

Wallsend Public School OOSH

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WALLSEND NSW 2287

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Wallsend OOSH entrance is via school hall

FAMILY HANDBOOK

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 please see the coordinator. The centre is run by qualified staff that have comprehensive experience and training in the child care field. Our centre operates with appropriate staff to child ratios of 1:15 when at the centre and 1:8 when on excursions. All staff 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 and Safety
2. Children's Health and Safety
3. Physical Environment
4. Staffing Arrangements
5. Relationships with children
6. Collaborative Partnerships with Families and
7. Leadership and Service Management Communities

PHILOSOPHY

We aim to provide a safe, healthy and caring environment for children at an affordable price. We aim to create a comfortable atmosphere that offers acceptance and support in an environment that nurtures the children's development and values every child. We aim to provide activities to enhance children's development, encourage individual interests and foster independence, where children have opportunities for self-expression, self-direction and self-discipline and play during their middle childhood years.

We encourage parent involvement in all decisions. We aim to be supportive to our parents and strive for open communication and positive relations between staff, children, families, management, School staff and members of the local community.

AIMS & OBJECTIVES

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

The Centre:

- to provide a comfortable and supportive environment for parents, staff and children to strive for open communication and good relations between all parties
- to provide a safe environment
- to provide a clean environment
- to provide a 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:

- to provide for the needs of parents who are working, looking for work, studying or who need care on an occasional basis
- to open for hours that allow parents to travel to and from that place of employment or study
- to make parents 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 issues
- to encourage feedback and input from parents in relation to the program, policies or other issues relating to the centre
- to encourage open communication between parents and the centre
- to maintain positive relationships between parents, staff and management
- to meet the current needs of parents 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 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 this 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 Staff:

- to create an enthusiastic and positive atmosphere for the staff 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 are aware of all expectations and duties

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

HOURS OF OPERATION

Before School: 7am – 9am

After School: 3:10pm - 6pm

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

SCHOOLS SERVICED

Wallsend Public School

Plattsburg Public School

Elmore Vale Public School

Wallsend South Public School

WALLSEND PUBLIC SCHOOL OOSH CENTRE PROCEDURES

Sun safe

All children are required to wear a hat e.g. broad brimmed whenever they are outside throughout the school year. A minimum SPF 30+, broad spectrum, water-resistant sunscreen will be made available in the centre and staff and children will be encouraged to apply before and during exposure to the sun. The instructions on the sunscreen will be followed as to the when and how often to reapply.

The centre will incorporate sun and skin protection awareness activities in the program and provide notices and posters about the topic. All sun protection practices will be maintained while walking to and from school and on any excursions.

Placement offers & Priority of Access

The priority of access places will be given to:-

1st priority – are children who are at risk of abuse or neglect.

2nd priority – are children of workforce participants, where a single parent or both parents are employed, seeking employment or studying/training for future employment.

3rd priority – are children of parents with a continuing disability or incapacity.

4th priority – are children with parents at home and single parents.

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.

Signing In and Out

Children attending Before School Care should be signed in by a parent/guardian on arrival. Children are permitted to go to school after 8.45am.

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 opens up 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.

Extreme Weather

In the case of extreme weather the children will be isolated in the hall.

Sick Children & Accidents

Refer to the Centre's Illness & Infectious Diseases, Accident, First Aid and Safety Policy.

Wallsend Public School OOSH policies are available to all parents/guardians for inspection and are available upon request. If for any reason a child becomes distressed parents/guardians will be contacted at the discretion of staff members.

If a child is injured within the centre or whilst on an excursion, staff 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 accident notification form.

Grievances

All grievances should be directed to the Supervisor and if not suitably resolved then to be directed to the OOSH Co-ordinator at Wallsend Public School OOSH.

This can be done by putting the grievance in writing and handed to the Supervisor and addressed to "The OOSH Co-Ordinator".

If you would like to attend the Committee meetings you can see the Co-ordinator for details.

Student Wellbeing Policy

The centres Policies and Procedures are available upon request, please see the Co-ordinator 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 and intimidation. Students, with staff 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.

At Wallsend Public School OOSH we believe:

- In RESPECT for ourselves, other people, their belongings and the environment
- Individuals should take RESPONSIBILITY for their own behaviour
- Individuals need to make SAFE choices

CORE RULES FOR STUDENTS AT WALLSEND PUBLIC SCHOOL OOSH

Even though the Centre rules may change due to student suggestions below is a list of the general rules which apply:-

- behave safely, considerately and responsibly, including when travelling to and from OOSH
- show respect at all times for staff and helpers, including following OOSH rules, speaking courteously and cooperating with instructions and activities
- treat one another with dignity and respect
- care for property belonging to themselves, the school and others
- running outside only
- co-operate with others
- ball play is for outside
- always stay inside Wallsend Public School OOSH boundaries
- clean up after yourself
- care for others
- obey school rules
- no standing on furniture
- care for all equipment

- put litter in bins
- always use your manners
- treat others the way that you would like to be treated
- listen to the Wallsend Public School OOSH educators
- listen to and find person with emergency whistle
- no hat no play
- have fun

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 Public School OOSH will be discussed with students.

Staff will follow up all behavioural issues by discussing the situation with the child and working together to problem solve better solutions for future. Staff will use a range of wellbeing techniques including modelling, redirection, positive reinforcement and reward programs. Staff will ensure parents are promptly informed of any behavioural concerns when collecting their child.

Where a child demonstrates consistent unacceptable behaviour staff in consultation with parents and other professionals will assess, plan and implement an individual behaviour management program which reflects the child's needs and abilities.

Should unacceptable behaviour continue and individual strategies are not working the staff will inform the management. The management in consultation with the staff will discuss the issue. Where, in the interest of the child and other children at the centre, exclusion is seen as the only step to be taken, this will be decided by the management.

Strategies & Practices to Recognise and Reinforce Student Wellbeing / Achievement:

Wallsend Public School OOSH will recognise and reward students for achievement, effort, involvement and thoughtfulness and to reinforce positive attitudes through the following practices:

- positive behaviour reinforcement system will take the form of OOSH certificates. OOSH certificates provide instant reward for student behaviour and accumulate towards on-going awards for student wellbeing and achievement. Students who have displayed appropriate on-going behaviour may choose from activity privileges or centre jobs of responsibility
- awards for consistent on-going achievement will be presented during a weekly presentation at Wallsend Public School OOSH

Food

Wallsend Public School 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 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.

Additional Dietary Requirements

Wallsend Public School OOSH staff will endeavour to provide assistance and support to any child with additional dietary requirements. Parents must inform staff 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 and staff. Where food requirements cannot be met by the Wallsend Public School OOSH, parents and staff will develop strategies that will ensure the child receives appropriate snacks. Wallsend Public School OOSH will also endeavour to meet religious beliefs, regarding food for individual families.

Accreditation/Registration

Accreditation by ACECQA. My time our place.

Personal Items

Staff may also ask children to put back in their bags or hand in certain toys should it be at risk of being damaged etc. Wallsend Public School OOSH takes no responsibility for belongings which are lost or stolen during Outside School Hours Care.

Homework

A quiet space will be provided to encourage children to do their homework, but staff will be unable to offer them individual assistance as they need to supervise all the children. Staff will not force or make homework time compulsory for any child. The main focus of the program is recreation / leisure in a safe, fun and supervised environment, however, staff will encourage children if they have homework to complete in homework corner.

Smoke Free Zone

Smoking is not allowed in the Centre or its surrounding buildings, grounds or facilities.

Pupil Free Days

Wallsend Public School OOSH is open for all day care on teacher in-service days if we have at least 25 children booked in 2 weeks before the in-service day. Please check with the centre staff if you are interested in making a booking on these days.

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.

Community Adversity

We adopt an attitude of respect for all families and staff 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 similarities rather than 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.

Parent Communication

Our centre recognises the importance of parent involvement within the program. We realise for many working parents time is limited and therefore we aim to provide a variety of opportunities for parents to participate according to their availability. Some of the ways in which you become involved are by completing surveys, attending parent committee meetings, social functions, input into weekly programs/menus, policies and procedures and fundraising. Parents will receive newsletters outlining current centre information.

Confidentiality

Wallsend Public School 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.

New Vaccination Laws from January 2014

The Public Health Amendment (Vaccination of Children Attending Child Care Facilities) Act 2013 will come into force from 1 January 2014.

The changes to the Public Health Act 2010 will mean that a child's immunisation status must 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, or
- is on a recognised catch-up schedule if their child has fallen behind with their vaccinations.

FEES

Please refer to the following document "Wallsend Public School OOSH Fees Policy". This policy outlines the current fees, administration fee, procedures for overdue accounts or late collection of children, failure to notify and Child Care Benefit Information.

Feedback Procedure

Families are encouraged to talk to centre staff. There is a Parent Communication book on the sign-in table. All families are encouraged to write feedback of the program and staff.

For serious grievances both the Supervisor, Co-Ordinator 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: wallsendoosh@bigppond.com
- Wallsend Public School P&C Association – Executive Committee: wps_pnc@mail.com

If you need to take further action, contact: **NSW Ombudsman – Ph:1800 451 524**

Address: HSBC Wallsend OOSH, Level 24, 580 George street, Sydney, NSW 2000.