Chevallum State School
Outside of School Hours Program

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CHEVALLUM WONDERFUL OUTSIDE OF SCHOOL HOURS (WOOSH) CARE SERVICE

PARENT HANDBOOK

LAST REVIEWED December 2015
Introduction

The Chevallum State School Wonderful Outside of School Hours (WOOSH) Care Service provides before and after school care as well as vacation care for prep and primary school age children. The P&C association is the nominated licensee.

This child care service is licensed by the Early Childhood Education and Care, under the Child Care Act 2002 and much comply with this Act and Child Care Regulation 2003. We are guided by the National Quality Framework as set by the Australian Children’s Education and Care Quality Authority.

This document outlines most of the questions raised by parents regarding the Service. Please read in conjunction with the WOOSH Policy and Procedures Manual for full details.

Service Purpose and Role, Vision, Philosophy and Values

PURPOSE AND ROLE

Our purpose and role guides the activities of our service.

Chevallum State School OSHC’s purpose as a registered childcare is to strive to provide the best service possible to children, parents and the community with the primary focus being the care and development of every child who accesses the centre.

VISION

The type of service that we strive to be is expressed in our Vision

Our vision is to be an inclusive, family focused service that works from strengths based and participatory framework, acknowledging the inherent potential of each and every child. We aim to work collaboratively with our community utilising the principles of best practice in childcare.

PHILOSOPHY

The philosophical basis of our organisation guides all aspects of Service Delivery.

Our philosophy is to provide a child and family driven service, which treats all people with respect and dignity, having regard for their diversity and their individual needs. We strive to be connected to our community and encourage participation of all stakeholders in the day to day operation of the service. We believe in creating a safe and flexible environment which nurtures children.

VALUES

RESPECT
We will treat all children, parents and staff with respect and dignity, having regard for their individual needs.

INCLUSION
Chevallum Woosh recognises and respects the traditional custodians of Australia. We are committed to bridging the gap between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians.

We recognise the importance of ensuring that our philosophies, vision and principles continue to be inclusive to all.
We will embrace diversity and will reflect flexibility in our programming to ensure that it meets the needs of all children accessing the Service.
PARTICIPATION
We value the input from all stakeholders of the Service in making decisions which affect them. We encourage families to take an active role by providing avenues for participation.

GROWTH AND LEARNING
We are committed to ongoing evaluation of the Service provided. We also value the professional development of all employees and strive to provide opportunities for the enhancement of knowledge and skills of all members.

INTEGRITY
We are guided by our Code of Ethics. We promote and model honesty and fair dealings with all, with regard for peoples’ rights and entitlements, duties and obligations.

BEING THERE
We aim to be positive role models for children and to be stable influence in the lives of those in our care and their families.

What are your hours of operation?

Before School Care (BSC)
6.45am – 8.30am

After School Care (ASC)
2.45pm – 6.00pm

Vacation Care
7.00am – 5.30pm

How will my child be supervised whilst WOOSH?

One of the most important elements in providing quality care is the staff. The WOOSH Service is provided by a team of people with varying degrees of experience and qualifications as per Child Care Act 2002.

For part time and relief staff, experience in Child Care and/or recognised qualification is the minimum requirement. Staffing levels vary depending on the number of children in care.

At the service: 1 staff member for every 15 school aged children

On excursions: As assessed by the risk assessment but generally will be 1 staff member for every 8 school aged children
Swimming Excursion: 1 staff member for every 5 school aged children

It is a requirement that all staff members hold a Commissioner for Children and Young People “Blue Card”, and at least one staff member on rosters at any time has First Aid Training.

Management direction for the Service is provided by the WOOSH Sub-Committee of the P&C Association. The Sub-Committee also employs an Office Administrator to ensure the Educator Manager is available to focus on providing direct child care services.
How do I book/cancel a session at WOOSH?

Permanent bookings are made by completing an enrolment form held at the WOOSH and Chevallum State School offices. Any changes or cancellations to the permanent bookings as per the enrolment form must be communicated to the Woosh staff 48 hours prior to permanent booking or verified casual booking. Otherwise, full absent charges will apply.

If you book on a casual basis, we ask that you phone us, the school or come to the centre by 8.45am on the day for After School Care and by 6.00pm the day before for Before School Care.

Vacation Care enrolment vacancies will be available approx. 4 weeks prior to the holiday period to which the Vacation Care relates. Please be aware that any changes to the Vacation Care bookings must be communicated to the Educator Manager as indicated by the booking form related to the vacation care. Otherwise, full absent charges will apply.

If the Educator Manager is not available by telephone, please leave a message on the services answering machine in relation to bookings and cancellations or contact school administration on 5453 2333.

What is the procedure for dropping off and picking up my child?

To help ensure child safety, a roll call is completed at the start of each session. If a child has been booked in and is not present within ten minutes, the following procedure will occur:

The Educator Manager or Acting Manager of the service will physically look for your child. If unsuccessful, parents/guardians will be called. If the child is still not located all emergency contacts will be called. In the event that we cannot contact anyone or no phone calls are returned to the centre, the police will be called and we then follow the procedures as guided by the police and any related authorities.

Please ensure your children are aware of this rule, and attend After School Care promptly to avoid unnecessary concern.

Parents or carers must sign their children in before school care, as well as signing them out on collection. During vacation care parents or carers must sign their children in on arrival as well as departure. Children will only be released to those identified on the enrolment form, or with written permission from the parent/carer, in which case identification will be required. In the event of an emergency where the parent/carer needs to give us permission over the phone, we will accept verbally the permission for another person to pick up children with the understanding they must provide photo identification.

To cover staffing and administration costs, fees will be charged for late cancellation or late collection – see schedule in this handbook. If a child is not collected by closing time, staff will use their discretion to:

1. Stay with the child at a penalty rate of $15.00 per minute from 6:00pm (for the first 15 minutes), then $1.00 per minute until child/children are picked up.
2. Call the alternative contact person/s recorded on the enrolment form
3. Contact Police or the Dept of Child Safety if no other contact person can be reached.
4. Continued late pick ups will administer a warning letter, sent by the Educator Manager as guided by the Sub-Committee and P & C with a second such letter resulting in suspension/expulsion from the service.
What Programs do you offer?

**Before School Care**

The general timetable is as follows:

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.45am – 8.15am</td>
<td>WOOSH opens, attendances are recorded. Breakfast can be provided until 8.15am. Cost $1.00 p.p. Supervised activities.</td>
</tr>
<tr>
<td>8.15am – 8.20am</td>
<td>5 minute call to tidy up time.</td>
</tr>
<tr>
<td>8.25am – 8.30am</td>
<td>Tidy up time and preparation for school.</td>
</tr>
<tr>
<td>8:30</td>
<td>Children are signed out and prep children escorted to their room.</td>
</tr>
</tbody>
</table>

**After School Care**

After school care programs are tailored to suit the numbers and ages of children attending, the time they are expected to depart, and the regularity with which they attend. The general timetable is:

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.45pm</td>
<td>Prep children are escorted by their teachers to Woosh. Older children arrive, attendances are recorded.</td>
</tr>
<tr>
<td>2.45pm – 3.15pm</td>
<td>Attendance Roll Marked and Afternoon snack - Fruit and Cheese is served.</td>
</tr>
<tr>
<td>3.15pm – 4.15pm</td>
<td>Children choose an activity (eg. Cooking, art/craft, drama, games/sport, Active After-School Sports Program) or child-initiated, supervised play.</td>
</tr>
<tr>
<td>4.15pm – 4.30pm</td>
<td>Afternoon tea – a variety of nutritious menus are offered daily.</td>
</tr>
<tr>
<td>4.30pm – 5.30pm</td>
<td>Resume play and activities.</td>
</tr>
<tr>
<td>5.30pm – 6.00pm</td>
<td>Clean up, quiet play and activities.</td>
</tr>
</tbody>
</table>
Vacation Care

Vacation care programs are tailored to suit the numbers and ages of children attending, the time they are expected to depart, and the regularity with which they attend. The general timetable for vacation care is:

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.00am – 8.30am</td>
<td>Supervised activities and breakfast offered. $1.00 p.p.</td>
</tr>
<tr>
<td>8.30am – 10.00am</td>
<td>Planned activities (craft/sport).</td>
</tr>
<tr>
<td>10.00am – 10.15am</td>
<td>Morning Tea.</td>
</tr>
<tr>
<td>10.00am – 12.00pm</td>
<td>Organised activities/free play.</td>
</tr>
<tr>
<td>12.00pm – 12.30pm</td>
<td>Lunch.</td>
</tr>
<tr>
<td>12.30pm – 2.30pm</td>
<td>Organised activities, supervised play.</td>
</tr>
<tr>
<td>2.30pm – 3.30pm</td>
<td>Outside play/activities.</td>
</tr>
<tr>
<td>3.30pm – 3.45pm</td>
<td>Afternoon Tea.</td>
</tr>
<tr>
<td>3.45pm – 5.00pm</td>
<td>Organised activities, supervised play.</td>
</tr>
<tr>
<td>5.00pm – 5.30pm</td>
<td>Quiet time and tidy up.</td>
</tr>
</tbody>
</table>

What are your Health and Safety guidelines?

Nutrition

Here at WOOSH, your child’s nutrition is our concern. The service recognises the important part that it plays in addressing the nutritional needs of children. As a service, we aim to promote healthy eating habits and attitudes to ensure long-term nutritional wellbeing. In conjunction with regular physical activity, WOOSH aims to contribute to every child’s physical growth, capacity to learn and the development of a positive body image and self esteem.

Meals/Snacks

WOOSH can provide breakfast for Before School Care. Afternoon tea for After School Care is provided and in line with national nutrition guidelines. As part of programmed activities, children may be involved in the preparation of food in a supervised and hygienic manner.

We have a wonderful organic garden we use produce from when available to make our healthy snacks.

If your child has special dietary needs, including allergies, please discuss arrangements for providing food with the Co-ordinator.
Illness

Children who are ill, are to remain at home. If your child becomes ill while at the Service, the parent or emergency care person will be notified. An illness is defined as:

- A temperature of over 37.5 degrees
- Intestinal disturbance by diarrhoea or vomiting
- Any undiagnosed rash or parasite
- Coloured discharge from nose, eyes or ears

If a child develops any of the above symptoms while at the Service, he/she will be isolated from the other children in a quiet, well ventilated area and given comfort by staff member. Staff will assess the child’s condition and if necessary administer appropriate first aid. If necessary, parents will be called and asked to take the child home as soon as possible.

Infectious Disease

The WOOSH Service keeps up-to-date information in relation to information about communicable and notifiable diseases.

If your child has been exposed to any communicable/notifiable disease, please notify the Life Educator Manager as soon as possible. If your child is suspected of having an infectious disease they will be immediately excluded and parents/carers will be called to pick their child up. If your child is exposed at the Service to any infectious disease, you will be notified immediately.

PLEASE READ CHILD DISEASE EXCLUSION CHART ATTACHED AT THE BACK OF THE HANDBOOK FOR EXCLUSION PERIODS RELATED TO YOUR CHILD/CHILDREN. For any further information you can also refer to the Commonwealth Department of Health website at www.health.gov.au or the Queensland Department at www.qld.health.gov.au

Readmission

A doctor’s certification may be required prior to readmitting a child who has been absent due to contagious disease, extended illness or injury. The Service may require that the child not return to WOOSH for at least 24 hours after a condition subsides.

Medication

Parents are asked to administer any prescribed medication to their child before or after attending the Service, rather than requesting staff to do so unless absolutely necessary. Staff will only be permitted to administer medication to a child if it is:

- If medication is correctly labeled by a pharmacist as to:
  - Child’s Name
  - Dose of Medication
  - Directions for Dosage

The service will endeavour to ensure that educators are witnessed by another person when administering medication to children.¹

Only staff trained in First Aid will administer medication to your child.

¹
Medical Emergencies

If a child’s medical condition is assessed as serious or deteriorates and emergency medical attention is necessary, an ambulance will be contacted. All attempts will be made to notify the parents. Enrolment information will be handed over to emergency service operators. All costs incurred in obtaining medical attention for a child will be met by the parent/carer.

Other Emergencies

In the event of emergencies, parents or nominated Emergency Contacts will be telephoned to arrange collection of children. The service has regularly maintained basic fire equipment and an Evacuation and Lockdown procedure. Emergency evacuation and lockdown drills are practiced regularly with children at the Service.

Hygiene practices

For the ongoing and general health and wellbeing of children, we enforce strict hygiene practices for children and staff.

Please refer to our Policy and Procedures manual for further information.

Smoking

Smoking is not allowed in all areas utilised by the Service as per our Preventative Health Policy and relevant legislation.

Can my child bring personal equipment/toys to the Service?

Please do not bring any personal toys or other equipment to the Service as they may be lost or damaged. Our program provides a wide variety of materials for children to discover and use in support of the care program. In the event a child brings a toy or other personal belongings to school, WOOSH assumes no responsibility if the item is lost or damaged.

To ensure school uniforms are not damaged or dirtied, spare clothes may be requested for some programs – eg. Craft, water play.

What should my child wear?

Children will generally wear a school uniform to Before and After School Care. During Vacation care, **tops with sleeves and broad brimmed hats are compulsory** and during swimming, **swim shirts (rashies)** are also compulsory.

How does the Service manage behaviour?

Our goal is to use positive methods of behaviour management to help the child achieve self-control and become self-disciplined. Child management situations are handled with empathy and redirection. If a student exhibits inappropriate behaviour which cannot be handled through normal child management techniques, the WOOSH Behaviour Management policy will be followed, with the possible suspension/expulsion of the student from the service.

Model conduct by parents and carers is vital whilst at the Service. Staff members have the right to ask a person to leave the premises if they feel intimidated in any way, or in the interests of the children in their care. Police will be called if a person does not respond to a request to leave the premises.
**Can I be involved in the Service?**

The service welcomes parent and carer involvement in the Service. Woosh has a Sub-Committee that you are welcome to join to become an active member, the Sub-Committee and the service report to the P & C which has monthly meetings held on the 2nd Tuesday of every month which you are also invited to attend. The service publish’s a newsletter each school term and also publish in the school newsletter which is issued on a fortnightly basis.

If you have particular skills, cultural knowledge or experience, or other services which may be incorporated into programmed activities, or assist in efficient running of the WOOSH service, please discuss with the Life Educator Manager.

**How can I raise concerns about the Service?**

If you have any issues or concerns regarding your child of the service, please see the Life Educator Manager in the first instance or if he/she is unavailable please see Woosh staff. While the service encourages parents and carers to enquire about their child or the Service, please be brief during sessions as it is the staff’s primary purpose to care for the children. Appointments may be made for lengthy enquirers.

If concerns cannot be resolved at the Life Educator Manager level, concerns with the WOOSH service can also be raised via the Complaints and Grievances handling Policy.

**How is my information managed?**

All information is kept strictly confidential as per our information Privacy Policy. Personal information is stored in a lockable filing cabinet in the Educator Manager’s office. Parents and carers may have access to their information, upon request to the Educator Manager.

Please ensure ALL relevant information is provided on the Enrolment Form, and any changes are advised, so the best possible information is available to staff caring for your child.

**What are the fees for care?**

<table>
<thead>
<tr>
<th>Service</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before School Care 6.30am – 8.30am</td>
<td>$14.00 per child per day.</td>
</tr>
<tr>
<td>After School Care 2.45pm – 6.00pm</td>
<td>$20.00 per child per day.</td>
</tr>
<tr>
<td></td>
<td>2.45pm Light snack</td>
</tr>
<tr>
<td></td>
<td>4.15pm Afternoon tea</td>
</tr>
<tr>
<td>Vacation Care</td>
<td>$48.00 per full day.</td>
</tr>
<tr>
<td></td>
<td>Afternoon tea provided.</td>
</tr>
<tr>
<td></td>
<td>(Lunch provided when indicated on program).</td>
</tr>
<tr>
<td>Late Collection</td>
<td>$15.00 first 15 minutes after 6:00pm</td>
</tr>
<tr>
<td></td>
<td>(Continues $1.00 per minute until picked up)</td>
</tr>
</tbody>
</table>

Note all fees are subject to change as set by the P & C.
A permanent booking is at least one regular day per period during the term eg every Monday morning, Thursday and Friday afternoon of every second week. A casual booking is on an “as needed” basis, i.e. not permanent.

Please note that the Department of Family and Community Services offers rebates on WOOSH fees as “Child Care Benefit”. Please see the Educator Manager for more details. Further information in relation to fees can be accessed in the WOOSH Policy and Procedures manual.

Fees for Before and After School Care are payable after each fortnight of care provided by the Service.
Fees for Vacation Care are to be paid weekly.

Parents are advised that if fees are not paid by the due time, recovery action may be taken and/or suspension from the Service will be enforced until arrears are rectified. Parents with financial difficulties can approach the Life Educator Manager to arrange a payment plan in most instances.

Where can I get more information?

General
WOOSH Policy and Procedures Manual

Early Childhood Education Information Service
And Care
1800 637711
www.communities.gov.au

Crisis Care
Outside Brisbane Contact number
1800 177 135

Child Care Benefit
Family Assistance office
13 61 50
www.familyassist.gov.au

Support for Parents
Parents Helpline
1300 30 1300

Support for Children
Kids Helpline
1300 30 1300
1800 551 800 – 24 hours

Quality Assurance
National Childcare Accreditation Council
1300 136 554
www.ncac.gov.au
WOOSH Contact Details

Co-ordinator: Tracey Tomlinson

Address: 460 Chevallum Road, CHEVALLUM QLD 4555

Phone: 5445 9564

Fax: 5453 2300

Email: woosh24@bigpond.com

Current Staff:

Assistant Co-ordinators: Leesa Mackay, Tania Millane

Educator: Jude Svensen, Ingrid Corcorcan, Linda Nugent, Matt Levi

Administrator/Educator: Tammy Milligan

Note:

On occasion and in particular through Vacation Care it may be necessary to employ the service of casual staff.