



Wesley Out of School Hours Care
Parent Handbook

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Our Service

Wesley Out of School Hours (OOSH) care aims to provide high-quality services that value the uniqueness of each child in our care. Our philosophy is guided by the My Time, Our Place – Framework for School Age Care in Australia and the Australian Government’s National Quality Framework.

Philosophy

In relation to children

We value children as unique and capable individuals who bring to our centre their own beliefs, identity, interests, skills, talents and ideas.

We believe children learn best through play and acknowledge the role that educators play in supporting children’s development by providing experiences that are meaningful to the children and reflect their interests.

We provide a warm, welcoming and relaxed homelike environment where educators follow children’s interests and create a fun sense of learning by providing open-ended individual and group activities as well as creative, engaging, safe and stimulating experiences.

Educators endeavour to foster and build positive and trusting relationships with the children and engage in positive interactions. Educators guide and encourage positive social interactions between children and assist them in developing skills to build trusting and reciprocal relationships.

In relation to families and community

We rejoice in the diversity of the community and celebrate the enrichment it brings to our lives. We believe that children and their families are essential contributors to the community and that the community plays a vital role in supporting families.

We acknowledge the critical role of families in raising children and seek to recognise, support and advocate for families in our community.

We welcome and facilitate family participation and open communication by encouraging families to engage with their children’s education and care. We value the input of families, educators and the wider community to help create an environment that meets the needs of the children.

In relation to educators and staff

We aim to create a positive environment that encourages educators’ passion, creativity and enthusiasm, an environment of trust and respect, where we work towards achieving a shared goal. We believe that teamwork, collaboration and effective communication are essential ingredients for ensuring positive outcomes for the children in our care.

We recognise and respect that every educator is an individual with diverse needs, interests, skills, knowledge and experience.

We acknowledge the value of ongoing professional development for all educators and staff.

In relation to the environment

We recognise that we are part of the world community as well as our local community. And it is our role to support children to become environmentally responsible and contribute to a sustainable future.

History

Wesley Out of School Hours care services commenced in 1997 as an important part of the suite of family services provided by Wesley Family Centre, located at St Andrews Uniting Church, Quakers Hill. In subsequent years the service was relocated to the Quakers Hill Public School Hall.

Over the years, new services have been added to the Wesley Out of School Hours care portfolio, these being Seven Hills West OOSH in July 2012 and at the request of Riverstone Public School in February 2016, Riverstone OOSH. In January 2019, North Kellyville OOSH and Epping West OOSH both opened at the start of the school year.

In 2020, the latest additions to our OOSH family are Marsden Park OOSH, Merrylands OOSH, North Rocks OOSH and Wyong OOSH which opened at the start of the school year.

Goals and objectives

To achieve the provision of high-quality care, we aim to create an environment which is:

- warm and welcoming
- well organised with clear procedures and job descriptions
- respectful of, and enhances children's development through appropriate programming
- encouraging children to be caring as well as creative
- well-known and well-respected in the local community
- accountable to all stakeholders of the service.

Wesley Out of School Hours care services provide:

- a warm, nurturing environment that encourages the development of the whole child
- successful experiences which help all children to develop a healthy self-concept and a positive self-esteem
- encouragement for children to develop their capabilities and interests at their own pace, and according to their individual needs
- a program that recognises the uniqueness of every child and provides positive encouragement for continued growth
- opportunities to learn by moving from concrete hands-on experiences to more abstract play and concept development
- opportunities for a lifetime of creative living and learning
- encouragement of social development by providing opportunities for sharing, taking turns, making friends, resolving conflicts, solving problems, helping others, recognising and accepting others, cooperating and building self-esteem
- encouragement of emotional development through the verbal expression of thoughts and feelings, experiencing rules and limits, experiencing kindness, justice and empathy, recognising and accepting emotions in others, developing respect for individuals and the environment
- development of responsibility for one's actions in self-help, health, safety and interpersonal areas, and to exercise appropriate independence
- encouragement of physical development of large motor skills through outdoor and indoor games and activities, as well as fine motor skills using manipulative toys, blocks and puzzles, and other small tools and objects; facilitate the development of visual-motor skills
- encouragement of creativity by offering many kinds of materials and frequent experiences in music, art, dramatics, literature and oral skills
- encouragement of interest in language through stories, puppetry, home corner and its equipment, music, games, science materials, dramas, problem-solving and other conversations
- facilitation of intellectual development by widening the children's experiences to increase the quality of life, knowledge, basic concepts and skills
- we welcome feedback from families and the community and are receptive to new ideas.

Policies

Wesley OOSH has policies which guide our practices to ensure that we are adhering to the regulations. These policies are available on the Wesley Mission OOSH website or in each of our centres.

- Acceptance and refusal of authorisations
- Behaviour management
- Community participation
- Delivery and collection
- Emergency management and evacuation
- Environmental sustainability
- Family involvement and communication
- Governance management
- Inclusion
- Management of animals
- NQF
- Photography
- Relationships and interactions with children
- Sleep and rest
- Sun protection
- Supervisions
- Unenrolled children
- Administer first aid
- Child safe environment
- Dealing with medical conditions in children
- Education, curriculum and learning
- Enrolment and orientation
- Excursions
- Food, nutrition and beverage
- Incident, injury, trauma and illness
- Infectious diseases
- Media and technology
- Payment of fees
- Priority of access
- Responsible person
- Staffing arrangements
- Supervision
- Transportation
- Water safety

Wesley Mission Policies

- Child Protection
- Compliments and complaints
- Privacy
- Risk Management

Enrolment

Before and after school care

Wesley OOSH uses an online booking and waitlist management program called QK Enrol. This program will allow you to manage your child's enrolment and is accessible through an online parent portal call 'My Family Lounge'.

Through the online parent portal My Family Lounge, you will be able to:

- easily register your child's details and manage your account information
- submit bookings and waitlist requests for your child to secure a permanent spot
- manage your child's medical information, dietary requirements, emergency contact details and more. All this information is added to your online enrolment form and submitted to Wesley OOSH.

My Family Lounge will also be accessible as a mobile app, where you can:

- record your child as 'absent' in advance for a permanent session.

Wesley OOSH will confirm a child's enrolment through 'My Family Lounge'. Do not assume your child can attend care without confirmation from Wesley OOSH.

You may be requested to attend an enrolment interview. Should this be the case, you will be contacted, and a meeting will be arranged at a mutually agreed time.

If a child is subject to an access order or agreement, the centre is required to hold a copy on record, plus a copy of any subsequent alteration registered by the court. This document must be provided upon enrolment by uploading the attachment in 'My Family Lounge'.

Casual and emergency care

- Parents wishing to use the Before and After School Care (BASC) service on a casual care basis must first enrol their child in Wesley OOSH. Once enrolled, it is essential to put each request for casual care in writing and email the relevant centre. Each centres email address can be found on the Wesley OOSH website.
- Fees for casual care must be paid in full before or on the first day casual care is utilised.
- In cases of emergency, unavoidable or unplanned situations, contact Wesley OOSH to confirm availability of care for both before and after school care. If a position at after school care is confirmed, you also need to inform your child's teacher at the school that they will be attending After School Care (ASC). If the session is full, we cannot take additional children, and you may have to find alternative care arrangements.
- Once you have a confirmed casual BASC booking, should you wish to cancel, 24 hours' notice is required, and you will not be charged for the casual session. If you need to cancel a Monday session, the notice of cancellation would need to be received by 5 pm the previous Friday. Should a cancellation occur less than 24 hours prior to the casual session, you will still be charged for the session.
- Due to the strict staff to child ratios that must be adhered to at all times at Wesley OOSH, parents mustn't assume that a casual morning or afternoon position will be available without obtaining confirmation from the office first.

Vacation care

- Information regarding the upcoming vacation care will be available by mid-term. Programs, booking information and fees will be made available at this time.
- A new booking must be completed for each vacation care attendance via 'My Family Lounge'.
- In order to ensure adequate staffing, bookings must be made no later than 72 hours prior to the required session of care.
- Cancellations can be made up to 72 hours prior to care. Fees will be charged for cancellations after this time.
- Payment must be received before the commencement of vacation care, only then may your child attend.

Public holidays and pupil free days

- Wesley OOSH does not operate on public holidays.
- Wesley OOSH operates on pupil free days.

Cancellation of enrolment

- Cancellation of permanent bookings is to be made in writing with a two week notice period required.
- Should your child be absent from the service on the final day of care, CCS is not payable, and full fees will be charged.

Fees

- Two weeks full notice will be given for any changes in the fees.
- Casual and emergency care must be paid for on or before the first day of care.
- Accounts and receipts will be emailed fortnightly.
- Fees are payable in the event of non-attendance by your child due to sickness, family holidays or teachers strikes.
- Vacation care accounts must be paid in full before the program's commencement.
- Any outstanding fees must be paid and up to date by the end of each term.
- Each term, all permanent accounts will incur an equipment levy.
- CCS is payable for up to 42 allowable absences per child each financial year. A medical certificate must be provided for any days over 42 for the service to still be legally allowed to claim CCS for the child.

Child Care Subsidy

The Child Care Subsidy (CCS) is financial assistance offered by the government to help you with the cost of child care. Wesley OOSH is approved to offer the Child Care Subsidy to eligible families.

To receive this benefit, you must:

- register with Centrelink and be issued with a Customer Reference Number (CRN) for both yourself and your child
- at the time of enrolment with Wesley OOSH provide these CRN details
- upon confirmation from Wesley OOSH of your child's enrolment, confirm your child's enrolment via the MyGov app.

Further information is available from the Family Assistance Office on 13 61 50.

Bond

- A bond equivalent to two weeks full fees is payable on enrolment.
- Two weeks' notice of cancellation of enrolment is required. Failure to provide two weeks' notice will mean the bond will not be refunded.
- Any outstanding credit will be refunded by cheque.

Payment of fees

- Fees are payable by Direct debit which can be set up and managed through 'My Family Lounge'.
- Fees will be automatically debited every two weeks 'in advance' from the bank account or credit card you nominated at the time of enrolment.
- If a transaction is declined, a dishonour fee will be applied.

Late fees

- For every 15 minutes or part thereof after closing time, a \$25 late fee per child will apply.
- Wherever possible parents should advise the centre when they will be late to collect their child.
- If a parent continues to be late in collecting their child, the Area Coordinator will discuss other options, and suitable arrangements or the child's place in the centre may be cancelled.

Overdue fees

- Parents are encouraged to discuss any difficulties that they may have in paying the fees with Wesley OOSH Management. If necessary, a payment plan may be put in place or other suitable arrangements considered by management for payment of fees. Other avenues for financial support can be suggested if required.
- If no contact has been made with management to discuss payment options for overdue accounts, Wesley OOSH may cancel care.

Fee reference chart

Session fees

Please visit the Wesley OOSH webpage for information on Before and After School Care and Vacation Care fees.

Additional fees

Equipment levy Each term, all permanent accounts will incur an equipment levy.	See website for details
Absentee fee Failure to contact Wesley OOSH by 2 pm to notify your child will be absent that afternoon in addition to the session fee	\$10 per child
Dishonour fee Any cheque or credit card payment made and rejected by the bank	\$25 per transaction as dishonour fee
Late fee For every 15 minutes or part thereof after closing time a late fee per child will apply	\$25 fee per child every 15 minutes or part thereof
Transport fee Where Wesley Mission transport is used to drop a child off to, or pick them up from, a different school and transport them to and from Wesley OOSH* *Conditions apply	\$1 per kilometre
Replacement underwear fee If your child has a toilet accident at Wesley OOSH, a brand-new pair of underwear will be supplied to them	\$2 per pair
Borrowed clothing fee If a child's clothing becomes wet or badly soiled at Wesley OOSH, they can borrow spare clothes at the cost of \$5 per item. This amount will not be payable if the clothing item is returned to Wesley OOSH, clean and freshly laundered, during the same week that it was borrowed	\$5 per item
Lunch fee A sandwich and piece of fruit will be supplied to a child should they attend vacation care without their lunch or should they attend before school care and advise staff that they do not have school lunch with them	\$5 per day
Spacer fee Replacement of Wesley OOSH spacer should your child require administration of asthma medication while at Wesley OOSH, where their spacer has not been provided. Once a child has used a spacer, it will remain at Wesley OOSH under that child's name and can only be used by them	\$20 per spacer

Service access

- We aim to provide places for children aged 5-12 years needing care during their time out of school hours. We will not discriminate against any families needing care; however, the priority of access will be determined by government guidelines and placement on the waiting list.
- Under an agreement with the Commonwealth Government, the main priority for a place in the centre will be given to:

Priority 1: A child at risk of abuse or neglect

Priority 2: A child of a single parent who satisfies, or of parents who both meet 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 categories, priority should also be given to the following children:

- children in Aboriginal and Torres Strait Islander families
- children in families which include a person with disabilities
- children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of \$45,114 for 2017-2018, or whose partner is on income support
- children in families from a non-English speaking background
- children of socially isolated families
- children of single parents

At times a Priority 3 child may be asked to vacate a place to make room for a child with a higher priority. Should this be required, Wesley Out of School Hours care will ensure that the family is given at least 14 days' notice of the need for their child to vacate.

Other places will be available if not filled by the above priorities.

- Wesley Out of School Hours care is available for children who currently attend the school in which the service operates. If there are a number of children requiring care from a neighbouring school that does not have a service or the service is at capacity, a transportation service may be arranged. For further information regarding a transportation service for your child, contact the Wesley OOSH office to enquire if this is available.
- Our vacation care services are available for children attending primary school from any area.

Delivery and collection of children

- Children are not to be left at the centre at any time before the opening hours of the centre.
- It is a legal requirement that children attending Wesley OOSH are signed in and out of each session by an authorised person, over 18 years of age, listed on the child's online enrolment form.
- The sign-in/out tablet is located on the parent desk at each centre.

Before School Care

- Children are signed in by the parent/authorised person.
- The date, time, full name of the child and parent/guardian's name is recorded.
- The parent/authorised person must ensure that an educator is aware of the child's presence.
- Should the child require medication of any kind, parent/guardian must complete and sign the medication form (see Medication Policy).
- Any points of information provided to the educator by the parent/authorised person will be recorded in the correspondence folder by the educator who will note any specific requirements for the day or any changes to who will collect the child.
- Each morning when school staff are on duty in the playground, an educator will sign the children out to attend school. Kindergarten children are signed out and escorted to the teacher on duty.

After School Care

- Kindergarten children and children with additional needs (as required) will be collected from their teacher each afternoon by an educator and escorted to the centre where they will be signed in by staff.
- Children from years one to six will make their way to the centre and line up in the designated area to be signed in by an educator.
- Children must be collected before, not on, the closing time of the centre.
- If the child is to be collected by anyone other than the parents/guardian, the parents/guardian must personally inform the Centre Coordinator and or the office prior to pick up. This change should be confirmed in writing or by phone. The person picking up the child must be 18 years or over and will be asked to provide identification.
- The names and contact numbers of all people (18 years or over) authorised to collect the child must be provided upon enrolment. Any changes to these must be updated using the 'My Family Lounge' app. If an authorised person is to collect the child at any time, the parent/guardian must inform the centre either by phone or in writing before the time of pick up.
- The authorised person is required to give proof of identification to staff upon request.
- The centre will not release the child to anyone who is not authorised without prior consent and in line with centre policy.
- If there is an emergency, and the parent/guardian or an authorised person cannot collect the child, the parent must personally ring the centre to let the staff know. The parent will be required to indicate who will collect the child and ask the person to provide the centre with proof of identity, for example, licence, birth certificate or passport.
- The centre will not release the child to anyone who is not 18 years or over without written consent from the parent/guardian.
- If the centre has not been notified and someone other than the parent/guardian comes to collect the child, the centre will ring the parent/guardian to get his or her authorisation. The child will not be released from the centre until proper authorisation has been received.
- The parent/guardian or authorised person who is collecting the child must sign out using the tablet.
- The parent/guardian or authorised person and children are to ensure that all belongings are collected.
- The parent/guardian or authorised person must ensure that an educator is aware that they are taking the child from the centre.
- Educators must be notified immediately if the person collecting the child is expected to be later than usual. The child will be notified to avoid any anxiety.

Absent and missing children

We aim to ensure the safety and welfare of the children by ensuring clear communication and cooperation between the centre, parents and the school.

Absent children

Parents/guardians are to mark their child absent using the 'My Family Lounge' app. If a child is absent on a day that they are booked into care, failure to notify will incur a \$10 fee.

If parents are aware before the day of expected absence, they must:

- mark their child absent using the 'My Family Lounge' app for the days they will be absent.

Should a child not arrive at the service or not be waiting in the designated area when expected, educators will:

- ask the other children if they have seen the child that day and where the child might be
- contact the parents/guardian regarding the child's whereabouts
- go and look around the school premises ensuring all other children are well supervised during this time
- where possible contact the school office and enquire with the school staff if they are aware of the child's whereabouts
- if unable to contact the parents/guardian contact the emergency persons nominated on the enrolment form

- if the parents advise the child should be at Wesley OOSH, enlist the assistance of school staff and do a thorough search of school ground
- if no one is aware of where the child is then they are to be considered missing.

Missing children

If a child is missing, then a staff member will:

- contact the parents/guardian regarding the child's whereabouts
- inform the school of the missing child
- contact the nominated supervisor who will contact the police. Should the nominated supervisor not be available, the staff will contact police.
- if possible, continue to keep in contact with the school and parent/guardian
- ensure all other children are well supervised and involved in activities at the centre.

Family involvement and communication

Wesley Out of School Hours care welcomes and facilitates family participation and open communication in the services by encouraging families to engage with their children's education and care. Families are invited to assist with projects and attend social gatherings.

We value the input of families, educators and the wider community to help create a service that meets the needs of all children who attend the service. We encourage open communication through the enrolment and orientation process, policy review, feedback forms, the daily program, documentation, formal and informal meetings, emails and conversations.

Feedback and complaints

We believe that parents have an important role in the centre and we value their feedback. We aim to ensure that parents feel free to communicate any concerns they have in relation to the centre, educators, management, programs or policies without fearing negative consequences.

Should you wish to provide feedback or make a complaint you can do so by:

- speaking with a staff member or the Centre Coordinator
- contacting the nominated supervisor as documented on the parent information board at your child's centre
- sending an email to centre's email address or to oosh@wesleymission.org.au
- phoning the office on 02 9626 6620
- completing the "Raise your Voice" form supplied at the centre.

Educator to child ratio

Appropriate educator to child ratios is an important factor in determining the quality of care that we provide. We aim to maintain positive educator, child and parent interactions, and quality and safe care through ensuring that we meet the required ratios outlined in the Early Childhood Education and Care National Regulations.

The educator to child ratios as outlined in the Standards will be met at all times:

- there will be a maximum of 15 children to 1 educator
- there will be a maximum of 8 children to 1 educator for excursions
- there will be a maximum of 5 children to 1 educator for swimming.

There will be a minimum of two educators present at all times.

Food and nutrition

We aim to provide nutritious and varied food of good quality in the centre.

- During before and after school care, food and beverages will be provided for breakfast and afternoon tea.
- During vacation care afternoon tea will be provided. Parents will be asked to provide their child with:
 - breakfast before dropping them off at the centre
 - morning tea
 - lunch, unless otherwise stated on the program
 - sufficient drink to last all day in a drink bottle.
- Educators are unable to heat food brought from home for the children as it takes them away from their supervision responsibilities.
- Educators will undertake both formal and informal training in safe and hygienic food preparation, handling, cooking and storing.

Wesley OOSH centres are nut aware

Please do not send your child with any nut products (or traces of nuts) to Wesley OOSH, as it could endanger the lives of those with allergies to nuts and associated produce. If your child is found to have any of these products during their time at care, for the safety of others, educators have been instructed to confiscate the products immediately. Any products confiscated will be returned to the parent at the end of the session.

Sun protection

We aim to ensure that all children attending the centre will be protected from the harmful rays of the sun. All educators are to model appropriate sun protection behaviour and enforce the sun protection policy.

- Children and educators should wear protective clothing when outside such as hats that protect their face, ears and neck, and shirts that cover their shoulders and necks.
- Educators will direct children to wear hats for outdoor play. So please ensure your child has a hat every day.
- Children who do not have a hat must play in a sheltered area. Educators are to enforce the 'no hat, no outside play' rule.
- An SPF 30+, broad-spectrum, water-resistant sunscreen will be made available in the centre and children will be required to apply it before exposure to the sun.
- Where children have allergies or sensitivity to the sunscreen, parents will be asked to provide an alternative sunscreen, and the child will be encouraged to play in the sheltered areas.
- Activities are to be planned to avoid exposure to the sun between the hours of 11 am and 3 pm during the summer months.
- Outdoor activities will be held in shaded areas whenever possible.

First aid

A minimum of one educator present at all times will be currently qualified.

- A fully stocked and updated first aid kit will be maintained at all times and will be easily accessible to all educators and kept inaccessible to the children.
- A separate travel first aid kit will also be maintained and taken on all excursions.
- The first aid kit will contain the minimum equipment suggested by the Australian Red Cross or St John's Ambulance as well as containing a first aid manual.

Allergies, illness and infectious disease

We aim to provide a safe and hygienic environment that will promote the health of the children. As the care needs of a sick child cannot be met without dramatically reducing the general level of supervision of the other children, or risking other children's health, parents will be asked not to send sick children to the centre and to collect children who are unwell.

All care and consideration will be given to a child who becomes ill while at the centre. Children with infectious diseases will be excluded from the centre for the period recommended by the Department of Health.

Allergies

- Parents will be asked to inform the centre of any allergies their child may have at the time of enrolment. This information will be recorded on the child's enrolment form.
- Where a child has an allergy, the parent/guardian will be asked to supply (prior to your child's first attendance):
 - a letter from their doctor explaining the effects if the child is exposed an allergen
 - an Action Plan, including signs and symptoms, for the educator's reference
 - a current photo of their child, to accompany the action plan.
- If a food allergy exists, the parent/guardian will be asked to supply (prior to your child's first attendance):
 - the above items
 - any medical devices required
 - a list of safe foods that the child likes.
- All children's allergy, health and emergency information will be made available to educators at the centre.
- All relief staff will be informed of the appropriate information.
- Educators will undertake appropriate action to prevent contact with known allergens/triggers.
- Educators trained in managing an anaphylactic reaction and EpiPen usage will be available at each session.

Illness

- A child or adult will be considered sick if he/she:
 - sleeps at unusual times, is lethargic
 - has a fever over 38°C
 - is crying constantly from discomfort
 - vomits or has diarrhoea
 - is in need of constant one to one care
 - has an infectious disease.
- If a child is unwell at home, parents will be asked to not send the child to the centre.
- If a child becomes ill or develops symptoms at the centre, the parents will be contacted to take the child home. The child who is ill will be comforted, cared for and placed in a quiet, isolated area with adult supervision until the child's parent or other authorised adult takes them home.
- During a fever, methods will be employed to bring the child's temperature down until the parents arrive or help is sought. Such methods include clothes removed as required, clear fluids given, tepid sponges administered.
- If the situation becomes serious, the child will be taken to the doctor or an ambulance will be called.

Infectious diseases

- Children and educators will be excluded from the centre if they are ill with any contagious illness including diarrhoea, vomiting and conjunctivitis.
- The period of exclusion will be based on the recommendations outlined by the Department of Health.
- The decision to exclude or re-admit a child will be the responsibility of the Centre Coordinator, responsible person in day-to-day charge or nominated supervisor based on the child's symptoms, medical opinion and the Department of Health's guidelines for children who have an infectious disease or who have been exposed to an infectious disease.

- The Centre Coordinator, responsible person in day-to-day charge or nominated supervisor have the right to refuse access if they are concerned about the child's health.
- Children with diarrhoea or vomiting will be excluded for 24 hours after the symptoms have disappeared.
- A doctor's clearance certificate will be required for all infectious diseases prior to the child returning to the centre.
- Parents/guardians will be informed about the occurrence of an infectious disease in the centre, ensuring that the individual rights of staff or children are not infringed upon.
- Under the provisions of the Public Health Act 1991 and Regulation, doctors, hospital chief executives (or general managers), pathology laboratories, directors of childcare centres and school principals are required to notify the following diseases:
 - Diphtheria
 - Measles
 - Mumps
 - Pertussis (Whooping Cough)
 - Poliomyelitis
 - Rubella (German Measles)
 - Tetanus.

Infectious diseases (HIV/AIDS/HEP B and HEP C)

- Discrimination in regard to access to the centre is unlawful. A child with HIV or Hepatitis B or C has the right to obtain a position in the centre should a position become available, and an educator the right to equal opportunity of employment.
- A child with AIDS shall be treated like any other child, as HIV is not transmitted through casual contact. The child shall be comforted by cuddling, hugs and holding hands.
- Where educators are informed of a child, parent or another educator who has HIV/AIDS or Hep B or C, this information will remain confidential at all times. A breach of this confidentiality will be considered a violation of discipline.
- Educators will ensure that no discussion is made other than insuring proper care of all children is maintained. No conversation is to be undertaken in the hearing of any unauthorised adults, or around the children.
- Proper safe and hygienic practices will be followed at all times.
- No one will ever be denied the right to First Aid.

Immunisation

Children who are not immunised will be excluded for the period of an outbreak of a vaccine-preventable disease. Upon enrolment, parents/guardians are required to confirm their child's immunisation status.

- Immunisation information will be attached to the enrolment form.
- Failure to supply your child's immunisation document will result in your child being noted as not being immunised. If your child has not been immunised and there is an outbreak of an immunisation-preventable disease, your child may need to be withdrawn from the service for the relevant exclusion period (full fees will still be payable).
- The Public Health Unit will be notified of any child contracts a vaccine-preventable disease.

Medication

We aim to ensure that proper care and attention is provided to all children by following specific guidelines regarding medications given to the children in our care. To ensure that the interests of educators, children and parents/guardians are not compromised, medication will only be administered with the explicit permission of the parents/guardians or, in the case of an emergency, with the permission of a medical practitioner. Specific consideration will also be given to children who are carrying medication in their school bags.

Parents who wish for medication to be administered to their child at the centre will need to complete the medication form providing the following information:

- name of medication
 - date, the exact time and dosage to be administered - general time, e.g. lunchtime, will not be accepted
 - signature.
- In addition:
- Medication must be provided to the staff in its original box and given directly to an educator. It must not be left in the child's bag.
 - Prescription medicine must have the child's name and the dose stated on the original pharmacy label.
 - Parents and educators are to ensure the details on the medication form are clear and should clarify any questions.
 - Educators will store the medication in the designated secure place daily, clearly labelled and out of reach of children. We are not responsible for the care of excess medication overnight.
 - When administering medication, one child should be administered at a time to avoid any confusion.
 - Medication will be administered with the parent's written permission or with the approval of a medical practitioner in the case of an emergency.
 - If anyone other than the parent is bringing the child to the centre, a written permission note from the parent, including the above information, must accompany any medication.
 - Before medication is given to a child, the authorised staff member (a staff member with First Aid Certificate) who is administering the medication will verify the correct dosage with another staff member.
 - A second staff member is to witness the administration of the medication.
 - After the medication is given, the authorised staff member will record the following details on the medication form: name of medication, date, time, dosage, name and signature of the person who administered, and name and signature of the person who verified and witnessed.
 - Where a medical practitioner's approval is given, staff will complete the medication form and write the name of the medical practitioner for the authorisation.
 - Where medication for the treatment of long term conditions such as asthma, epilepsy, or ADHD is required, the centre will require a Medical Management/Action Plan from the child's medical practitioner or specialist detailing: the medical condition of the child, correct dosage as prescribed and how the condition is to be managed.
 - A Risk Minimisation Plan will need to be completed for each child with long-term conditions such as asthma, epilepsy, ADHD etc. This will need to be completed in consultation with the parent/guardian.
 - If children receive medication at home or school but not at the centre, parents should inform the centre of the nature of the medication, its purpose and any side effects it may have so that staff can properly care for the child.
 - For cases where children have medication in their school bags, upon arrival at the centre they need to give their medication to an educator for appropriate storage.
 - Parents are to ensure that where necessary, medication is taken home each afternoon.

Child protection

It is every child's right to be safe and protected from all forms of abuse, violence or exploitation. It is the legal and moral obligation of all adults, who work within our service, to ensure the safety and wellbeing of all children in our care. All educators, including casual educators, volunteers and students have a duty of care to ensure the safety and protection to all children who access the service's facilities and or programs.

Educators and management have a legal responsibility, as mandatory reporters, to take action to protect and support children they suspect may be at significant risk of harm.

Our service will carry out the responsibilities of mandatory reporters in accordance with legislation. This responsibility involves following the procedures as outlined by Department of Communities and Justice and the NSW Commission for Children and Young People.

For further information, please see

- The Policy and Procedure Manual located in each centre or visit the Wesley OOSH website for the full Child Safety Policy
- Keep Them Safe <http://www.keepthemsafe.nsw.gov.au>
- Human Services Network <http://www.hsnet.nsw.gov.au>

- Ombudsman <http://www.ombo.nsw.gov.au>
- Department of Communities and Justice <http://www.dcj.nsw.gov.au>
- Advocate for Children and Young People <http://www.acyp.nsw.gov.au>
- Child Protection Helpline 13 21 11

Behaviour management

We aim to provide an environment where all parents/guardians, educators and children feel safe and cared for, and that they belong in our service. The sense of belonging will be evident in behaviours such as contribution, responsibility, cooperation and fairness. In our centres, we use the 123 Magic program to assist in behaviour management.

- Our policy regarding behaviour management encourages children to cooperate, enhances self-esteem and encourages their ability to interact with others positively.
- Rules and clear guidelines of acceptable behaviour will be established through consultation between educators and children.
- Rules will encourage respect for the rights of others and help create a caring environment and be based on safety, order and cleanliness.
- All rules will be clearly expressed in a positive way and reinforced consistently.
- Educators, parents and children will be made aware of the rules.
- Rules will be displayed.
- The consequences of breaking the rules will be explained to children.
- All consequences shall be relevant to the individual situation and not demeaning to the child.
- No child is to be subjected to or threatened with corporal punishment.
- No child is to have food or other basic needs withdrawn as part of a punishment.
- Should a rule be broken, educators will ask the child to spend time in reflection (based on minutes per age of the child), where children are encouraged to sit and think.
- Positive behaviour will be encouraged by role modelling, diverting children to more appropriate activities, showing appreciation for proper behaviour and building on each child's strengths and achievements.
- Children will be given opportunities that enable them to be responsible for their behaviour through the development of problem-solving skills and conflict resolution strategies.
- Children will be encouraged to seek support when necessary.
- Educators will have access to training and support in positive approaches to behaviour management.
- Educators, school and parents should work in partnership in promoting a consistent and positive approach to behaviour management.
- Educators and parents will raise concerns as they arise and discuss ways of working together to assist children in making changes to inappropriate behaviour.

To assist in maintaining a positive, safe and caring environment the educators and children will have responsibilities as per the information below

Out of School Hours Care centre rules

In collaboration with the children, the centres' rules are updated regularly and displayed at the Wesley OOSH centre.

The children will:

- accept and value every child and adult regardless of race, cultural background religion, sex or ability
- treat each other with respect, courtesy and understanding
- be encouraged to maintain positive communication and relationships with staff, children and other adults
- ensure that appropriate language is used at all times
- know and fulfil their responsibilities
- settle their differences in a peaceful manner and try to use communication to resolve difficulties rather than resort to violence

- develop self-discipline skills through positive example and direction
- develop an understanding that all negative behaviour has consequences.

The educators will:

- use the 123 Magic program as a behaviour management strategy
 - accept and value every child and adult regardless of race, cultural background, religion, sex or ability
 - treat children with respect, courtesy and understanding
 - maintain positive communication and build friendly relationships with children at all times
 - when communicating with children, educators will ensure that they are understood and communicate at the child's level in a friendly positive and courteous manner
 - use voice intonations, facial expressions, and explanations as methods of behaviour management - shouting at children should be avoided
- To encourage children to take responsibility for their actions, educators will:
- initiate conversations with all children, and develop an understanding of the child and their interests
 - form friendly and warm relationships with the children in their care, be supportive and encouraging
 - ensure that expectations, relating to the children's behaviour are explicit and clear and consequences are consistently applied
 - act as a role model for acceptable behaviour
 - encourage and reward acceptable behaviour
 - focus on the behaviour, not the child
 - give praise and positive feedback to the children often
 - help children develop self-discipline skills through positive example and direction
 - introduce older children to simple conflict resolution skills
 - help children to appreciate and care for each other and their surroundings
 - ensure that appropriate language is used at all times
 - never single out any children or make them feel inadequate
 - avoid threatening or verbally abusing the children in any way.

Consistent unacceptable behaviour

Where a child demonstrates consistent unacceptable behaviour, the educators will:

- ensure the child is aware of the limits and what is appropriate behaviour
- ensure the expectations are appropriate for the child's level of development and understanding
- review the consequences to ensure they are not inadvertently encouraging the behaviour
- look for and assess possible causes for the behaviour
- discuss the issue with the parents and the child
- record all incidents, indicating what happened before and after the incident, time, date and who was involved
- develop a plan of action involving behaviour management in discussion with all staff, parents, school, and other professionals as required
- record the action plan, ensuring all are aware of how to implement it
- develop an evaluation system and a review date.

If the child runs off, an educator will:

- keep a distant eye on them and what they are doing
- allow the child some time to themselves
 - after a few minutes, the educator will try to approach them, not by making demands, but by saying hello, how are you and listen to what they have to say it is very important that if the child says something offensive that the educator tells the child that they do not like what the child said, but understand that the child is angry, they are allowed to be angry.

The child removing themselves to a secluded spot is just as good as them being in reflection.

If the child physically hurts another child or adult, the staff will:

- remove the child from the situation
- ensure the other person is all right and given proper attention and care
- record the incident, indicating date, time, victim, injury, offender and attendant
- ensure that all caregivers are notified of the incident
- contact the Centre Coordinator or nominated supervisor who will contact the parent/guardian to arrange collection of the child as necessary.

Exclusion

Should unacceptable behaviour continue, and the above strategies are not working, the educators will inform Centre Coordinator or the nominated supervisor who will inform management.

Where, in the interest of the child and other children's safety and wellbeing at the centre, exclusion is seen as the only step to be taken, this will be decided by management and the Centre Coordinator or the nominated supervisor. It will be considered only after:

- adequate support and counselling
- parents have been notified and given the opportunity to discuss the issues, concerns or behaviours
- parents have been referred to other agencies, where necessary
- careful consideration has been given to the problem by the Centre Coordinator or the nominated supervisor and management
- clear procedures have been established should there be a possibility of accepting the child back into the centre
- the parent/guardian and the child are required to attend a meeting with the Centre Coordinator or nominated supervisor.

Our program

What to expect on your first day:

Before School Care (BSC)

- Upon entering the centre, you will be greeted by an educator who will introduce themselves and show you where to sign your child in, and where the bags are kept until school time.
- Your child will be encouraged to participate in an activity or be offered breakfast. Breakfast is available each morning.
- Parents may stay as long as they wish to ensure their child settles into the new environment.
- At the end of BSC children will be signed out from Wesley OOSH and will go to school.
- Kindergarten children will be given a high-visibility (hi-vis) vest to wear and will be escorted to the teacher on duty in the location as agreed with the school.

After School Care (ASC)

- Unless your child is in kindergarten, they must walk to the centre after the end-of-school bell rings.
- Kindergarten children will be collected from either their classroom or a location allocated by the school. They will be given a high-visibility (hi-vis) vest to wear and will be escorted by an educator to the centre.
- Your child will be signed in and will place their bag in the allocated space.
- Your child must wash their hands upon arrival and in preparation for afternoon tea.
- The children will then have a choice of group games, child-initiated play, craft or other activities as per the program. Depending on the weather, children will have both inside and outside activity options.

Vacation care

- Upon entering the centre, you will be greeted by an educator who will introduce themselves and show you where to sign your child in, and where the bags are kept.
- Morning tea is at approximately 9.45 am unless an excursion conflicts with that time it may be scheduled accordingly.

- Afternoon tea is usually between 3.15 pm and 4 pm. Afternoon tea is provided at the centre.
- The children will have a choice of group games, child-initiated play, craft or other activities as per the program. Depending on the weather, children will have both inside and outside activity options.
- Wesley OOSH services provide a fun, social, safe and play-based environment for your children.

Excursions and incursions

- Excursions return to the centre no later than 4 pm unless otherwise stated.
- Please ensure your child is signed into the centre before 9 am on excursion days (unless otherwise advised).

If you enrol your child on a day where there is an excursion or incursion, you will be charged that extra fee per child unless otherwise stated. Please see the event calendar for more information.

- We do not encourage children to bring money on excursion days unless otherwise stated. We will not be responsible for cash brought and will not allow children to purchase any food, drink and souvenirs unless otherwise stated.
- Each excursion requires an individual permission slip. The permission slip will contain specific details such as date, mode of transport and venue. A parent/guardian must sign and return every relevant permission slip.
- Excursions are to reflect the capabilities of the children attending and are to be held at age-appropriate venues and or activities.
- Children will be gathered together approximately half an hour before departure time for roll call, allowing time for the children to go to the bathroom, slip-slop-slap and remind them of safety rules.
- Educators will take with them a list of names, contact numbers, medical information (and medication) of all children attending the excursion. Other equipment required for an excursion includes a first aid kit, walkie talkies, mobile phone and sunscreen.
- All children and educators must be equipped with appropriate clothing including hats, sunscreen, closed in shoes, wet weather gear, play friendly clothing (not restrictive) and preferably sunglasses.
- Upon arrival at an excursion destination, educators must:
 - break the children up into smaller groups (keeping in mind a group is more likely to stay together if they want to be together)
 - inform children of what to do if they become lost from the group
 - scan the play space for possible dangers and define necessary boundaries before allowing the children to enter the area.
- Children need to be easily identifiable on excursions by wearing a centre badge or armband and a high-visibility (hi-vis) vest. The badge or armband will have the service name and contact number; it will not have the children's names.
- Headcounts will be done at regular intervals throughout the excursion, for example:
 - before embarking on, and after disembarking off, transport
 - arriving at and leaving venues, activities or exhibits.

Children's belongings

- Outside of school hours is fun and leisure time for the children, and we acknowledge that personal items can provide comfort and joy. Sometimes, children like to bring in their own toys, games and personal items to play with during the day. We do not encourage the children to bring items from home unless it is for comfort or security.
- Children must take full responsibility for the safety of their belongings. The staff and service are not responsible if the toys bought from home are damaged, broken or lost.
- It is not necessary for children to carry any extra money with them on excursions unless previously authorised by the Assistant Coordinator or educator in-charge on a day-to-day basis. Parents should not send cash with their children; it creates difficulties for other children, as well as distress if it's lost.
- Any additional excursion costs are included in the family's invoice/statements issued from the office and should be paid in conjunction with the fees.
- Please mark your child's name clearly on their belongings.

Television, films and DVDs

- Television, films and DVDs may be used as part of the program of activities after thoughtful consideration relating to the content and the suitability for the children's ages.
- Only G- or PG-rated television, film and video will be viewed by the children.
- Television is only turned on for short periods, or when raining, a movie may be put on.
- Television, film and DVDs may be used as a planned part of a balanced program of activities or to highlight a particular activity or interest in the program. They should not be a daily activity in the centre.
- Parents must sign and return an excursion consent form for their children to see a movie at the cinema.
- Children will continue to be provided with other activities during the showing of a video. Those children not watching the video will be supervised by staff, even if a majority of the children attend the viewing.