



Windermere

Outside of School Hours Care

Family Handbook 2020

Bayles Regional Primary School

Introduction

Windermere is an independent community service organisation, working across south eastern Melbourne and Gippsland, to help those who need it most. With a history spanning 160 years, we work to build a stronger, connected and supported community.

Our support comes in many forms; we work together to find the best solutions for the varied and complex issues faced by children, families and individuals in our community.

With a focus on intervention and prevention, we aim to get in early to make a difference in the areas of:

1. Family Wellbeing to create positive behavioural changes, respond to violence and/or neglect to enable people of all abilities to actively participate in their community
2. Development & Early Childhood Education including support to individuals and children with disability & developmental delays and a range of childcare services
3. Assistance and support for victims of trauma, assault and/or violent crime
4. Community Strengthening designed to respond quickly to relevant and emerging needs.

Our services are primarily funded through two channels - government and by our generous community of donors, to whom we are grateful.

We believe that everyone is someone in our community – this is reflected in our approach with those we work with every day.

BEING, BELONGING & BECOMING

Our community based child care services are committed to providing quality education and care that supports positive early learning opportunities for all families in our communities.

Children's interests drive learning and discovery; through the provision of open ended experiences and natural materials. Children are encouraged to explore, invent and create; having the opportunity to experiment and take supported risks. Allowing children to develop the long lived skills and strengths needed to support them as they grow as happy, self-confident and capable people.

Fundamental to the framework is a view of children's lives as characterised by being, belonging and becoming.

Quality education develops each child's dispositions and abilities to their fullest potential. It encourages children to respect their families, their cultures and other cultures.

We focus on five key learning outcomes which are designed to capture the integrated and complex learning and development of all children across birth to five age range. These include: ☐

- Children having a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators.

SUPPORTING FAMILIES

We believe that families should feel supported in their journey in educating and caring for their child and feel that Windermere is an extension of their home and community.

Windermere recognises and respects the diversity of our families and is committed to working closely with parents/guardians, through valuing open communication and regular exchange of information to ensure continuity of care for children and the building of trusting relationships with all persons involved in the children's care.

Windermere welcomes all families in our community and respects every child's right to an education regardless of their race, creed, colour, family structure, ability or financial status.

This is supported by the United Nations Convention on the Rights of the Child which states that:

- 1) The Convention applies to everyone whatever their race, religion, abilities, whatever they think or say and whatever type of family they come from, and;
- 2) Children have the right to an education

Windermere encourage family involvement in developing policies, procedures and making contributions to the curriculum. Educators design and promote a learning environment where children, families and educators work together in shared thinking to create a stimulating learning environment that is based on the principles outlined in the Early Years Learning Framework (EYLF).

Families input and participation with their child's environment is valued. We are committed to ongoing learning, reflective practice and continuing improvement. We believe that all our decisions need to be made with the children's interests put first.

UNDERSTANDING INDIVIDUALITY

Children are given the opportunity to participate in incursions and excursions where they have the chance to explore, learn about and become part of their wider community, as these relationships are greatly valued.

We treat children, families & people in our community and each other with consideration, respect, impartiality and fairness.

We value secure, respectful and reciprocal relationships. Windermere recognises children's rights to play and be active participants in all matters affecting their lives as we support all children to be:

- Seen as competent, capable, knowledgeable and with sense of agency (Being)
- With right to play, explore and participate (Belong)
- Empowered and supported through the challenges (Becoming)

COMMUNITY COLLABORATION

We hold the highest expectation of ourselves as members of the service; we are committed to supporting research in the early childhood sector and participating in ongoing professional development.

We respect the original designs of our home and centre based environments and will continue to develop professionally ensuring that we use these unique environments to their full potential supporting children's learning and creating a space for creativity and imagination.

We will collaborate with our community to create:

- Opportunities for learning and connection
- Opportunities to support children to reach their full potential ²
- Playgroups and play sessions
- Partnerships that support research and inform our practice
- Supportive networks

CHILD PROTECTION (SAFEGUARDING CHILDREN)

Windermere is committed to the safety and wellbeing of all children and young people accessing its programs and services. Windermere supports the rights of the child and will strive to deliver a child safe environment at all times.

Windermere also supports the rights and wellbeing of our staff and encourages their active participation in building and maintaining a safe environment for children.

Our commitment to children and young people

- We are committed to providing children with positive and nurturing experiences
- We will support families and communities to promote children's healthy development and well being
- We will take action to ensure that children and young people are protected from all forms of abuse
- We will take action to ensure that children are not exploited, abused or harmed during the time they are involved with any of our programs; services or facilities
- We will listen to children and address any concerns they raise with us

Our commitment to parents and carers

- We are committed to supporting parents and carers to protect their children
- We will offer assistance that builds in a family's strengths and empowers them to meet the changing needs of their children
- We are committed to communicating honestly and openly with parents and carers about the safety and wellbeing of their children
- We aim to be transparent in our decision making with parents and carers as long as doing so does not compromise the safety of children or young people

Our employees will:

- Conduct themselves in a manner consistent with their position as a positive role model to children and young people
- Adhere to the Safeguarding Children and Young People Policy Code of Conduct
- Be committed to the safety and wellbeing of all children and young people attending Windermere programs

- Have read, understood and formally agreed to abide by Windermere policies and guidelines around the safety of children as outlined in the Safeguarding Children and Young People Policy
- Support the rights of the child and strive to deliver a child safe environment at all times
- Remain alert to the risk indicators of child abuse and promptly report suspected incidents to their Supervisor and where required by law, to the relevant authorities

PROCEDURES

A full list of Windermere's Procedures relating to Outside of School Hours Care Service is available upon request.

Venue Details and General Information

Location: **Multi-Purpose Room**
Bayles Regional Primary School
3730 Ballarto Road, Bayles 3981

After School Care: **3:30 – 6:30pm**

Program Contacts: **Outside of School Hours Care Direct**
OSHC@windermere.org.au

Windermere Head Office General

Phone: 1300 946 337

Fax: (03) 9796 7650

Email: info@windermere.org.au

Karlie Owen

Manager: Early Childhood Education and Care Services

Phone: 0408 521 320

Email: Karlie.Owen@windermere.org.au

FEEDBACK

Feedback from children and their families is welcomed and valued by all staff involved in our OSHC service's operations. Windermere provides online feedback forms and encourages families using our services to complete these each term. All feedback gained through this process is communicated with the OSHC leadership team and is considered in future planning and professional development of staff. feedback@windermere.org.au

COMPLAINTS, GRIEVANCES AND APPEALS

In line with our Complaints Policy, any concerns regarding your child and/or the program should be discussed with the Lead Educator at the OSHC service. Any other concerns or any issues that you feel remain unresolved after meeting with the Lead Educator should be referred to Karlie Owen, Manager: Early Childhood Education and Care Services, Karlie.Owen@windermere.org.au

CONFIDENTIALITY

Windermere collects sensitive information for enrolment records, with family consent. This information is stored on our data base, shared with the school and in secured filing cabinets. Windermere does not disclose this information without consent.

Enrolments

Families enrolling for the first time must complete the following forms;

- Enrolment Form
- Anaphylaxis, Allergy, Eczema, Asthma and Medical Management Plans (if applicable)
- Court Orders (if applicable)
- Medical diagnosis letters (if applicable)

All forms must be submitted to OSHC@windermere.org.au

Confirmation of your enrolment will be sent back via email.

CHILDREN WITH MEDICAL CONDITIONS

To best support children with medical conditions, there are some plans that staff will create as part of the child's enrolment. These are created in consultation with the family, so you may receive a phone call, or it may be requested that you attend a meeting prior to bookings being made.

**A copy of the letter of diagnosis from the medical practitioner will need to be provided prior to attending care*

CHILDREN WITH ADDITIONAL NEEDS

To best support children with additional needs, we require on enrolment a copy of the medical diagnosis (if applicable). OSHC staff will work with families to create an individual inclusion plan as part of the child's enrolment, prior to bookings being made. During this meeting the child's needs and abilities will be discussed and recorded, strategies will be developed and documented on an individual inclusion plan.

CHILDREN WITH SPECIFIC CARE NEEDS

Sometimes children will have some additional care needs that do not fall into the above categories, such as specific cultural practices, family beliefs or personal lifestyle choices. Respect for diversity is very important at Windermere, and to ensure that these needs are met with the knowledge and

respect they deserve, staff may contact families prior to bookings being made in order to discuss these needs. This may take place over the phone, or a meeting may be requested.

Please note:

- Staff at the programs are not able to accept a child until the enrolment forms have been submitted and the child has been booked into the program.
- Parents are responsible for ensuring that details and authorisations on the enrolment form are kept current.

Bookings

Electronic bookings via Hubworks will be made available to families in early January 2020.

URL & Logins and step by step instructions will be provided to the School and all registered families early January 2020.

Changes to care arrangements

AFTER SCHOOL CARE

If there is a change to care arrangements made during the school day, it is the family's responsibility to contact both the school general office and Windermere prior to 1pm to notify of the change in care arrangements.

In the event that a child/ren presents to After School Care and they are not on the attendance list, staff will refer the child to the school office. School staff will contact parents and obtain information as to where the child/ren should be. At this point the duty of care remains in the hands of the school.

In the event that a child/ren presents to Before School Care and they are not on the attendance list, the Before School Care Staff will ask that the parent/guardian stays until the child is booked and signed into the venue. Please note that students will only be booked in on the morning of a Before School Care session if transport and staffing arrangements can already be met.

Cancellations

Same day cancellations incur a full session fee.

Cancellation within 48 hours of session incur \$10.00 cancellation fee

Cancellations 48 hours before session no fee.

AFTER SCHOOL CARE

If you are aware of an absence which will affect your Permanent booking, a Leave of Absence form can be submitted at least one week prior to the absence. This is to allow for any necessary modifications that may be needed to consumable orders and staff requirements.

The Leave of Absence form can also be used for occasions where child illness prevents attendance and a medical certificate is supplied within one week of the absence/s.

To change or cancel a permanent booking a Change or Cancellation of Permanent Bookings form will need to be submitted at least one week before the required change.

Once submitted, forms will be processed, and families notified of the outcome.

Casual bookings can be removed without charge up to 2 business days before the absence. A Leave of Absence form is not required except in the case of child illness where this form can be submitted up to one week after the absence/s and must include a medical certificate.

Signing in and out

Please note that only individuals identified on a child's enrolment form are authorised to sign them in or out of a service. Written permission must be given for children to be collected by anyone not already identified on the enrolment form. ID may need to be shown upon pick up. Under no circumstances will any staff member allow a child to be removed from the centre by an unauthorised person.

AFTER SCHOOL CARE

Staff will sign students in upon arrival at the venue. Preps will be collected from their classrooms by an OSHC staff member at the end of each school day for Term 1. All other children are required to walk directly to After School Care facility. Children must be signed out by an authorised person upon pick up.

Custody information

If there is any custody information that the staff need to be aware of, please notify accordingly, and provide copies of all legal documents to staff. We appreciate any information you can provide in caring for your children and will maintain complete confidentiality. Please note that staff cannot legally refuse the release of a child into the care of a parent without a provided court order.

Programming

The Windermere OSHC program will be informed by the approved learning framework (My time, Our Place) and provide opportunities for children to collaborate with educators through meaningful interactions in play and leisure.

Educators will engage with children in a cycle of planning that includes gathering information, analysing, planning, implementing and evaluating learning opportunities

All planned experience will align with the national frameworks outcomes of supporting children development through a strong sense of identity, connection and contribution to their world, have a strong sense of wellbeing, become confident and involved learners and support effective communicators.

These experiences will include a large variety of activities aimed at children's developmental needs as well as their interests. Typically this will include:

- Opportunities for small and large group games
- Cooking groups
- Art and Craft Activities
- Construction, wood work
- Books and Literacy,
- Science, Nature, & Technology
- Group sports games
- Project work & homework help.

Activities will be planned according, implemented and reflected on daily and in accordance to the child's interests, input and needs. Our Educators understand that the children have been at school all day and will endeavour to make this an enjoyable and productive part of their day.

STAFFING

Windermere Outside School Hours Care programs are licensed by the Department of Education and Training. We follow a ratio of 1 staff: 15 children for on-site care. Our staff hold relevant qualifications in accordance with the Education and Care Services National Act and Regulations. The name of the person responsible for the service (Lead Educator) will be on display each day at the service.

WINDERMERE BEHAVIOUR GUIDANCE

In order for the program to run smoothly and safely, we expect that all families and children will act in a safe and sensible manner whilst participating in activities and excursions

Having supportive relationships with the educators and staff members enables children to develop confidence in their ability to express themselves, work through differences, learn new things and take calculated risks.

Please inform staff at the time of enrolment or booking if your child requires any assistance with settling or behaviour guidance so we can ensure our inclusive program meets their individual needs. A time to complete a behaviour management plan with educators will need to be organised to formally document your child's needs and agreed strategies to be implemented if required.

What to bring

Children will need to bring the following items when attending our services;

- An appropriate Sunhat (Sun Smart recommends broad-brimmed, legionnaire or bucket-style hats) for outside play. Hats must be worn from September 1st to April 30th. Children without hats will have outdoor play restricted.
- Personal Sunscreen if allergies exist
- A refillable drink bottle
- Clothing should be;
 - Suitable for weather conditions (warm coat, raincoat, long sleeves etc.)
 - Comfortable and allow for easy participation in activities
- All belongings should be labelled.

Please note that valuables and money should be left at home. Windermere will not accept any responsibility for lost, damaged or stolen valuable personal possessions brought to the program.

SUNSCREEN

Sunscreen will be supplied by the program and applied every hour when going outdoors. Please provide own product if required.

LOST PROPERTY

Families are requested to take home children's property and artwork at the end of each day. We also encourage families to label any items brought from home with the potential to be misplaced (hats, jackets, toys, lunchboxes etc.).

Lost property will be displayed at each venue and it is recommended that you browse through this regularly regardless of whether you are missing something or not, to ensure that an item has not been lost unknowingly.

Any items that remain unclaimed for one month will be used by the service or donated to charity.

SNACKS

Afternoon snacks will be provided, with a focus on health and nutrition. Typically snacks will include:

- Fresh Fruit
- Cut Vegetables
- Yoghurt
- Bakery Items (e.g. Savoury Rolls & Muffins)
- Juice & Water

Windermere has a NO NUTS policy. We can also accommodate individual dietary requirements as notified. If your child has a special diet or develops an allergy after you have enrolled please remember to advise the staff and update your enrolment form.

Outside of School Hours Care Fees & Charges

Please note these prices are BEFORE any Centrelink Benefits are applied.

Program	Permanent	Casual
Afternoon Care	\$28.00 per session	\$29.50 per session

LATE COLLECTION POLICY

When children are collected after closing time, the account holder will incur a late fee. The fee is charged at \$1.00 per minute. CCS cannot be claimed against this amount. Windermere educators will aim to make contact with the School representative at 6.30pm to seek direction however, if no emergency contacts can be reached by 7:00pm, the Police and Child Protection will be called and arrangements made for the care of the children.

DIRECT DEBIT

An electronic Direct Debit facility will also be provided to families via Hubworks.

URL & Logins and step by step instructions, along with a detailed breakdown of all associated fees and charges will be provided to the School and all registered families early January 2020.

Child Care Subsidy

Childcare Subsidy enables families to receive a discount directly off the daily service fee. The amount of subsidy that families will receive will be based on three things:

1. Their combined family income
2. The Level of 'approved' activity they undertake
3. The type of child care service they use.

Families will receive benefits off their fee once they have approved their bookings using their myGov account. It is important that families approve their attendances as families will not receive or be backdated for any days that are attended before approving through their myGov account.

If your child attends the service on a:

- Casual capacity you will need to tick and confirm "Casual" on your myGov.

- Permanent capacity you will need to tick and confirm “Routine” and “Casual” on your myGov.

Department of Human Services sends our service updated listings via internet connection every day; however the contract remains between the DHS and individual families. It is therefore your responsibility to notify the DHS of any changes to your income.

DHS phone number is 132 468. Families do not need to register a customer service number with the DHS for each venue they are using; this information is included in the Child Care Subsidy System (CCSS) procedure that is already in place.

CHILD CARE SUBSIDY RECORD OF ABSENCES

Allowable and Approved Absences

In accordance with the Department of Education, Employment and Workplace Relations guidelines, payment of Child Care Subsidy will be paid for a child’s absence from care for up to 42 days per financial year. If a child is absent on the day where Child Care Subsidy is claimed the parent is required to nominate the reason for their absence to the OSHC service. Once the child has reached 42 allowable absence days, CCS is not paid for any further absences unless the absences are taken for an approved absence day reason.

CCS can only be paid for an allowable or an approved absence day if the child would normally have been in care on that day. The hours of CCS paid for an allowable or approved absence day are the usual number of hours a child’s family would have been eligible for on that day.

For any further details or clarification on the above please see your Department of Human Services.

Medical & Emergency Management

MEDICAL CONDITIONS

To ensure the best care for all children, we ask that families communicate with us regarding medical conditions and provide any relevant details that will assist in providing a safe and informed environment.

Any child with a diagnosed medical condition a full coloured copy of the participant’s management plan signed by the doctor is required. In addition, a Medical Conditions Risk Minimisation Plan, and Medical Conditions Communication Plan will be developed by staff in consultation with families prior to booking.

MEDICATION

Families are asked to sign in all participants’ medication. Full details, including dosages, times, participant’s name, doctor’s name and expiration date must be provided and staff will co-sign once medication has been administered. Medication must be in its original container, bearing the original

label with the name of the child to whom the medication is to be administered, and be within its expiry date. All medicines will be kept in a secure location, out of reach of children. The medication register can be found when signing children in/out. Please ask one of our staff for assistance.

INCIDENT, ILLNESS, INJURY AND TRAUMA

All incidents, injuries, illnesses or traumas and the treatment given for these will be recorded on our Incident, Injury, Trauma and Illness Record. Authorized contacts of children may be notified by phone and will be asked to sign the form when collecting the child.

In the case of an emergency, an ambulance will be called, and you will be contacted immediately.

Parents are requested to ensure that the daily telephone contact number and the contact details on the enrolment form are correct and up to date. If either parent cannot be contacted, emergency contacts will be called.

The cost of the ambulance or any medical expenses will be covered by the child's family.

EMERGENCY AND EVACUATION

Individual Emergency Management Plans are in place at each OSHC venue. Evacuations will be rehearsed each term with the children at the service.

INFECTIOUS DISEASE EXCLUSION

If the case that any infectious diseases occur at the Service, affected child/ren may be excluded for the communicable period of the disease, or until they have satisfied conditions to return to the service. This exclusion is necessary for the protection of all children and to reduce the risk of further infection. If a parent reports that their child has contracted a contagious disease the program will put up a notice to advise parents.

Please refer to the latest edition of 'Staying Healthy: Preventing infectious diseases in early childhood education and care services' published by the Australian Government: National Health and Medical Research Council for information on exclusion periods. This document is available from www.nhmrc.gov.au/

***Thank you for choosing Windermere as your
Outside of School Hours Care provider.***

