

# FAMILY HANDBOOK

Updated April 2020



## ABOUT WALLSEND SOUTH OOSH

Located inside

Wallsend South Public School

16 Smith Road, Elmore Vale

NSW 2287

Postal Address

PO Box 176

Charlestown NSW 2290

Phone: 0419290528

Wallsend South OOSH is an Out of School Hours Centre operating out of Wallsend South Public School and is licensed for 72 places in Before, After School and Vacation Care.

As a new Service our Centre go through the Assessment and Rating process. The Department of Education and Communities conducts this assessment. The OOSH is owned by a director who is community-minded and has a passion for quality childcare.

## OUR STAFF/RATIOS

At Wallsend South OOSH all our educators are either qualified/studying in Childcare or youth-related services, studying teaching or have over 10 years' experience in Childcare. To provide the most quality care our Educator to child ratio is 1:15. Risk assessments are utilised during Vacation Care to assess ratios.

Director: Judy O'Leary

Nominated Supervisor and Coordinator: Tellena Ferry

Assistant Coordinator and Certified Supervisor: Dana McLennan

Certified Supervisor: Sue Doyle

Certified Supervisor: Jennifer Campbell

Office Manager: Sue Holmes

*Certified Supervisors as appointed by Management*

## OPERATING HOURS

[Before School Care](#)     **Hours 7.00 am – 9:00 am (Breakfast provided)**

[After School Care](#)     **Hours 3:00pm – 6:00pm (Afternoon tea snack provided)**

[Vacation Care](#)     **Hours 7.00am – 6.00pm**

## SCHOOLS SERVICED

- Wallsend South Public School

## TRANSPORT

Wallsend South OOSH has access to buses to transport children during Vacation Care school. If required staff vehicles (comprehensively insured) could be used on occasions for senior children with two educators accompanying.

## KINDERGARTEN

Kinder students will receive a welcome bag, and families will receive an enrolment package. Upon commencement, children will make bag tags to allow them and their teachers to know their days for OOSH. For the first six weeks, educators will collect Wallsend South kinder children from their classrooms to help adjust to the OOSH routine. **Note if the child has a casual day, it is the parent's responsibility to notify the school.**

## CHILDCARE SUBSIDY SYSTEM (CCSS) through the CHILD CARE MANAGEMENT SYSTEM (CCMS)

Our Centre is approved to offer CCSS through a software link to the CCMS. If you have not received CCSS before, you will need to register and check your eligibility through Centrelink before starting with Wallsend South OOSH. You also need to approve Wallsend South OOSH as your service through your myGov app to link to us and for your CCS percentage to come into effect on our software. Once you know you are eligible to receive CCS, then the enrolling Parent's CRN and date of birth and the Child's CRN and date of birth are required to enrol with our Centre. This automatically links your family to CCMS. Your weekly account is calculated according to a formula using these percentages and you will pay the gap to the service. **Please ensure you notify Centrelink that your child has become 'school age' as this will affect your calculations.**

## PRIORITY OF ACCESS

Following,

**Priority 1: a child at risk of serious abuse or neglect**

**Priority 2: a child of a single parent or parents who satisfy the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999.'**

**Priority 3: any other child.**

**Within these main categories, priority should also be given to the following children:**

**children in Aboriginal and Torres Strait Islander families**

**children in families which include a disabled person**

**children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of \$45,114 for 2017-18, or who or whose partner is on income support**

**children in families from a non-English speaking background**

**children in socially isolated families**

**children of single parents.**

**A child care service may require a Priority 3 child to vacate a place to make room for a child in a higher priority group. They can only do so if the parents are:**

**notified when their child first entered care that the service follows this policy given at least 14 days notice of the need for their child to vacate.**

## **NOTICE OF DISCONTINUATION OF ATTENDANCE**

If you wish to discontinue your childcare place at the Centre, you are required to provide two (2) weeks written notice to the Centre Coordinator. Unless your child attends the last day of the two (2) weeks' notice, you will be liable up to the equivalent of two weeks child care fees to the Centre which **will be charged at full fees as this is not covered by Child Care Subsidy**.

## **ABSENCES FROM THE CHILD CARE CENTRE**

Fees are payable for bank/public holidays, family holidays and sick periods if those days fall on a day that your child is booked into the Centre. Absences or missed signing of attendance will appear when using the QikKids kiosk on your next day of attendance. Please Confirm these before signing your child in/out and please speak to the Assistant Coordinator/Coordinator if there are any discrepancies. Absences only become an issue or questioned when it is above 42 in the financial year.

## **CENTRE CLOSURE**

No fee is charged while the Centre is closed over the Christmas period.

## **FOOD, DRINKS AND APPROPRIATE CLOTHING**

Afternoon tea is supplied for children attending After School Care. Breakfast is supplied for children attending Before School Care and finishes at 8 am due to a need to start organising morning travel arrangements. Please send water bottles for After School Care as it saves multiple trips back to the room when children are playing outside. At the service children will have the opportunity to engage in water/messy play, spare clothes are encouraged to be packed.

## **FAMILY AND COMMUNITY SERVICES**

Please note that it is mandatory for Educators at Wallsend South OOSH to report any evidence of a child being at risk of harm, using the Mandatory Reporters Guideline through the website [www.childstory.nsw.gov.au](http://www.childstory.nsw.gov.au)

## **GRIEVANCES PROCEDURES**

We will support a parent's right to complain and will help them to make their complaint clear and try to resolve them. A complaint can be informal or formal, verbal or in writing. It can be anything which a parent believes to be unfair or which makes them unhappy with the service.

All confidential conversations with parents will take place in a quiet area such as the office, away from children, other parents or educators not involved.

If a parent has a complaint that is not handled to the parent's satisfaction at this level, they should discuss the issue with Management, either in writing or verbally. The Management will address the issue with the Supervisor and develop a strategy for resolving the problem, this would be discussed further with the parent, or if necessary, a meeting will be organised with the Supervisor and parent to resolve the problem.

The parent's complaint is to be recorded and dated indicating the issue of concern and how it was resolved.

The Supervisor or Management will inform the parent of what has been decided regarding the issue. Educators will also be informed of any relevant issues that they need to address or be

aware of. This could be done verbally or if the issue has been dealt with on a more formal basis then the Management personally write to the parent. If any complaint cannot be resolved internally to the consumer's satisfaction, external options will be offered such as an unbiased third party.

**Children:** If a complaint is received from a child or children, it will be discussed in private. No child will be embarrassed or humiliated by having their concerns discussed publicly in front of the other children and /or Educator. If the children/ren's complaint relates to an educator, whoever the Educator is that the child/ren speaks to, should endeavour to find the facts of the issue. The Educator (if it is not the coordinator) will then discuss this with the Coordinator who will in turn talk to the child/ren in private in the first instance, and then discuss the circumstances in private with the Educator involved. If there is no agreed resolution an unbiased third party would be consulted for guidance on a mutual solution.

### **CONFIDENTIALITY OF INFORMATION AND RECORDS**

Educators and Management will ensure that all required records are recorded, properly maintained, updated and kept in the nominated secure place. All records are to be kept confidential and only made available to authorised persons.

All documents relating to children will only be made available to the parent/guardian or approved persons enrolling the child, educators and authorised members of Management who require relevant information, or Commonwealth or State Government officers when requested.

All documents relating to educators will only be made available to the individual Educator, the Management or police if required.

All documents relating to fee payment and CCS will only be made available to the parent / guardian or approved persons enrolling the child, educators and authorised members of the Management or Commonwealth Government officer.

No educator may give information on matters relating to children, to anyone, other than to the parents or guardian enrolling the child when this information has been obtained in the course of employment in the Centre.

#### **Exceptions to the Rule:**

For normal information exchange among educators, Management and interagency for the daily operation of the Centre and wellbeing of the educators and children:

- If required to do so in a court of law when subpoenaed.
- When the welfare of the child is at risk the appropriate government agencies may be contacted.
- No educators may give information on matters relating to Educator or Management, to anyone except in normal information exchange among educators and Management for the daily operation of the Centre and wellbeing of the educators and children, or when required to do so in a court of law.
- If accident reports to insurers are required.

### **POLICIES, PROCEDURES, REGULATIONS AND FRAMEWORK**

Should you wish to view Wallsend South OOSH policies and procedures as well as the Regulations & Law Handbook located on the shelving under the sign-in/out desk. Our programming is based on the 'My Time, Our Place' framework, which is also displayed throughout the OOSH room as well as your children's observations and group learning stories.

## OUR WALLSEND SOUTH OOSH PHILOSOPHY

Wallsend South OOSH is a quality service where children, families and educators can experience a safe, enriched, caring environment that encourages fun, friends, and learning. We value play as a basis for children's learning. We believe play creates meaningful exploration, promotes curiosity, creates and develops relationships & social skills and allows children to learn through a spontaneous & enjoyable atmosphere. We respect children's independence and provide opportunities for life skills such as meal preparation & encouraging responsibility to care for themselves, others & the environment surrounding them. We aim to provide inviting indoor and outdoor spaces that promote curiosity and opportunities to extend on children's learning and interests. We believe that children live in the here and now, and we provide a 'child-led' program based on closely observing and listening to children's current interests and ideas. Learning can happen at any place and anytime, and we reflect the National Quality Framework 'My Place, Our Time' in our everyday practices as Educators. We believe that we are an OOSH family linking school and home life. We aim to be a support system for children and their families. We strive to reflect and be supportive of each families backgrounds and beliefs within our program and daily practices. We work closely with our local communities, role modelling and encouraging our families & children to support the broader community through fundraising and paying it forward. We acknowledge the Awabakal people, the traditional custodians of the land on which our service is located. We are a unique service that prides ourselves on our ongoing commitment to inclusion and meeting the needs of all children and families. We work closely with the Inclusion Agency to have an active Strategic Inclusion Plan that allows us to critically reflect and continue to provide a quality inclusive service. We encourage families to share their suggestions, knowledge and contribute ideas and participate within our program where possible. We acknowledge that your children are your most important treasures and we will strive to ensure they are heard, supported, cared for, challenged and made to feel safe and unique as part of our OOSH family.

## AIMS AND OBJECTIVES

- ◆ To provide a safe, healthy, caring environment for children, staff and parents.
- ◆ To accept and value every child, parent, carer and staff member regardless of race, cultural background, religion, sex or ability.
- ◆ To ensure that any transport for children to and from school or on excursions is safe and reliable.
- ◆ To provide high-quality care for children through programming that includes opportunities for the growth of self-esteem, self-expression, independence, confidence, exploration of diversified cultures and abilities.
- ◆ To encourage children, parents and carers to be involved with the planning, implementation and evaluation of programming as well as decisions on policy issues.

**Please refer to our Fee Policy and Terms & Conditions for information on fees**