put in place where that person is not able to approach the service. Depending on the circumstance and actions a police report may be made after notification to the P&C, any risk to children is to also be reported to Department of education.

Parent Communication

Our centre recognises the importance of parent involvement within the program. We realise for many working parents/guardians time is limited and therefore we aim to provide a variety of opportunities for parents/guardians to participate according to their availability. Some of the ways in which you can become involved are by completing surveys, following us and answering questions on Facebook, attending P&C committee meetings, social functions, input into weekly programs/menus, policies and procedures and fundraising. Parents/guardians will receive updated information along with their weekly statement.

Confidentiality

Wallsend OOSH acknowledges and follows confidentiality guidelines as outlined in legislative requirements by the Department of Community Services Centre-Based and Mobile Child Care Services Regulation (No2) 1996, The Australian Early Childhood Association (AECA) Code of Ethics and the Privacy Act.

Grievances

All grievances should be directed to the Coordinator/Nominated Supervisor and if not suitably resolved then the grievance is to be directed to the OOSH Convener. This can be done by putting the grievance in writing and handed to the Coordinator/Nominated Supervisor and addressed to 'The OOSH Convener'. For serious grievances both the Coordinator/Nominated Supervisor and P&C Executive Committee will review the grievance and make mutual recommendations for the resolution of the issue. At all times, Wallsend OOSH is committed to the timely and positive resolution of concerns, complaints and grievances.

- Wallsend OOSH: oosh@wps-pnc.org.au
- Wallsend Public School P&C Association – Executive Committee: wps_pnc@mail.com

If you need to take further action, contact:

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NSW Ombudsman

Ph: 1800 451 524

Address: Level 24, 580 George St, Sydney, NSW 2000

Fees

Please refer to the Wallsend OOSH 'Fees Policy'. This policy outlines the current fees, administration fee, and procedures for overdue accounts or late collection of children, failure to notify and Child Care Subsidy (CCS) information.

Feedback Procedure

Families are encouraged to talk to centre staff/educators. A Communication book is available, and all families are encouraged to write feedback of the centre, program and staff/educators. A question will be asked each week however if you have any feedback outside the question asked for that week, you are welcome to add your own on the same sheet of paper or email us your suggestion.

We are happy to hear any ideas and constructive criticism. Wallsend OOSH understands and respects that each family is unique in their culture, home life and community we would like to support and celebrate this by incorporating families into our routine, activities and learning.

We look forward to hearing from you!