



Outside School Hours Care

Parent Handbook





VISION

Excellence and leadership in services for the community, families and children

MISSION

Wanslea promotes community, family and individual development through partnerships and services

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Wanslea – A Brief History

Wanslea is a not-for-profit organisation that was founded over seventy five 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

Wanslea Outside School Hours Care has a range of OSHC services throughout the Perth metropolitan area.

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.



Committed to the safety of all children

We place the safety of children and young people at the forefront of our operations and are always seeking to strengthen our child safe culture across programs and services.

Some of the ways we do this include:

- Requiring all paid and unpaid staff to adhere to our Code of Conduct
- Ensuring that all relevant staff have a current Working with Children (WWC) card
- Requiring all staff to undergo police checks and additional screenings based on program requirements
- Continuously identifying areas for improvement in our services and encouraging our staff, foster carers, volunteers, families and children to report any ideas, concerns or feedback
- Having clear policies, procedures and systems to ensure that children are kept safe and that anything that could harm a child is reported and actioned
- Valuing diversity and inclusion, and taking action to encourage participation and prevent discrimination

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.

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 that you abide by the terms, conditions and procedures for our service.

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

Our educators will 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 after school care.





Hours of Operation

Hours may vary at each service.

Please contact the OSHC Coordinator or visit <https://www.wanslea.org.au/early-learning-and-development/outside-school-hours>

Contact Details

OSHC Coordinator

Phone: (08) 9245 2441

Mobile: 0478 773 272



Priority of Access

The Commonwealth Government requires the service to provide access to the service according to priority of access guidelines. This means that, when the service is full, those families who do not meet priority of access 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. 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 commencing 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 and in case we have an emergency evacuation
- Staff will show you where and how to sign in and/or out each day. If your child is unable to attend, it is essential that you also sign for all absences. The 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 18

- We are sure you will appreciate 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.

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





The Child Care Subsidy

The 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 the Child Care Subsidy, you will be charged full fees.

For more information and eligibility requirements please visit: <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>



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 weekly.

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

Parents with fees outstanding 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 of Communities or the Police specifically direct otherwise under the provisions of the Children and Community Services Act

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 Supervisor.

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

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

Communication and feedback are vital and 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 Nominated Supervisor 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 Supervisor 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 and lunch for your child. We will provide afternoon tea served with fruit.

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.





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 our 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 and lunch.

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 Outside 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.



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.





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 with your child's immunisation history statement and, subsequently, provide us with the updated versions as applicable.

Your child cannot be accepted into the service until approved documentation has been provided that confirms that your child is fully immunised for their age or has a medical reason not to be immunised.

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.



Children Who Are Unwell

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 the 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 (eg 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 Authority 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 screen 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 update 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 incident form. This process ensures that you are always informed of any injury that your child may sustain during the day.



SCARBOROUGH

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Wanslea acknowledges the Traditional Owners of country throughout Australia and recognises their continuing connection to land, waters and community. We pay our respects to them and their cultures; and to elders both past and present.

