



KALAMUNDA OUT OF SCHOOL CENTRE

PARENT HANDBOOK

(Updated March 2018)

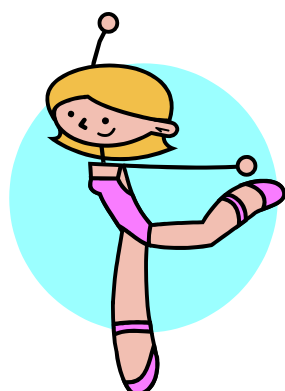
12 GROVE ROAD WALLISTON WA 6076

PO BOX 326 KALAMUNDA WA 6926

PHONE/FAX: 08 9291 0088

EMAIL: kosc@bigpond.net.au

www.kosc.com.au



| | |
|---|-------|
| Contents | 1 |
| Welcome | 2 |
| Operating Hours | 2 |
| Leaving your child with us for the first time | 2 |
| Settling your child into care | 2 |
| Parent Participation | 2 |
| KOSC: Our Philosophy | 3 |
| What we provide: For families, Children & Community. | 3 |
| KOSC Management Structure | 4 |
| KOSC Management Committee & Sub Committees | 4 |
| Licensing & National Quality Framework | 4 |
| What are the facilities at KOSC? | 4 |
| Enrolments & Privacy of Information | 5 |
| Priority of Access | 5 |
| Children with Additional Needs | 5 |
| Waiting Lists | 5 |
| Fees | 6 |
| Child Care Benefit | 6 |
| Non-payment of Fees | 6 |
| Late Fees | 6 |
| Daily Attendance | 6 |
| Non notification of absence fee | 6 |
| Arrival & Collection of Children | 6 |
| Arriving at the centre | 7 |
| Collecting Children from School | 7 |
| Authorised Persons | 7 |
| Late Collections | 8 |
| Children's Safety on the Roads | 8 |
| Centre Program of Activities | 8 |
| What Should Your Child Wear? | 8 |
| Volunteers & Student Placements | 8 |
| Staff | 9 |
| A typical day at KOSC | 10 |
| Food and Nutrition | 11 |
| Birthdays | 11 |
| Personal Toys/Equipment | 11 |
| Guiding Children's Behaviour | 11 |
| Centre Limits | 11-12 |
| Termination of care | 12 |
| Addressing Bullying Behaviour | 13 |
| Health | 13 |
| Hygiene | 13 |
| Immunisation | 13 |
| Exclusion | 14 |
| Unwell Children at the Centre | 14 |
| Administration of Medications/What Medications we use | 14-15 |
| Occupational Safety & Health | 15 |
| Sun protection | 15 |
| Safety Drills | 16 |
| Accidents | 16 |
| First Aid Qualifications | 16 |
| Vacation Care & Excursions | 16 |
| Swimming Excursions | 16-17 |
| Complaint procedures | 17 |
| Policies in Use | 18 |

WELCOME!

Welcome to our centre. Please read this information carefully to assist you in settling your child into the Centre and to answer any questions you may have. If you require more detailed information, or a copy of the activity program, please do not hesitate to consult with the Supervisor or a staff member. The Centre's Policy Manual is available at the sign in/out desk.

Operating Hours

Before school care 6.30am - 9.30am

After school care 2.30pm - 6.15pm

Vacation Care 7.00am – 6.15pm

(The centre is closed public holidays, and for a fortnight over Christmas/New year period.)

Leaving your child with us for the first time?

You are welcome to bring your child to the centre prior to their first session so they can orientate themselves to the centre and meet some of the children. We can also arrange for another child who attends the centre to act as a buddy. If your child is attending one of the schools, which require transport to the centre, we can arrange a buddy for the first few trips on the bus. You should also inform your child's school teacher. They may be able to assist in ensuring your child gets on the KOSC bus.

Settling your child into the centre

Our service caters for a wide range of Primary School age children. Children may have had little previous experience of multi-age groupings. Some of the younger children, in particular, may need time to settle and feel secure within the service. Our staff are experienced in encouraging children to feel at home and make new friends, and ensure that children of all ages treat each other with care and respect.

If you are concerned about your child in any way please telephone the service during the time your child is attending for reassurance of your child's well being. The staff will always tell you honestly how your child is. Our staff are happy to discuss your child's emotional needs with you, if any issues arise.

Parent Participation

Parents are our biggest support. Their encouragement and assistance, in whatever way, such as coming to a parent night, collecting bits and pieces for the craft corner, help with fund raising and helping at busy bees, would be of invaluable assistance.

You are encouraged to become involved with the program of the Centre and your ideas and suggestions will be greatly appreciated. We are always happy to have people come into the Centre with interesting things to show and share, sing, teach, and make with the children, especially activities of a multicultural nature.

You can be involved by discussing your child's temperament, strengths, likes and dislikes and any special interest with the Educators. Even though a parent's life is very busy, we would appreciate a few minutes when you bring and collect your child to talk about how he/she is enjoying participating in the program.

To give the children the best opportunity for positive involvement in our program, Centre staff and parents work hand-in-hand. We want children to gain the best that is possible from our Centre, so please do keep in touch and discuss any problems, concerns and/or feelings you may have with the staff.

To provide within the available resources the highest quality child care and learning environment that encourages and seeks to extend the individual development of the children, that response the needs of the family and that has regard to the interest of the members and the community.

KOSC: Our Philosophy

The Kalamunda Out of School Centre acknowledges the unique time of middle childhood.

We believe that children learn best through play based activities. Our program reflects the Early Years Learning Framework and provides a supportive environment where children can ask questions, solve problems and engage in positive social interactions.

We recognise that by providing play and leisure opportunities for children to learn they discover, create and imagine. Our environment supports the wellbeing and development of children through vibrant and flexible spaces. It caters for individual children and groups of children.

We aim to support children in developing an increased awareness of healthy lifestyles and nutrition by incorporating their ideas within a flexible menu. Partnerships with families are based on effective communication and documentation. Educators endeavour to communicate freely, share insight and perspectives and engage in shared decision making.

As Educators we work in a collaborative way, sharing our knowledge and expertise. We work with children to discover ideas, provide opportunities for learning and engage them in experiences. We are committed to extending our skills and abilities through ongoing professional development.

Educators view culture and the context of family as central to children's sense of being and belonging and for success in lifelong learning. We strive for cultural competence, diversity and believe that all staff, families and children should be treated with respect, fairness and equity.

What we provide: For families, Children & Community.

KOSC recognises that the well-being of the children depends on the well-being, confidence, skills and high level of communication between the staff and parents by:

- Running a flexible programme, which can accommodate parents and individual child needs.
- Encouraging parents to be involved in all aspects of the management, daily life and programming of the centre.
- Encouraging and promoting the transfer of skills and information between staff and parents, and between parents and parents.
- Doing all we can to ensure KOSC is a community centre that acts a focal point for families, providing information and co-ordination of family needs and services for Kalamunda Shire.

KOSC Management Structure

Kalamunda out of School Centre is an Association under the Associations Incorporation Act and has its own Constitution. It is a not for profit organisation. Parents and/or guardians become members on enrolment of their child/ren. Local residents and interested parties who apply and are accepted by the committee may also become members. Staff are also encouraged to be members.

KOSC Management Committee

The Management Committee is made up of a maximum of 10, with a minimum of 7. No less than 5 of whom are parents elected by the membership plus the Supervising Officer as an ex officio.

Among the responsibilities and duties of the Management Committee are the development of policies, the planning of budgets, the management of financial matters and the appointment of staff. The Management Committee ensures the infrastructure for the operation of the centre is in place, whilst the day to day operation of the centre is left to the staff who are qualified to do this.

Two management meetings are held each term. Our Annual General Meeting is usually held in August of each year at which time new members are appointed to the Management Committee.

KOSC Sub Committees

Sub-Committees support for Management Committee by focusing on particular aspects of the centre. Sub-Committees are formed for short periods of time to undertake projects such as Quality Assurance. These groups, made up of parents and staff, consider the various aspects of the centre's management and make recommendations to the Management Committee.

Licensing & National Quality Framework

The centre is licensed by the Department for Communities. The centre has been assessed in 2017 under the National Quality Standards and received a rating of Exceeding the National Quality Standards of Child Care. The service is subject to spot checks by the Regulatory Authority to ensure the care provided to children is quality care and compliant with National Child Care Law and Regulations. If you have any issues with our centre you may discuss this with the Education and Care Regulatory unit on 6551 8333.

What are the facilities at KOSC?

- University and TAFE educated, caring, friendly and enthusiastic staff.
- High quality childcare (the centre is fully licensed & accredited)
- Transport to and from all local schools included in the fee.
- Before School, After School and Vacation Care.
- Nutritious Food, hot breakfasts and morning/afternoon teas.
- Access to large, well designed and equipped playgrounds.
- Indoor and outdoor activities.
- Flexible Fee Payment/Child Care Assistance/Rebate Available.
- Involvement of child in programming
- Qualified staff fully trained in First Aid & Emergency response for your child's safety.

Enrolments & Privacy of Information

On enrolling your child/ren at the centre, you are required to complete and sign a Registration Agreement which requests information such as contact details, custody arrangements, medical information, immunisation details and emergency contacts.

This Parent Handbook includes all of the relevant information for attending KOSC. All information provided is confidential and as such any concerns will only be discussed with the parent or Qualified Educators. All information regarding to children & families will be stored securely in a locked cabinet and will be destroyed appropriately after the period of time it must be kept.

Parents are required to inform the centre of their child's immunisation records on the enrolment form. Please ensure this copy is continually updated.

Your child will not be released to anyone other than those authorise on your Enrolment Form. You will need to notify the Qualified Play leader in writing when you make alternative arrangements. If staff have not received a message and are in any doubt they will not release the child under any circumstances. Any person picking up your child will need Photo ID.

Priority of Access

Under our agreement with Department of Education, Employment & Workplace relations, we are legally required to grant access/availability to the centre's service in the following manner of priority:

Priority of access is divided into three categories:

1. First Priority – A child at risk of serious abuse or neglect.
2. Second Priority - A child of a single parent who satisfies or parents who both satisfy the work/training/study test under section 14 of the Family Assistance act.
3. Third Priority – Any other child.

A Priority One (1) family can displace a Priority Two (2) family.

The centre will provide 2 weeks' notice when the situation arises. Parents are reminded to advise the centre of any change of circumstances. The majority of families using the service sit in category two.

Children with Additional Needs

Children with special needs that cannot be catered for within the usual Centre routine, will be integrated into the whole group with additional support from an Inclusion Support Facilitator. Referral to the Inclusion Support Facilitator or other professionals is made either directly by the parent, or by the Coordinator/Supervisor after permission is given by the parent. Where possible, support will be obtained prior to the commencement of care. This will ensure transition into care is successful for all concerned.

Waiting Lists

The centre operates with a waiting list and we adhere to the Priority of Access guidelines.

Fees

Fees are set by the Management Committee and are subject to change depending on the budget: (Effective 1 July 2017)

- Before School Care \$ 26.00
- After School Care \$ 35.00
- Combined BSC/ASC \$ 58.00 (must be a Term Booking)
- Vacation Care \$ 75.00

Fees are charged weekly and are due at the commencement of the week. They must be paid one week in advance, by EFTPOS, internet transfer or cheque. The normal fee is payable at all times, regardless of absence due to sickness. Holidays will be charged at 50% of your weekly fee. Failure to give notice will result in normal fees being charged. All cancellations for vacation care will be charged for.

Child Care Subsidy (commencing July 2018)

When your child starts at KOSC, it is your responsibility to contact the Family Assistance Office (Centrelink) and set up your Child Care Benefits through your www.my.gov.au account. The government subsidy is calculated on a sliding scale according to family income. We ask that you have your Customer Reference Number and include them in your Enrolment forms before lodging them with us.

Non-payment of Fees

The non-payment of weekly child care fees will result in your care being cancelled. If payments are 30 days overdue your account will be forwarded onto the centre's debt collection agency. If you are having trouble keeping up to date with payments please see the Centre Supervisor to make a payment plan.

Late Fees

If staff have to stay late to look after your child/ren a late fee of \$15 will be charged for the first 5 minutes (or part thereof) after 6.15pm. A further \$10 will be charged for each 5 minutes after that. Please telephone if you will be late as a courtesy to staff.

Cancellation of Care

Two weeks' notice is required to cancel care. The children may still attend in this period and any booked care will still be charged.

Arrival, Collection and of Daily Attendance of children

Government regulations require that you sign your child into and out of the centre. The sign in/out file is located on the Parent desk. Holidays, sick days or any other absent days must be identified and signed for. Your accuracy will ensure the security of your child, Child Care Benefit, and maintain an accurate attendance record. **If you do not sign your child in or out, you will be charged full fees.** Centre staff will sign your child out when leaving the centre for school in the morning and sign in when your child arrives in the afternoon. Our primary concern is the welfare and safety of your child. We therefore request that you comply with the following requirements. The Centre is committed to providing a safe, efficient and affordable transport system to collect children from school and take them to the Centre.

Non Notification of absence fee

If you fail to advise the centre that your child will be absent from the centre (AM/PM/VAC), you will be charged a \$15 fee.

Arriving at the centre

We request that children be brought to a staff member upon arrival. There are two staff on duty at all times. Please keep to the attendance days requested on your enrolment form as this enables the Supervisor to compile accurate staff work rosters. If you wish to change your days please speak to the Coordinator/Supervisor.

Collecting Children from School

The centre contracts Buswest to pick up and drop off all children utilizing our service. KOSC uses 3 buses. All drivers from Buswest hold valid Working with Children Checks.

If your child will be using the bus to be dropped off or picked up from school or on excursions they must observe the following rules.

1. **Make sure you are time to be picked up.**
2. **Always sit while the bus is moving [Road Traffic Code 2000 (WA)].**
3. **Wait until the bus stops before getting on or off.**
4. **No eating or drinking on the bus.**
5. **Do not put anything out of the bus windows.**
6. **Listen to the bus driver and do what they ask.**

Parents are asked to discuss the rules and care of the bus with their children.

Parents will be notified in writing if their child has been caught vandalizing the bus in any way. The cost of purposeful damage to a bus by the child will be paid for by the family involved.

We ask that you advise your child's school that you are using the KOSC bus as the children must be out on time. If your child misses the bus they should go to the school office and request that KOSC is informed. It may be possible for the bus to return. However if we are unable to, this issue will need to be taken up with the school as to why the child was late to the bus and you will be required to collect your child from school.

Before school care children leave KOSC at 8.20am and are dropped off to school in the morning between 8.30am and 8.50am.

After school care children are collected from 2.25pm (early closure) and 3.25pm for arrival at the centre at approximately 3.30pm daily. Parents are required to contact the Centre to advise of their child's inability to attend as soon as this is known so that their name can be withdrawn from the daily bus pick-up list.

IT SHOULD BE NOTED THAT NOT ALL SCHOOLS PROVIDE TEACHER SUPERVISION AND KOSC CANNOT BE RESPONSIBLE FOR NO SUPERVISION AT SCHOOLS.

Authorised Persons

The Centre's primary concern is for the safety and welfare of your child and will therefore only release your child into the care of the custodial parent or authorised persons identified on your child's enrolment form. Any changes to these authorities must be advised in writing to the Centre as soon as possible. If an unauthorised person arrives to collect your child, the child will not be released until your authorisation (preferably in writing) has been obtained. You must ensure your child's collection from the centre is reliably organised, as uncertainties and irregularities can cause anxiety for your child and the Centre staff.

Late Collections

If you are unavoidably detained and unable to collect your child at the agreed time you must telephone the Centre and advise of your expected time of arrival. If you need to arrange for another person to collect your child you must provide full details about this person to the Centre. If you have not contacted the Centre and your child has not been collected by closing time the Centre will attempt to telephone you. If this is not successful, the emergency contact people listed on your child's enrolment form will then be contacted to arrange for immediate collection of your child.

The centre has a policy of charging a fee to parents who are late to collect their children from the centre. This fee is to cover the costs of staff overtime hours. The centre's policy requires that Crisis Care and the Department of Community Development is contacted to advise them of the situation if a parent is more than 30 minutes late without explanation and no-one else can be contacted.

Children's Safety on the Roads

In the case of a parent or guardian arriving at the centre to collect their child in a visibly intoxicated or unfit state to drive, they will be encouraged to contact an alternative adult to drive them and the child home, or the centre will offer to call a taxi at the expense of the parent/guardian.

Centre Program of Activities

Children who attend our Centre may participate in a range of activities that have been planned to reflect the children's interests and meet their developmental needs.

The staff are responsible for creating an atmosphere and environment which is responsive to the needs of each individual child and to the group as a whole and which reflects the philosophy and goals of the service. The program will be balanced and include indoor and outdoor learning experiences, quiet and active times, individual, small group and large group times, time for individual staff/child interaction, group interests, children's special interests, and be flexible enough to allow for spontaneity and the unexpected.

Children will be encouraged to have input into program planning. The program will be child centred and will allow children to experience a variety of materials and pursue their own interests. You will find the weekly program displayed on the parent noticeboard. We invite you to have input into program development especially in relation to multicultural issues, music and storytelling. Any suggestions you have should be directed to staff.

What Should Your Child Wear?

It is important that children are in comfortable clothes that do not restrict their enjoyment or participation at the Centre.












We do provide aprons but clothes can still get stained when children are involved in messy activities. If you are concerned about your child's school uniform you may like to provide them with a change of clothes for after school.

Children are required to wear shoes, and need a hat that protects the face, neck and ears and is clearly marked with their name. The Centre recommends that children and staff wear loose fitting clothing that protect as much of the skin as possible for outdoor activities. Shirts that cover the shoulders and have collars and sleeves that are at least elbow length, and longer style skirts and shorts are most suitable. Darker colours are recommended as they are less likely to reflect UVR on to the skin.

Volunteers & Student Placements

From time to time we will have Uni, TAFE & high school students attending the centre.

KOSC Staff

| | |
|---|--|
|  | <p>Rosie Rosie is the Nominated Supervisor at Kalamunda out of school centre and is responsible for the day to day running of the centre. Rosie has been working at KOSC since 2005. She holds a Certificate 4 in out of School Hours care and is a qualified Teachers Assistant. She loves to keep the children involved with arts and crafts.</p> |
|  | <p>Natalie Natalie holds a Diploma in Children's Services 0-12 years and is currently studying Primary Education at Curtin University. Natalie assists in the day to day management of the centre. Natalie has been with KOSC since 2002. Natalie is also very keen on sports and ensures the children are offered a variety of activities.</p> |
|  | <p>Sue Sue is a qualified Teacher and has been employed at KOSC since 2014. Sue is the centres Educational Leader and is responsible for the weekly program which offers many different activities for the children to get involved with.</p> |
|  | <p>Elise Elise is a qualified Early Childhood teacher and also holds a Certificate IV in Education Support. Elise is a keen Italian card player and loves teaching the children scopa!</p> |
|  | <p>Sarah Sarah has a wealth of experience in Out of School Hours Care and enjoys being active with the children. Sarah is currently working towards her Certificate IV in Outside School Hours Care.</p> |
|  | <p>Mark Mark is an avid cricket & hockey player and enjoys spending time outside encouraging children to physically active. Mark has recently completed his Masters of Psychology at Curtin University.</p> |
|  | <p>Jackie Jaclyn has been employed at KOSC since 2013, she is studying an Early Childhood Degree at Edith Cowan University. She enjoys encouraging the children to get involved and be active!</p> |
|  | <p>Emma Emma has been employed at KOSC since 2015; she is studying Early Childhood at Notre Dame University. She enjoys arts and crafts and talking with the children about their day.</p> |
|  | <p>Emily Emily has been employed at KOSC since 2017. Emily enjoys everything to do with fitness and keeping active.</p> |
|  | <p>Harriet Harriet has been employed at KOSC since 2018; Harriet is working toward completing her Early Childhood Degree at Notre Dame.</p> |
|  | <p>Meaghan Meaghan has been employed at KOSC since 2017; Meaghan is working toward completing her Physical Education degree at ECU.</p> |

A typical day at KOSC

Our day plays out like this:

Before School Care

6.30am-9am- Children arrive at the centre. Breakfast is served to children who require it until 7.45am. Children are encouraged with activities.

At 8.10am children collect their bags and make themselves ready for the bus. When their bus arrives a member of staff escorts them to the bus and supervises them on the bus. They are then driven to school. The Educator will deliver Pre Primary children directly to their classroom.

After School Care

3pm-3.35pm Children arrive at the centre and are signed in.

3pm-3.45pm Afternoon tea is served, indoors or out, with an informal approach so children can continue to play uninterrupted if they choose to.

3.30pm-5pm Children participated in outdoor play (weather permitting) or interactive activities indoors. Children are encouraged to complete any homework assignments before joining in activities.

5pm-5.30pm A light snack is provided for children who require it (usually apple). Children are asked to assist with tidying up.

5.00pm Children are allowed to watch TV/play computer if requested and await pick up.

6.15pm Centre Closes

Vacation Care

7am-9am Children arrive and socialise

9am-12 noon Morning indoor and outdoor programs are run and morning tea is served. After morning tea, children resume the morning activities program. Morning excursions usually leave at 9am.

12 noon-12.45pm Lunchtime. Children are encouraged to sit together and eat, interact and develop good social eating habits with one another.

12.45pm-3pm Children are encouraged to undertake activities together. In summer these activities will be indoors to escape the heat of the day.

3pm-5pm Children participate in outdoor play (weather permitting) or undertake programmed interactive activities.

3.30pm Afternoon Tea is served, indoors or out, with an informal approach so children can continue to play uninterrupted if they choose to.

5pm Remaining children are encouraged to socialise with one another. Children are allowed to watch TV/play computer if requested and await pick up.

6.15pm Centre Closes

By request we may open for pupil free days. This service is dependent on numbers so please speak to the Nominated Supervisor/Centre staff at the earliest opportunity. The centre is closed ALL public holidays, and closes for up to 2 weeks over the New Year.

Food and Nutrition

Snacks form a significant part of the Centre routine. Please make sure that any food allergies, strong dislikes and/or special dietary requirements your child might have are recorded on the enrolment form and discussed with the Coordinator/Supervisor.

The Centre prepares morning and afternoon tea, and requires parents to provide a packed lunch for their child (Vacation Care). The menu will be changed regularly, be nutritionally balanced and reflect a wide variety of cultures. Consideration will also be given to cost effectiveness. Children are often involved in preparing and cooking snacks as part of the planned activity program. Children are taught how to store, prepare and serve food hygienically. The weekly snack menu is displayed on the program on the parent noticeboard. Ideas and recipes are welcome. Please put your ideas in the Suggestions Box in the reception area.

Snack times are treated as social occasions. The staff always sit with the children during snack times to interact with them, provide help where needed and set a good example for the children.

Birthdays

Children's birthdays are a special day that we enjoy celebrating with them. Due to children having allergies, intolerances, special nutrition needs the centre will provide a cake to the children who attend on the day of their birthday. Parents are more than welcome to attend if possible. We do ask that if you know that your child will not attend on their birthday to let the centre know before a cake is baked!

Personal Toys/Equipment

The centre requires parents and children to keep all personal belongings at home eg **trading cards, game boys, ipods, DS's, PSP's, tamagotchi's, bicycles, scooters, rip sticks etc** unless there are specifically programmed days to bring these in. We cannot take responsibility for any item that is brought to KOSC as it may get lost, broken or stolen.

Guiding Children's Behaviour

Learning appropriate behaviour is part of your child's social development. Our staff aim to help children to be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations.

You are encouraged to discuss your child's behaviour with Centre staff to ensure consistent behaviour expectations, both at home and at the Centre. Limits to children's behaviour will always be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way. Children will be encouraged to settle their differences in a peaceful manner. The staff will focus on positive behaviour, providing praise and encouragement where appropriate. Wherever possible, problems will be prevented before they arise by using methods such as diversion and providing enough equipment for all.

Limits

We find the following limits/rules necessary to protect the safety and well being of every child and ask parents to reinforce these with their child:

- ☺ WE WALK INSIDE
- ☺ WE USE OUR QUIET VOICE INSIDE
- ☺ WE RESPECT EVERYONE AND EVERYONE'S PROPERTY
- ☺ WE LISTEN TO OUR PLAYLEADERS
- ☺ WE WASH OUR HANDS BEFORE EATING AND AFTER TOILETING
- ☺ WE RESPECT ALL EQUIPMENT WE USE AT KOSC
- ☺ TREES ARE NOT FOR CLIMBING

- ☺ WE SHARE TOYS WITH EVERYONE AT KOSC
- ☺ THERE IS ALWAYS ROOM FOR ONE MORE PLAYER IN A GAME
- ☺ WE WEAR OUR SHOES AT ALL TIMES
- ☺ WE WEAR OUR HATS AND SUNBLOCK WHEN NEEDED
- ☺ WE STAY INSIDE THE KOSC BOUNDARIES AT ALL TIMES
- ☺ WE PACK AWAY AFTER OURSELVES
- ☺ THE KITCHEN AND OFFICE ARE FOR PLAYLEADERS ONLY

We will keep you informed of any concerns we have about your child's behaviour. Sometimes it is difficult for the staff to speak to individual parents at collection time. In this case you may find you receive a happy or sad face when you go to sign your child out just to let you know how your child's day has been. If the staff has a more serious concern you may find a behaviour report has been written detailing a particular concern or incident. The staff will follow this up with you.

At no time will a child receive any form of corporal punishment e.g. smacked, or be placed in a room alone, made immobile, frightened or humiliated in any way, verbally or emotionally punished, nor will food or drink be withheld as a form of punishment.

If children consistently display unacceptable behaviour the Supervisor will ensure:

- The expectations of the child's behaviour are realistic and appropriate to their developmental level and culture.
- The child understands the limits.
- There is no conflict between Centre, school and home expectations.
- The child's needs are being met.
- The child has no impediments which may be causing the unacceptable behaviour e.g. dietary problems, poor hearing, poor co-ordination, communication difficulties, illness or emotional distress.
- Events at the Centre have not encouraged the behaviour.
- Consequences of the behaviour do not encourage it to persist.
- Strategies are consistently followed by all play leaders in contact with the child.

Members of staff are always available to discuss and assist with any concern a parent may have in respect to the child's behaviour or participation in the program, and will work with parents to address any persistent behaviour problems.

Termination of care

Exclusion of your child from the service will only occur after all other avenues of communication and support have been exhausted and when:

1. Professional advice confirms a child is in psychological danger as a result of an unusually prolonged inability to settle into care, or
2. A child puts other child/staff at risk through inappropriate behaviour eg assault.

Addressing Bullying Behaviour

The centre does not accept any behaviour that is intimidating to other children. Our staff aim to ensure all children are accepted for themselves and are able to express themselves without intimidation.

All children who attend the centre have the right to enjoy their play and friendships, and participate in the activity program within a supportive environment and among people who are caring and co-operative. The service will assist children to establish a network of people they can speak to about any concerns they may have and will ensure the program reflects and encourages core values such as friendliness, acceptance, respect, kindness, tolerance and co-operation. Staff will always listen and respond to children when incidents of bullying are reported or observed, and will act to eliminate bullying at the centre.

Staff will discuss the issue of bullying behaviour with the children and make it clear that this kind of behaviour is not acceptable at the centre. Children will be encouraged to speak to staff if they see, or are subjected to, bullying behaviour, and to refuse to be in any bullying situation.

Parents are asked to tell a staff member about any bullying incident, or if they suspect that bullying has occurred. Parents are also asked to support the centre's policies and emphasise the importance of courtesy, consideration and co-operation in everyday life, with their child.

Health

The well-being of the children is of the highest priority in the Centre and children must be kept away from the Centre if unwell.

- If your child/ren suffers from vomiting, diarrhoea, or fever overnight, please keep them home the next day.
- Conjunctivitis (red crusty eyelids) and cold sores are highly contagious. Parents are requested to keep their children away until the condition is cleared up.
- If your child develops a rash, please see a doctor and have your child cleared as non-infectious before returning to the centre.

Hygiene

In group care situations one of the most troublesome problems is to control the spread of infections among both the children and the staff.

The application of universal hygiene procedures will be followed at the Centre at all times to control the spread of infection within the Centre. Staff role model a high level of personal hygiene at all times, and place emphasis on the children learning and understanding why hygiene is important. Hand washing is central to this system and children will be asked to wash their hands before all clean tasks (eg. snack time) and after all dirty tasks (eg. after using the toilet).

Immunisation

Immunisation of children who attend the Centre will help to limit the spread of infection. We encourage parents to immunise their children against all diseases appropriate to the child's age. Children who are not immunised will be excluded from care during outbreaks of some infectious diseases in accordance with the National Health & Medical Research Council Exclusion Guidelines even if the child is well. This is to limit the spread of infection and to protect all children.

Exclusion

As a protection for all children and staff the following exclusion policy applies to all children enrolled in the Centre.

Children with infectious diseases will be excluded from the Centre in accordance with the National Health & Medical Research Council Exclusion Guidelines medical certificate is required after contracting diphtheria, hepatitis A, polio, tuberculosis, typhoid and paratyphoid before your child can be re-admitted to the Centre.

If your child is unwell at home please do not bring him/her 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 Supervisor's discretion. Fevers, vomiting, diarrhoea or unexplained rashes are some of the indications that a child should not be brought to the Centre.

Unwell Children at the Centre

The Centre operates to provide care for well children and aims to ensure a safe and healthy environment for all the children in its care. The centre is not able to care for children who are ill. The following policy has been developed to protect your child and the other children attending the Centre. It is important that the Supervisor be notified if your child has been unwell or received an injury since last attending the Centre.

In the event your child becomes ill whilst at the Centre, you will be contacted and asked to collect your child. Where the Supervisor has asked you to seek medical advice regarding your child's health, you will be given details about your child's symptoms and information of any illnesses that have recently affected children and/or staff at the centre to relay to the doctor.

The doctor will need to provide a Clearance Certificate that pronounces your child fit for care before they can return to the centre. On your child's enrolment form you have given approval for an ambulance or doctor to be called if urgent medical attention is required. Every effort will be made to contact you or your nominated emergency contact people as soon as possible. All medical and ambulance costs are the parent's responsibility. In the event of an outbreak of a communicable disease at the centre, families and the Health Department will be notified.

Administration of Medications

The giving of medication to children will be strictly monitored to ensure the child's safety and welfare.

Whenever possible, medication should be administered by parents/guardians at home. However, this is not always feasible. Therefore, to ensure children's safety and welfare, the giving of medication at the centre will be strictly monitored. Parents/guardians should consider whether the child who requires medication is well enough to be at the centre, and to keep the child home if unwell.

Medication will only be administered by Centre staff if:

1. It is prescribed by a doctor and has the original pharmaceutical label detailing the child's name, the name of the medication, the required dosage, the date of dispensing and the expiry date; OR
2. It is still in the original pharmaceutical packaging (ie. Non-prescription medication), indicating the name of the medication, the dosage, age appropriateness and the expiry date; AND

3. The parent has completed and signed an authority to give medication form on the day that it is to be administered.

Medication is NOT to be left in a child's bag. It is to be given directly to a staff member.

Only prescribed medications, or medications accompanied by an explanatory letter from the child's Doctor will be administered by staff at the Centre. This is to ensure an accurate dosage of appropriate medicine is given to children at all times.

Before medication is administered, the staff member will check the correct dosage with another staff member. After the administration the staff member will fill out a form detailing the date, time, child's name, medication, dosage, person who administered and person who verified.

Self-administration by an enrolled child is not allowable without direct supervision from a staff member.

If a child is receiving medication at home but not at the centre, the centre should still be notified of the purpose of the medication, its nature and the possible side effects it may have on the child while they are in care.

Administration of Medications

The centre will use the following when providing first aid to children:

Savlon Antiseptic Cream

Sun cream (Woolworths or Cancer Council Brand where possible)

Stingoes

Dettol Antiseptic Liquid

Calamine Lotion

Bonjela Gel

Panadol (Children's liquid or tablet form)

Occupational Safety & Health

Our Centre is concerned with protecting the health and safety of children and staff at the Centre.

In the interest of Occupational Safety and Health, and the well being of the children, the Centre is a smoke-free zone. This includes all indoor and outdoor play areas and anywhere that is within sight of the children. We request that parents adhere to this. Staff are vigilant to identify and remove any hazards that may create a risk to children or themselves. All equipment, toys and play areas are checked regularly to ensure they are clean and safe for children's use.

Sun Protection

To ensure all children attending the Centre are protected from skin damage caused by harmful ultra-violet rays of the sun the following applies:

Children will wear a hat which protects the face, neck and ears whenever outside and will be encouraged to use available areas of shade during outdoor activities. SPF 30+ broad spectrum water resistant sunscreen will be provided for children and applied 15 minutes before going outside. Outdoor play will not occur in extreme heat or at the hottest time of the day.

Staff will act as role models, by wearing hats, applying sunscreen and seeking the shade wherever possible.

Safety Drills

Safety drills will be run to ensure that children and staff are familiar with the procedures should an emergency occur.

Emergency evacuation and safety drills will be run at the Centre with staff and children during each school term and Vacation Care period. Evacuation procedures are displayed in the entrance and at each exit. Parents are asked to familiarise themselves with these procedures.

Accidents

Despite every precaution, accidents will 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.

You are required to provide written authority (included in the enrolment form) for staff of the Centre to seek medical attention for your child if required in an emergency.

In the case of a minor accident, staff who are qualified in First Aid will attend to the injured child and apply first aid. Depending on the injury, you will be contacted at the time of the accident or informed about the incident when you arrive to collect your child.

If a serious accident occurs which requires more than simple first aid treatment you will be contacted immediately or, if you cannot be contacted, your emergency contact person will be phoned. Your child's injuries will be assessed and either an ambulance will be called or your child will be taken to a local clinic or medical practitioner for medical treatment. A staff member will accompany your child until you are able to be there. You will be asked to sign the accident report completed by the person in charge at the Centre at the time of the accident and be provided with a copy of this report.

First Aid Qualifications

It is a requirement that at least one staff member with a current First Aid and CPR qualification is on duty at the Centre at all times children are on the premises.

All staff at the centre are required to maintain a current Senior First Aid Certificate. First Aid will only be administered by qualified first aiders in the event of minor accidents or to stabilise the patient until expert assistance arrives.

A fully equipped First Aid Kit is maintained at the Centre.

Vacation Care & Excursions

Vacation Care booking forms are posted out to all families in week 4 of the current term. All parents have a 3 week period to return their forms along with payment of fees for that holiday period. After the 3 week period bookings are processed according to priority of access guidelines. All parents receive a confirmation form in the mail/email along with a detailed activities program, Excursion permission slip and any other important information.

Swimming Excursions

All swimming activities will be carefully planned and any risks assessed.

Parents are asked to provide information about their child's swimming skill level on the enrolment form. (Nominate your child's Vacswim Level or describe their swimming ability.) It will not be assumed that older children are better swimmers than younger swimmers.

The required ratio of staff to children will comply with the National Regulations 2011. A risk assessment will be completed and made available to families. Only low risk swimming activities will be conducted. High risk swimming activities will not be permitted at any time.

Complaint procedures

Please let us know if you are not satisfied with any aspect of the service we provide for you and your child.

We welcome all parent feedback, including your grievances and complaints, as these will help us to improve the services we provide. All concerns or complaints will be dealt with in a prompt, positive and sympathetic manner.

If you have a complaint or a concern, you may discuss your problem with a relevant staff member or with the Supervising Officer. If you feel the problem is not being resolved, you may take the matter to the Management Committee for resolution, either through the Supervising Officer or by writing directly to the Management Committee.

Please address all complaint correspondence to
The Chairperson or Supervising Officer
PO BOX 326
Kalamunda 6926

Or kosc@bigpond.net.au

We hope your family enjoys their time with us.

Policies in use by Kalamunda out of School Centre:

General

- ⇒ Confidentiality & Privacy
- ⇒ Equal Opportunity
- ⇒ Occupational Safety & Health
- ⇒ Environmental Protection
- ⇒ Maintenance of a safe environment

Management

- ⇒ Accepting children referred from another service
- ⇒ Access to the centre
- ⇒ Child care Fees
- ⇒ Delivery & Collection of children
- ⇒ Financial Management-Community Based Operators
- ⇒ Grievance-Committee
- ⇒ Grievance-Parent
- ⇒ Management Committee
- ⇒ Community Involvement
- ⇒ Records
- ⇒ Excursions & Transport
- ⇒ Partnerships & communication with families

Staffing

- ⇒ Conditions of Employment
- ⇒ Sick & unavailable staff
- ⇒ Grievance- Staff
- ⇒ Managing Pregnancy within Child Care
- ⇒ Staff Babysitting children who attend the centre
- ⇒ Staff Appraisals, Training & Development
- ⇒ Staff Dress Code
- ⇒ Staff Immunisation
- ⇒ Staff Orientation
- ⇒ Staff selection
- ⇒ Staff Use of Alcohol & other Drugs
- ⇒ Social Networking & Mobile Telephones

Health & Safety

- ⇒ Medication & Medical Conditions
- ⇒ Bathroom Procedures
- ⇒ Establishing a protective environment
- ⇒ Dental Health
- ⇒ Supervision
- ⇒ Head Lice
- ⇒ Health, Hygiene & Infection control
- ⇒ HIV, Hepatitis & Blood Bourn Impairments
- ⇒ Managing Anaphylaxis
- ⇒ Healthy eating and food handling
- ⇒ Accidents, Emergencies & First aid
- ⇒ Sun Protection
- ⇒ Water Safety

Programming

- ⇒ Bullying, Violence & Harassment
- ⇒ Children's Program
- ⇒ Diversity & Inclusion
- ⇒ Equipment & Toys
- ⇒ Guiding Children's Behaviour
- ⇒ Interactions with children

Please see the sign in/out desk for:

- Centre Policy Manual
- National Quality Framework Information
- Centre Quality Improvement Plan
- Immunisation Schedule
- Committee Meeting Minutes
- Learning Journal for information about the days activities

