Wulguru State School
P+C Association
Outside School Hours Care

Family Information Booklet

Current as of August 2013
WELCOME
Wulguru Outside School Hours Care (WOSHC) is a self-funded community based facility, managed by the Wulguru State School Parents & Citizens Association. The service offers Before School Care, After School Care, Pupil Free Day Care and Vacation Care to parents and friends of the school. Care is available to all children attending Primary School with the convenience of a safe and caring environment based on the school grounds.

Our centre is licensed for a maximum of 30 children per day. The centre is licensed by the Office of Early Childhood Education and Care which complies under the Child Care Act 2002 and the Child Care Regulations 2003.

PHILOSOPHY
The values which underpin this service’s provision of a quality service are:

- Children’s physical, emotional and social needs are met in a safe, caring and supportive environment;
- The best interests of the child are the paramount concern;
- The service provides care in a way that-
  - Protects the child from harm
  - Respects the child’s dignity and privacy
  - Promotes the child’s well being
  - Provides positive experiences to the child to promote development and learning;
- The service provides meaningful programs with individual learning and developmental outcomes, which incorporates elements of play and daily real life experiences.
- Program outcomes are achieved by all staff, families and children compiling evaluations, observations and reviews.
- We recognise freedom of choice in experiences, balanced with age appropriate programming and opportunity to support child initiated planning.
- The views of children, parents, staff and relevant community members are treated with respect in relation to the operation of the service and are considered and valued.
- The service recognises and respects parents/caregivers as primarily responsible for the upbringing, protection and development of their children. The service aims to support parents/caregivers in that role, to the greatest extent reasonably possible.
- The service encourages and welcomes open discussion with all on all issues relevant to the service’s operation.

GOALS

- Provide all children with a safe, secure and inclusive environment.
- Promote the value of play and recreational activities which meet the developmental needs and interests of all children in middle childhood.
- Encourage children to be responsible and show respect to others and their property.
- Help children enhance their life skills through appropriate programming and stimulating activities.
- Utilise and encourage the use of special skills, expertise and diversity of our families, community and staff members.
- Provide a secure and stimulating environment for staff.
- Encourage and provide professional development for staff to enhance their skills and knowledge of OSHC.
- Comply with all legislative requirements by providing ongoing training and regular service reviews.
STAFFING
Staff information is displayed at the service’s information board, including staff profiles and individual folders. This tells you the names of current staff members and their qualifications ensuring there is always qualified staff members working to ensure the safety and well being of your child/ren.

COST AND TIMES
Before School Care
6:30am – 8:30am
*Prep children are accompanied by staff to their classrooms to assist them in their daily routines*
$12 per day (before Centrelink subsidy)

After School Care
3:00pm – 6:00pm
*Afternoon tea provided*
$18 per day (before Centrelink subsidy)

Vacation Care / Pupil Free Days
7:30am – 6:00pm
*Afternoon tea provided*
$45.00 per day (before Centrelink subsidy)
Additional costs in cash may be required as stated on program.

HOW CAN I ENROL MY CHILD?
It is essential that an enrolment form and booking form sheet are completed before a child participates in the program. This form is available from the centre or the office and needs to be completed and returned before care commences. Children can be enrolled on a permanent or casual basis.

Casual bookings can be made on or before the day needed. However, there is no guarantee that a position will be available on the requested day. It is essential that a parent phones the centre and books ahead of time.

Permanent bookings require a parent to pay the booked days of care regardless of whether the child attends or not, unless sufficient notice is given.

Vacation Care is pre-advertised with a full program and costs prior to all school holidays. Bookings are taken no earlier than one month before the start of the program. To secure a place, a booking form must be completed prior to children attending. Sufficient notice is required to cancel a Vacation Care booking or fees will be charged.

PAYMENT OF FEES
WOSHC accounts are charged fortnightly in advance. Payments can be made by cash, EFTPOS or Direct Debit. For the caregiver to receive a fee reduction from Centrelink, current CRN numbers for both caregiver and child/ren need to be provided to the centre on enrolment. It is the parent’s responsibility to notify Centrelink that their child/ren will be attending WOSHC. Please be mindful that you will need to notify Centrelink of your child/ren’s attendance for each individual service (BSC, ASC and Vacation Care) as you will need to apply for a Child Care Benefit for each. Reductions in fees cannot be made until notification is received by Centrelink to the centre.

*Please contact Centrelink on 13 61 50 for more information.*
Any queries or problems with paying fees should be directed to the Coordinator.

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LATE COLLECTION FEE
Closing time of this service is 6:00pm. There is a 3 strike warning system - on the third time you are late, a late fee of $20 will apply for every 15 minutes past closing time. This fee will be charged to the account holder.

CHILD ABSENCES
If a parent knows their child will be absent from the centre for any reason, they are to advise the service with as much notice as possible.

Before School Care – Before 6pm the day before care
After School Care – Before 9am on the day of care
Vacation Care – Before 6pm the day before care

Under the Child Care Management System (CCMS) each child is eligible to receive CCB for an initial 42 days of absences per financial year, which can be used for any reason and without proof of circumstances. Once the initial 42 absences have been exhausted, additional absences may be claimed in certain circumstances.

CANCELLATION OF ENROLMENT
Parents are asked to give 7 days notice to the Coordinator before canceling their child’s enrolment at WOSH. The centre reserves the right to charge full fees for up to 2 weeks if reasonable cancellation notice is not given.

SIGN IN AND OUT PROCEDURES
The WOSH staff are responsible for the safety and wellbeing of all children attending the centre. Staff aim to provide the highest quality of care that meets the individual needs of each child. Children are their parent’s responsibility until they are signed IN in the morning. Once they are signed OUT in the evening they become the parent’s responsibility again. No child under any circumstances will be allowed to leave the centre unless they are accompanied by a parent or other authorised person as per the enrolment application form. Parents or emergency contacts will be notified and asked to collect children in the event of illness or at any other time.

WHAT WILL MY CHILD NEED TO BRING EACH DAY
Children will be required to have a hat, sun safe clothing and closed in shoes for all outdoor play. A full water bottle is recommended, but water will be available for children while they attend the centre. During Vacation Care, specific items may be required on certain days. These are outlined on the Vacation Care program issued a few weeks before the school holiday period.

SUN SAFETY
For regular attendees of WOSH, children will be issued with a wide brimmed, “WOSH” hat. An amount of $15 per hat will be added to the parent’s account. These hats are to stay at the centre until the child no longer attends. Sunscreen is also available for all children to apply to themselves at the centre. If your child has skin sensitivities and cannot use the sunscreen provided, please provide your child with their own sunscreen and ensure staff are aware of this.

MEAL TIMES
Our emphasis in this service is on healthy, nutritious food. We also cater for children who have special dietary needs, so please advise us if your children have any requirements in this area. We are a nut free centre which means that children are not to bring any food containing nuts. This includes peanut butter, nutella and chocolate and muesli bars that have nuts in them.

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WHAT WILL MY CHILD BE DOING DURING THE SESSION?
We provide a variety of opportunities for your child to participate in, including inside and outside play. The program is flexible, allowing for children’s specific needs, interests and spontaneity on the day. Main activities include home corner play, board games, puzzles, construction, Nintendo Wii, computers, art & crafts and many more. The program is available on the notice board.

EXCURSIONS
For all excursions out of WOSH C and the school grounds, a permission form is to be completed by the parent. Parents will be notified in advance as to the destination, cost and transport involved. Strict staff/child ratios will apply while on the excursion.

POLICIES AND PROCEDURES
The service’s Policy and Procedures Manual which complies with the recommended guidelines from the Office of Early Childhood Education and Care, the National Childcare Accreditation Council and Child Care Legislative requirements, is freely available to all parents of children using the service to view and have input in. The manual is updated and amended yearly or as specific needs arise. A copy of the policies and procedures manual is available near the notice board.

IMMUNISATION
It is recommended that children are fully immunised before they attend the centre.

MEDICATION
The only medication which may be administered at WOSH C is that prescribed by a doctor and dispensed by a pharmacist. It must be in the original container with correct labeling, including child’s name, medication type, dosage and time to be administered. A medication form is to be completed by the parent stating the above information, along with the parent’s signature. The medication must be handed to staff to be placed out of children’s reach.

SICKNESS
In accordance with the National Health and Medical Research Council Guidelines, any child or other person suffering from infectious diseases will be excluded from the centre. Information on the exclusion periods is displayed in the centre on the ‘Time Out’ poster. If a child is feeling unwell, the Coordinator will contact the parent and ask that the child be collected as soon as possible. The child will be comforted, cared for and monitored by staff until the parent arrives.

PARENT INVOLVEMENT
Family members are welcome to spend special time at WOSH C. They can be involved with the day to day activities or share their special skills or interests with the children, staff and other parents. This could be for a few minutes or a few hours. The experiences of a multicultural client base provide an opportunity for the children to learn about other cultures and countries. Parents have the opportunity to participate in the decision making of Outside School Hours Care at the P&C meetings, held on the last Monday of each month.

GRIEVENCE COMPLAINTS & PROCEDURES
In the first instance, parents should contact the Coordinator to discuss any issues or complaints they may have. If a fair and reasonable resolution cannot be agreed upon, the centre’s Grievance Procedure Policy should be followed. A copy of this is located near the notice board.

The Coordinator shall be the first contact for all complaints. However, the complainant will have access to the School Principal (or Delegate), if appropriate. The Coordinator will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant.

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Discussions with the complainant are not to be conducted in presence of the children or other parents, and heated discussions are to be avoided as far as possible. The Coordinator will advise The Parents & Citizens Association of all complaints. The P&C shall have the final say on whether a matter is relevant and the result will be provided to the complainant on request if there is a dispute between the Coordinator and the complainant.

**BEHAVIOUR EXPECTATIONS**

Our behaviour expectations have been developed to coincide with the school rules; be fair, be safe, be your best. These are displayed in the room, as well as included in enrolment packs. If the rules are not followed, our behaviour action plan is reinforced as follows:

**Step One**  
Rule reminder

**Step Two**  
“Thinking time” away from other children for 5 minutes

**Step Three**  
Phone call (child to speak to parent about their behaviour)

**Step Four**  
Sent home (RED CARD)

Parents will be asked to collect their child early if they are not following the behaviour steps. If the parent does not answer, emergency contacts will be contacted.

**Suspension**  
Children will be suspended from the centre if they receive two red cards in the same week. The child will not be allowed to return back to the centre for two attendance days.

Children will also be suspended from the centre if their inappropriate behaviour is serious. The period of suspension will be up to the discretion of the Coordinator and may be for up to five attendance days.

**Enrolment Cancellation**  
A child’s enrolment may be cancelled if his/her behaviour continues to infringe on the rights of other children and staff to have a safe and happy experience at the centre. Parents will receive a letter warning that this may be imminent unless a child’s behaviour is so serious that it warrants immediate exclusion.

All children whose behaviour follows our expectations will be positively acknowledged and rewarded through praise, encouragement and negotiated rewards.

**SUGGESTIONS & FEEDBACK**

The WOSHC Coordinator is responsible for the day to day running of the centre and welcomes constructive comments and suggestions. A suggestion box is located next to the sign in/out folders. As staff members we believe that we offer a high quality service, but are always glad to hear ideas. Parents should feel free to make an appointment to see the Coordinator to discuss any issues or ideas they may have.

On behalf of the management and staff of WOSHC, we hope that all parents and their children enjoy their time with us here at the centre.
WULGURU STATE SCHOOL P+C
OUTSIDE SCHOOL HOURS CARE

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