

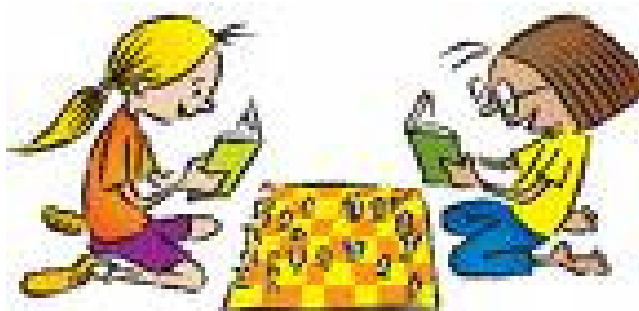
LIWARA CATHOLIC SCHOOL

OUTSIDE

SCHOOL

HOURS

CARE



Parent Handbook

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Welcome to the Liwara Catholic Primary School Outside School Hours Care Centre

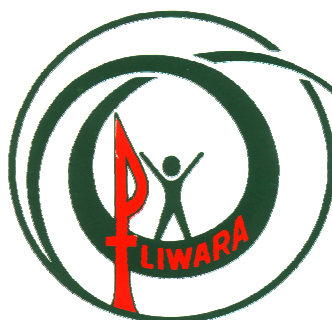
Welcome to Liwara's Outside School Hours Care Centre (OSHC). The information in this handbook has been compiled to assist you to become familiar with the guidelines and policies under which the centre operates.

OSHC was introduced as a service at Liwara in 2010 to give parents the option of having their school aged children cared for before and after school within the education environment they attend during the day. Our aim is to provide a family like care service for the children using the centre and extend the opportunities the children have to interact with one another while enjoying a range of activities. The vacation care program, which will operate during school holiday periods will provide a varied and balanced set of experiences that will cater for the different interest and age groups of the children accessing this service.

An OSHC reference group with parent and staff representatives is used to develop and review the policies and guidelines outlined in the Handbook. All staff members have the appropriate qualifications and accreditation. The centre participates in the Quality Improvement System administered by the National Childcare Accreditation Council.

If you require additional information please don't hesitate to contact the centre's Supervising Officer, Leiza Brooks, through the school office.

Greg Ward
Principal



Our Philosophy

Our Philosophy;

Liwara Catholic Primary OSHC is a child focused stimulating environment where: carers give witness to Catholic beliefs, values and attitudes.

The Centre aims to reflect the collaborative partnership evident of the wider Liwara community by fostering a climate of trust, open communication, respect and participation in the operation of the service. The Centre aims to create a homely environment where the children are encouraged to express their individuality through learning and play.

Goals

WE STRIVE TO:

- **Recognise each child as a precious and sacred gift from God created as an individual with their own talents and abilities.**
- **Provide opportunities for intellectual, physical, emotional, social, linguistic, spiritual, religious and creative development.**
- **Acknowledge and respond to the uniqueness of each individual.**
- **Promote an awareness of the need to respect and care for all creation.**
- **Foster a caring, respectful and meaningful relationship with each individual.**

Management of the Centre

The Centre operates under the direction of the Principal or principal's nominee and is managed by the appointed Centre Supervising Officer. A Reference Group comprising the Principal, Supervising Officer and parent representatives appointed by the School Board assist in developing and reviewing the Centre's policies and guidelines.

Hours of Operation 2011

Before School Care

The Centre is open from 7.00am to 9.00am. Pre Primary and Year 1 and 2 students are walked to their classrooms by a staff member.

After School Care

The Centre is open from 3.00 to 6.00pm. Pre Primary and Year 1 and 2 students are collected from their classroom by a staff member.

Vacation Care and Pupil Free Days;

The Centre is open from 7.30am to 6.00pm.

Christmas and New Year period;

The centre will be closed for two weeks over the Christmas/New Year period. This will typically be from two days before Christmas to just after New Years Day. The dates will vary lightly from year to year depending on the day of the week Christmas is celebrated.

Family Nights

Liwara Catholic Primary School O.S.H.C. provides a family evening to celebrate the end of each semester. This is a time for staff and parents to catch up in a relaxed atmosphere. Details of this social occasion are published towards the end of week 8 of Term 2 and Term 4.

Enrolment

Should you wish to enrol your child you will need to know the following enrolment procedures. All Liwara OSHC enrolment forms must be completed prior to enrolment. When submitting completed enrolment forms;

- They will be classed as "informal" until Customer Reference Number(CRN) (from Centrelink) and Date of Birth (DOB) of the child and the claiming parent are provided. Once these details have been provided, the enrolment is formalised and Child Care Benefit (CCB) can be claimed.
- Provide any necessary documentation (eg) custodial papers, court orders, medical conditions, etc.
- Note: Enrolment is aged based. Children who have turned 5 are eligible to enrol for OSHC at Liwara.

Definitions of Enrolment

- Informal: CRN and DOB not provided for child/ren and claiming parent.
- Formal: CRN and DOB provided for child/ren and claiming parent.
- Primary aged children from Pre Primary to the end of Year 6
- Permanent: Attending on some or all days of every week.
- Casual: Infrequent/Occasional Attendance - subject to availability.

The Centre complies with the Priority of Access guidelines required for the Federal Government's Child Care Benefit Scheme (CCB).

- First priority: Children at risk of serious abuse or neglect
- Second priority: Children whose parents satisfy the Family Assistance work/training/study test.
- Third priority: Any other Child

This means that when the Centre is full, those families which are third priority may be asked to alter their care arrangements to allow a family with higher priority access to the service.

Child Care Benefit

Families which meet the Australian residency requirements may be eligible for Child Care Benefit (CCB). You can apply for this payment, which will reduce your child care fees or entitle you to a lump sum payment at the end of the financial year, at the Family Assistance Office.

Fee Reduction Families

Families' income is assessed and is used to determine the amount of CCB. The Family Assistance Office will send the service and the family an assessment notice. You must lodge your application within 28 days of your child beginning

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care to ensure your Childcare Assessment Notice reaches the Centre in time to backdate your entitlements to the time of beginning care. **The Centre is only able to reduce your fees on receipt of your Childcare Assessment Notice.**

Non Attendance Guidelines

To avoid being charged for non-attendance please ensure you follow these guidelines;

One weeks notice (two weeks for Vacation Care) of non attendance is required to avoid being charged. Please phone or SMS the Supervising Officer on **0488 083 657**

Allowable Absences - each family is entitled to 42 days of absence per year while claiming child care benefit. An absence may be defined as; a sick day, holiday or occasional absence. Once the 42 day allowable absence have been taken, full fees will apply for subsequent absences, as Child Care Benefit cannot be claimed for these additional days. ***Parents need to ensure that absences are signed for on the attendance record next time they visit the Centre to remain eligible for Child Care Benefit.***

When all allowable absences have been used CCB entitlements are payable on all approved absences. These must be recorded with the adequate documentation eg. Medical certificate.

Lump Sum Payment Families

Families which receive a lump sum payment at the end of the financial year instead of having their fees reduced during the year, need to have a Customer Reference Number. You need to complete a request form for a CRN for the parent claiming the Benefit and one for each child attending care at the Centre. The service needs to have this number at the beginning of the year, before the first statement, as the payment will not be backdated.

Please note: The forms that you sign for the purposes of CCB are legal documents and we are asked to remind you that giving false information is a criminal offence. It is your responsibility to notify Family Assistance Office if your circumstances change.

Signing In and Out sheets.

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

Accurate attendance records need to be kept and checked each day. Whoever brings your child to the Centre or collects your child at the end of the day is required to initial the child's times of arrival and departure.

Only a parent or persons nominated on the enrolment form can sign.

If an unauthorised person arrives to collect your child, the child will not be released until your authorisation (preferably in writing) has been obtained. The unauthorized person will be required to show photo id (driver's license) to staff for verification.

Signing IN and OUT Attendance sheets have been developed for this purpose. This is a legal requirement of the Family Assistance Office.

If you do not complete these records you will not be eligible to claim Child Care Benefit.

PROCEDURE FOR LATE COLLECTION:

If a child has not been collected 20 minutes after closing time, and the parents\guardians of the child, nor other emergency contact person has been contacted, the centre will contact the Principal or Assistant Principals.

A late fee of \$5 per every 5 minutes or part thereof will be charged for each child who remains at the Centre after 6-00pm.

Current Fees

Our fees are reviewed on an annual basis. Our current fee schedule is:

BEFORE SCHOOL CARE	AFTER SCHOOL CARE	VACATION CARE And PUPIL FREE DAYS
7.00am – 9.00am \$15.00	3.00 pm - 6.00pm \$25.00	7.30am – 6.00 pm \$65.00 per day includes excursions but excludes lunch

Payment of Fees

Our Centre's operation is dependent on receipt of income from fees. Please read the following information carefully.

Fees for all enrolled children will be charged on a weekly basis, one week in arrears.

Fees can be paid either in cash or by cheque, credit card or EFTPOS to the Centre Supervising Officer.

Receipts for all fees are provided and will be available to be picked up every Friday along with a new account.

A late fee of \$5 per every 5 minutes or part thereof will be charged directly to your account for each child who remains at the centre after 6-00pm.

If a parent has not cancelled a booking they will be charged full fees for that day. 1 weeks written notice is required for cancelling.

Parents will not be charged if a booking has been cancelled according to the guidelines prior to attendance.

Anyone experiencing difficulties in meeting their fees can speak to either the Bursar or the School Principal to make mutually agreeable arrangements. Failure to do so may result in the cancellation of your child's place.

Parent Complaint Procedure

If a parent has a complaint about any aspect of the service they may discuss their problem with the relevant staff member or with the Supervising Officer. If the parent feels the problem is not resolved they may take the matter to the Centre Manager (Principal) for resolution, either through the Supervising Officer or by writing directly to the Centre Manager (Principal).

If a staff member is unsure how to respond to a parent's complaint they should refer the matter to the Supervising Officer.

Parents are also entitled to direct their complaints to the Child Care Licensing & Standards Unit.

Our Children's Activity Program

Our staff is supportive and encouraging and they will communicate with the children in a friendly, positive and courteous manner in order to establish a warm and caring relationship with each child. Play leaders are happy to discuss your child's participation in the program with you.

Centre Routines

The activities conducted at the Centre are built around daily routines.

The routines include arrival, taking the attendance record, snacks/drinks, hand washing, lunch break when on Vacation Care, and departure. Where possible the activities take into account; the developmental needs of children, children's attendance patterns, climate and physical environment, numbers and ages of children, new children entering the group as well as parental expectations.

Equipment

The Centre has a wide range of equipment that is suitable for children of all ages. The equipment is regularly maintained and updated.

When it is clear that a child has wilfully caused the destruction or loss of equipment the centre will request the child's parent replace the item.

Activity Program

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 is responsible for creating a caring, stimulating environment that is responsive to the needs of each individual child and to the group as a whole. This reflects the philosophy and goals of the service. The program will be balanced and include indoor and outdoor learning experiences, quiet and high energy times as well as individual, small group and large group activities, time for individual staff/child interaction as well as catering for children's special interests. The Liwara Internet usage agreement signed by children at the beginning of the year relates to the Centre computers.

Children will be encouraged to contribute to program planning. The program will be child centred and will allow them the opportunity to and pursue their own interests. Depending on resources available there may be alternative choices when a child does not choose to participate in a particular activity.

Breakfast/Morning/Afternoon Tea

Snacks form a significant part of the Centre's routine.

Breakfast will be provided for children attending before School care and Vacation care.

Please make sure that any food allergies, strong dislikes and special dietary requirements your child may have are recorded on the enrolment form and discussed with the Supervising Officer.

The Centre provides afternoon tea for after school care and vacation care. Parents are required to provide a packed lunch and morning tea if their child is in the Vacation Care program. The snack menu is varied, balanced and nutritious. Children occasionally make their own sandwiches as part of the planned activity program. Children are taught how to store, prepare and serve food hygienically. The weekly afternoon menu is displayed on the notice board. Snack times are treated as social occasions. The staff will 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 children like to celebrate with us.

If parents wish the Centre to celebrate their child's birthday they may provide a food treat to be shared with the other children attending the Centre on that day.

Personal Toys

The Centre provides a wide variety of sports equipment, games and toys for all children to play with during the school term.

If your child brings personal toys into the Centre, the Supervising Officer has the discretion as to whether the child is allowed to play with the toy or not. No responsibility will be taken for loss or damage of personal items.

Mobile Phones

Use of mobile phones is not permitted in the centre. Mobile phones should be handed to the Supervisor for safe keeping.

Supervision

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

The staff: child ratios contained within the Standards of Operation Guidelines for Out of School Services will be strictly adhered to at the Centre. These ratios are:

Before School	1:13
After School	1:13
Vacation Care	1:10

There will be a minimum of two staff members on duty at all times. This is to ensure children are appropriately supervised. Staff will position themselves where they can see all the children under their supervision, listen carefully to what is happening so they can anticipate their children's needs. Staff will join in the children's play and encourage them to try new experiences.

Children playing outdoors will be appropriately supervised and given opportunities for self discovery and freedom of choice. Children will be regularly reminded of safety procedures for play equipment.

The Centre plan which clearly defines the boundaries and areas where children may safely play is displayed on the door as you enter.

Children with Special Needs

Where the child being enrolled in OSHC has a disabling condition, disorder or significant health care need the Centre Manager (Principal), in consultation with the Catholic Education Office, will have the discretion to make an enrolment decision based on the capacity of the Centre to make adequate provisions for the child.

Guiding Children's Behaviour

Learning appropriate behaviour is part of your child's social development. Our staff aims to help children 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 between home and 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.

Inappropriate behaviour includes- teasing, name calling, bullying, swearing, inappropriate language, pinching, biting, punching, hair pulling, willful damage to any property, failing to comply with instructions of the Supervising Officer or other staff, disrespectful behaviour/language towards staff and anything that compromises the health and safety of the other children in the Centre.

Staff will discuss the issue of bullying 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

behavior. Definitions and procedures on bullying are outlined in the Liwara Catholic School Bullying Policy and pamphlet made available as Appendix A

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:

- Respect for other people and their property.
- Noisy play can be conducted outside.
- Stay within the set boundaries.
- Take care of the equipment.

Developing a supportive relationship with the children encourages them to learn skills in self discipline. Punishing a child stops the negative behaviour for a while but does not teach the child self restraint. When "Time Out" is used as a consequence of negative behaviour the reasons will be discussed with the child. "Time Out" will be no longer than 10 minutes. A "cooling off" period may be needed so the child can calmly discuss the situation. Play leaders will always talk to the child calmly and respectfully. The child will be reminded in positive terms of the expected behaviour.

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.

The Supervising Officer will keep parents informed of any difficulty in managing a child's behaviour which results in disrupting the program or putting other children at risk.

If a child misbehaves the following system will be used;

- First warning-verbal reminder about behaviour.
- Second warning verbal reminder about behaviour,
- When child reaches 3rd reminder they have 5-10 minutes away from children to think about what they have done.
- If a child reaches the 4th reminder the Supervising Officer will discuss the child's behavior with parents.

The Supervising Officer and staff are always available to discuss and assist with any concern a parent may have in respect to a child's behaviour or participation in the program. Persistent behavior problems will need to be addressed with the Centre Manager (Principal).

Appropriate Clothing - Vacation Care

During the day your child will participate in many different activities and it is important that they are dressed in appropriate clothing. Remember, children are hard at "work" while they are with us and often the most beneficial learning experiences come from messy play. We encourage children to wear aprons when painting or participating in messy activities.

Children are encouraged to wear sensible footwear and comfortable casual clothes, which are suitable for climbing, running or painting. For younger children overalls and braces are not recommended as they find them difficult to handle and will not be able to get in and out of them easily when they need to go to the toilet.

Children need to be aware of sun protection and will need to wear shirts with sleeves; not strappy or singlet tops. We also have a "no hat no play" policy that children need to comply with. Staff will wear hats when supervising outdoor activities.

Excursions

Children will be taken on excursions outside of the Centre as part of the planned activities. This will only occur whilst the children are attending Vacation Care.

Excursions are considered to be an integral part of the children's program and will therefore be arranged from time to time, to provide a broad range of learning experiences for children. Permission for walks to the local park is granted or denied on the enrolment form. For all other excursions written permission will be sought from parents and details of the outing provided in writing. All excursions will comply with the Standards of Operation Guidelines for Out of School Services.

Swimming Excursions

No swimming excursions will be conducted at Liwara OSCH.

Health & Safety Issues

Hygiene

In group care situations one of the most difficult areas to control is the spread of infections.

The application of universal hygiene procedures will be followed at the Centre at all times to control the spread of infection. 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 food preparation, after art activities and using the toilet.

Immunisation

Immunisation of children who attend the Centre will help to limit the spread of infection. Full immunisation records are required on enrolment.

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 (on display in the Centre).

A 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 Supervising Officer's discretion. Fevers, vomiting, diarrhea or unexplained rashes are indications that a child should not be brought to the Centre.

Unwell children at the Centre

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 Supervising Officer be notified if your child has been unwell or received an injury since last attending the Centre. 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.

In the case of your child becoming ill at the Centre, every effort will be made to contact you to ask you to take the child home. The Supervising Officer has the discretion to call an ambulance or doctor if urgent medical attention is required. Every effort will be made to contact you or your nominated emergency contact person. All medical and ambulance costs are the parent's responsibility.

Medication

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

Medication will only be administered by Centre staff if:

- The parent has completed and signed the Centre's authority to give medication form.
- It is prescribed by a doctor and has the original label detailing the child's name and required dosage.
- Self administration of medication by an enrolled child is not allowable without direct supervision from a staff member, except for the use of Ventolin or through written agreement with the parent.
- No medication is to be left in your child's bag other than Ventolin. All other medications must be handed to the Supervising Officer on arrival at the Centre.

Our Centre aims to protect 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. 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.
- SPF 30+ broad spectrum water resistant sunscreen will be provided for children and applied 20 minutes before going outside. If an alternative sunscreen is required by a child this will need to be supplied by parents
- 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 and following sun smart procedures.
- Sunscreen protection will be provided at all times throughout all seasons.

Safety Drills

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

Emergency evacuation and safety drills will be practiced at the Centre with staff and children at least once each term and once each holiday. Evacuation procedures are displayed. Parents are asked to familiarize themselves with these procedures.

Accidents

Despite every precaution accidents may occur. The following policy will be implemented in the event of an accident.

Written authority, through the enrolment process, gives permission for staff to seek medical attention for your child in the case of an accident. In the case of a minor accident only staff members who are qualified in First Aid will attend to the injured child. 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 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 treatment. A staff member will accompany your child until you are able to be there. You will be provided with a copy of the accident report the person in charge at the Centre.

First Aid Qualifications

It is a requirement that at least one staff member with First Aid and CPR qualifications is on duty at the Centre at all times.

First Aid will only be administered by a staff member with current First Aid qualifications.

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

Lost property

Any item brought into the Centre by the child should be clearly marked with the child's name, especially items of clothing.

There is a lost property box at the Centre which should be checked every week.

**Thank you for taking the time to read our Parent Handbook.
Please speak with the Supervising Officer if you require any
further clarification.**

Liwara Catholic Primary School OSHC Parent Handbook

We look to work in partnership with parents to provide a high quality OSHC service. We welcome involvement of parents in 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, share and make with the children.

We welcome the opportunity for parents to share information about their children that will assist us to make their stay a rewarding one. Your feedback is invaluable in future planning and programming of activities.

Staff for 2011

Centre Manager- Principal, Mr. Greg Ward
Supervising Officer to the Operator - Leiza Brooks
Play leaders - Deborah Salami and Emily Ey

Liwara Catholic Primary School staff may assist on a relief basis.

This booklet was prepared by the Centre Manager, Supervising Officer and Reference Group of Liwara Catholic Primary School and with the assistance of P.S.C.W.A.

Further Information

Phone: (08) 9448 3811 (School office)
Fax: (08) 9448 8256 (School office)
Mobile: 0488 083 657. (Supervising Officer)
Email: admin@liwara.wa.edu.au or brooks.leiza@cathednet.wa.au
Website: www.liwara.wa.edu.au

Revised June 2011

