



# FAMILY HANDBOOK

**OUTSIDE SCHOOL HOURS CARE**





We, West Wimmera Health Service, acknowledge the traditional owners of the land on which we operate: the Wotjobaluk, Jaadwa, Jadwadjali, Wergaia and Jupagalk people.

We pay our respects to the Elders past and present. We thank the traditional owners for custodianship of the land, and celebrate the continuing culture of the Wotjobaluk, Jaadwa, Jadwadjali, Wergaia and Jupagalk people.



West Wimmera Health Service is committed to providing a safe and welcoming environment for all people to participate, including those with diverse sexualities and genders.



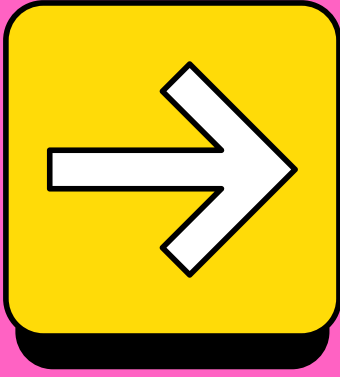
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[multiculturalworker@wwhs.net.au](mailto:multiculturalworker@wwhs.net.au)



Ang West Wimmera Health Service ay naghandang pagkakaiba-iba at plano sa pagsasama upang gabayan ang serbisyo para sa susunod na tatlong taon. Sa mga nag nanais ng kopya na tugma sa inyong lengwahe, marahil lang po sumangguni sa departamentong nito at mag email sa [multiculturalworker@wwhs.net.au](mailto:multiculturalworker@wwhs.net.au).



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**West Wimmera Health Service  
Outside of School Hours (OSHC)  
35 Queen Street / PO BOX 231  
Nhill VIC 3418**

**Phone: 0408 375 744**

**Email: [OSHC@wwhs.net.au](mailto:OSHC@wwhs.net.au)**

For any changes in a child's booking requirements please ring 0408 375 744. This number is checked each day before we collect children from schools.

# OUR PURPOSE

**GREAT CARE, EVERY PERSON, EVERY TIME.**



## OUR PEOPLE

**INCLUSIVE,  
RESPECTFUL,  
PRODUCTIVE**

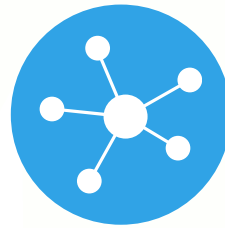
To be a great place to work where everyone contributes and everyone belongs.



## OUR CARE

**SAFE,  
EFFECTIVE,  
INNOVATIVE**

To fully embrace new technologies and processes that enable world class rural healthcare.



## OUR COMMUNITY

**CONNECTED,  
INFORMED,  
HEALTHY**

To be fully engaged with the communities we serve, supporting people to live longer, healthier and happier lives.



## OUR FUTURE

**ENVIRONMENTALLY  
RESPONSIBLE,  
ECONOMICALLY SECURE**

To maintain financial sustainability and develop a Environment, Social and Governance (ESG) strategy to align the service's operations with established ESG principles.

# OUR PHILOSOPHY

The WWHS Out of School Hours Childcare (OSHC) program strives to create an environment for school aged children, which is rich in opportunity for play, creativity, recreation and fun while meeting children's developmental and emotional needs.

Through play children develop empathy, consideration, and an understanding of complex social rules. The social aspects of play support the child to build a strong sense of identity and wellbeing, both as an individual and the member of a group.

Our environments are a place of belonging, where there is space for everyone to feel safe, to feel they are heard, and to share their ideas. We develop and plan our environments collaboratively to ensure there are places for everyone to wonder, explore, investigate and belong, either alone or in a group.





We will provide qualified, caring and enthusiastic educators who will nurture each child's learning, thinking and development by foster co-operative and collaborative group relationships and positive behaviours with children, parents, and relevant community members.

We encourage and welcome open discussion with all on issues relevant to our OSHC service and attempt to adopt all reasonable ideas into a program that are safe, flexible, and friendly.

We celebrate our differences through acknowledgement and acceptance of diversity in backgrounds and abilities of all children and families within our community. We value the insights and traditions that can be shared, respected and appreciated.

We encourage emotional development through verbal expressions of thoughts and feelings, promote acceptable ways of expressing feelings, and help children learn to recognise and accept emotions in others.

# ABOUT OUR OSHC SERVICE

The West Wimmera Health Service (WWHS) Outside School Hours Care (OSHC) service provides supervised care and play-based education for primary-aged children between 5-12 years when school is not open. The service is available to families attending schools in the Nhill and surrounding areas.

Parents may use the service for a variety of reasons, including employment, training, studying, respite, emergencies etc.

**Children must be enrolled in Primary School and have started school or starting school at the start of the New Year.**

## **Location**

Our OSHC services are provided at our 'Cooinda' building at 35 Queen Street, Nhill which has been partially redeveloped to suit OSHC purposes including a lounge space, art room and outdoor play areas and equipment.

## **Session Times**

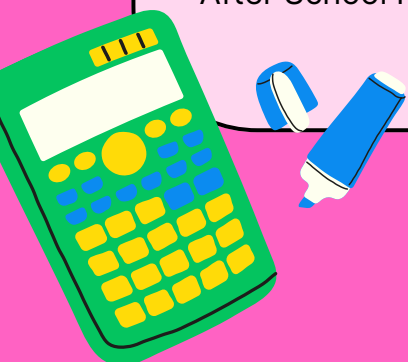
Our OSHC will commence providing after school care, operating from 3.15pm to 6.15pm, Monday to Friday on school days.

OSHC services for before school, vacation care and pupil free days may be introduced in the future.

The OSHC will be closed on Public Holidays.

## **OSHC availabilities in Nhill are:**

After School Program 15 places per day.



# ABOUT OUR OSHC SERVICE

## **Bookings**

This program can be used on a regular basis (weekly or daily) or casual as required. Permanent bookings are regular bookings made for the same days each week on an ongoing basis. Casual bookings are 'as you go' for one off days.

Initially, bookings are made through the digital enrolment process. Families are required to complete and sign the WWHS OSHC Booking Form to make changes to permanent bookings for enrolled children.

Casual bookings can be requested using the Instant Booking function within the Xplor Playground parent app or can be arranged by phone call, email or text message by 2pm the day the care is required.

NOTE: care may not always be available and a waitlist will operate.

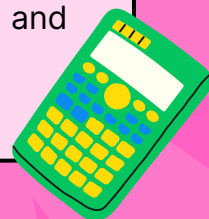
## **Transportation**

Children are collected from the school in which they attend (St. Patrick's Primary School, Nhill Lutheran School and Nhill P-12 College) by the school bus service which then delivers children to the OSHC service at Coinda. OSHC staff assist children to disembark and records their attendance.

## **Staffing**

All staff qualifications and child/staff ratios are in accordance with or better than the guidelines set in the National Quality Framework. Our OSHC is staffed with an OSHC Coordinator and two part-time OSHC Educators that share the roster. The Executive Director of Community Health oversees the OSHC services.

A Single Staff Model Service policy has been developed in the event that there is any period of time that there is only one staff member onsite. This outlines protocols to be taken to ensure the health and safety of staff and children in attendance.





# FEES

We aim to provide quality service to families at an affordable price. Fees are reviewed annually and families will be notified 14 days prior to any changes.

OSHC services, including pupil free days (numbers permitting) and vacation programs, are charged per child by the session not on an hourly rate.

Below is the current fee schedule:

Session Type	Booking Type	Fee Amount
After School Care	Permanent Booking	\$36 per session
	Casual Booking	\$40 per session

There will be no extra charge for the early finish on the end of term school days.

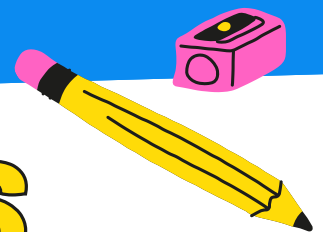
## PAYMENT OF FEES

Invoices will be issued on a fortnightly basis and are to be paid by direct debit and two weeks in advance unless otherwise arranged with the OSHC Coordinator. Families will be notified of fees in advance of being charged.

If accounts are not kept up to date, children will be excluded from the service.

Any accounts not paid within the specified time are passed on to our finance department for further action.

If childcare fees are causing financial difficulties, please contact the WWHS OSHC Coordinator to discuss payment options.



# LATE PICK UP

The program finishes at 6.15pm. It is expected that all children will be collected by this time.

Children not picked up by closing time will be charged a late fee of \$15 per 15-minute block after closing time.

If there is an emergency and you are going to be late, please ring the service so other arrangements can be put into place immediately.

If children not picked up within 45 minutes of the program finishing time, staff will contact Police for direction.

# CHILDREN NOT ATTENDING

Families must notify OSHC staff by 2pm on the day if children are not attending the program for a permanent booking, otherwise the penalty fee will be charged.

# EXCURSIONS

When an excursion has been planned children must be booked in. Permission notice must be completed correctly and signed by parent /guardian before child/ren can attend an excursion. Ensure that parent/guardian approved persons are provided with details of excursion. Policy and Procedure Manual set out clear guidelines for excursions. There is a \$10.00 flat fee for some excursions, in addition to the standard fee.

# FEELING SAFE & SECURE

We have set in place a range of strategies to help all children feel safe and secure within the environment.

- Focus on creating a positive environment
- Encourage a sense of pride and ownership
- Bullying and verbal abuse to staff and children will not be tolerated

If the safety of children/staff within the program is compromised the program reserves the right to exclude children/adults from the service.



# CHILD CARE SUBSIDY

WWHS OSHC is approved for the Child Care Subsidy (CCS), which is the financial assistance that the Australian Government provides to help families afford the cost of child care services.

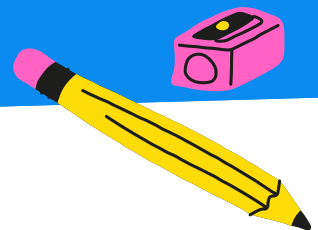
To be eligible to receive CCS you must care for a child 13 or younger, be responsible for paying the child care fees and meet residency and immunisation requirements.

The subsidy amount varies based on family income, the number of children needing care and the activity level of both parents.

The CCS is generally paid directly to service providers to be passed onto families as a fee reduction. Families make a co-contribution to their childcare fees and pay to the provider the difference between the fee charged and the subsidy amount.

For further information and to estimate your CCS amount, please visit the Services Australia website.

- Child Care subsidy available through Centrelink to reduce childcare fees
- Can only be claimed if the Out of School Hours Program has been notified of the Parent and Child's Date of Birth also Centrelink Customer Reference Number for both Parent and Child
- Childcare cannot start until the above information has been recorded
- Families must register through a MyGov account.



# CHILD SAFETY

WWHS is committed to child and young people safety and wellbeing.

We are committed to:

- listening to and empower children and young people
- have zero tolerance for child abuse
- have systems to protect children from abuse
- promote and respect cultural safety for Aboriginal children, for children from culturally and/or linguistically diverse backgrounds and for children with a disability.
- provide safe physical and online environments
- recognise that child victim survivors of family violence are victims in their own right
- take all allegations and concerns very seriously, responding to them consistently and in line with our policies and procedures.

We will ensure our child safe commitment is promoted throughout the organisation via education and induction programs.

For more information on our commitment please request a copy of our Child Safety Policy.



# ORIENTATION



We ask that parents with their children take the time to visit the program prior to their child attending to meet staff and have a look around the centre.

This is a great opportunity for the Coordinator to ask you questions about you and your child's needs and how best we can meet them.



Service tours can be made by appointment by contacting the OSHC Coordinator.

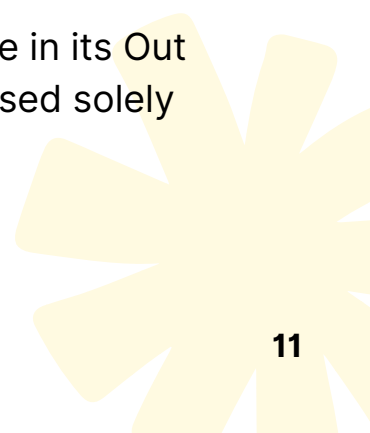
It is also important to take the time to read through the Policy and Procedure manual and to discuss any queries you may have.



# CONFIDENTIALITY

All information provided to the Out of School Hours Services regarding families and children will be treated with strict confidentiality in accordance with the Information Privacy Principles contained in the Information Privacy Act 2000 (Vic) and the Health Records Act 2001.

The information requested and collected by WWHS is for use in its Out of School Hours services. The personal information will be used solely by WWHS for this purpose.



# HOW TO ENROL

Enrolment is easy, just scan this QR code with your device or use the enrolment link on our website, [wwhs.net.au/oshc](http://wwhs.net.au/oshc) to access and complete the digital enrolment pack.



The pack includes an online enrolment form with embedded additional forms and buttons to upload required documents.

You will receive a confirmation email from our OSHC Xplor software and once the enrolment has been processed, you will receive an email to create an account for the Xplor Home parent app.

If you require a paper enrolment pack or need any assistance completing the enrolment process, please contact the OSHC Coordinator.

Please ensure you discuss any medical issues with the OSHC Coordinator.

Parents/Guardians are asked to help us keep our records current by advising service staff of any changes such as phone numbers, emergency contacts, addresses and permissions.



# ARRIVAL & DEPARTURE

## ARRIVAL ALL PROGRAMS

If a relative or friend is dropping your children off they also must follow the following procedure:

- On arrival you **MUST** sign your child/ren in on the 'Sign In/Out' sheet provided.
- You must tell a staff member verbally that your child has arrived.
- Children getting themselves to the program must also verbally tell a staff member that they have arrived so that they can be signed in by that staff member.
- If your child/ren are on medication you must sign the medication sheet before leaving otherwise staff are not allowed to administer medication. For your child's safety all medication must be clearly marked what the medication is and who the medication is for.
- Children attending the After School Program must be signed in by staff member.
- At all programs children must be signed out by the parent or persons that have documented permission to pick up children.

## DEPARTURE ALL PROGRAMS

To ensure the safety of your child the following departure procedures are in place

- Children must be picked up by parent or guardian or person nominated on the enrolment sheet. If another person is picking up your child/ren you must let the service know in writing, or your child/ren will not be released into the person's care.
- All persons picking up children must be over the age of 18 or a letter must be presented to staff signed by parent or guardian.
- All children **MUST** be signed out when leaving the program.
- If children are walking or riding home, they must have a letter of consent from parent or guardian.
- Parents/guardians must verbally tell staff that they are picking up their child/ren.
- Children leaving the program alone must verbally tell the staff that they are leaving so that staff can sign them out.

### **Vacation Care Arrival**

Children must be accompanied by parent or guardian, if not they must have a letter stating that they are allowed to walk or ride to the program.

# COMPLAINTS & GRIEVANCES



Verbal complaints may be made to any OSHC staff and may be dealt with informally. If the complainant is not happy with the outcome, a formal complaint may be lodged by completing a WWHS My Say Feedback Form available at any WWHS facilities including the Out of School Hours service.

Complaints received by WWHS are seen as opportunities for improvement and are encouraged. All parents/guardians and children have the right to have legitimate grievances investigated and resolved.

Complaints will be handled in accordance with the WWHS Feedback Policy. Investigation of the complaint will be carried out by the appropriate person, with all results and outcomes registered on the confidential complaints file.

## PARENT INVOLVEMENT

We are aware that most of our parents work and have little time spare to be involved in all committees within the community. However it is part of our funding agreement and Quality Standards that families take an active role within the program.

We are able to keep families in touch by providing families with newsletters, evaluations, fact sheets, verbal conversations and surveys. The program provides families with a suggestion box where we invite you to place suggestions, give opinions etc.

We invite you to take an interest in the service and how it operates and be involved in program planning. We want you to feel as comfortable as your children within the program.



# GENERAL INFORMATION

## FOOD

Afternoon tea is provided in the afterschool care programme. For vacation care all food must be supplied by the family. Unless stated otherwise on the program.

## CLOTHING

It is the parent's responsibility to ensure that your child is suitably dressed for the programs. In summer it is a good idea at the Vacation Program to send along extra clothing and a towel as water fun is often on the agenda. A hat must be provided for each child.

## RECYCLING

We ask parents to participate in helping our environment by saving anything that can be recycled, by collecting these items, our running costs are kept down to a minimum and this in turn helps to keep the fees down as well as providing children the opportunity to discuss environmental issues.

## COMMUNICATION

Newsletters are sent out with updates on Policies and Procedures, Out of School Hours updates and any updates on the services offered in Nhill and surrounding areas.

A communications book is set up for parents to enter in future bookings, absences, any concerns which they may have, ideas for future planning, general messages and appointments. This enables us to keep up communication between all staff, parents and children.



# GOVERNANCE

Our OSHC service will maintain a quality service that meets the requirements under the **National Quality Framework (NQF)** which aims to raise quality and drive continuous improvement and consistency in children's education and care services through key legislation, regulations and standards.

## **National Law and Regulations**

WWHS OSHC services are licensed under the Education and Care Services National Law (*Education and Care Services National Law Act 2010*) and National Regulations (*Education and Care Services National Regulations 2011*) which detail the operational and legal requirements for education and care services in relation to things like activities, experiences and programs, numbers of staff members and children and staff qualifications.

## **Regulatory Authority**

The Department of Education is the licensing/Regulatory Authority in Victoria and is responsible for ensuring the regulations are implemented and quality assessments.

The Quality Assessment and Regulation Division operates a regional office in Ballarat which oversees providers and services in the Grampians area which includes the WWHS catchment.

## **Quality Assessment and Regulation Regional Office contacts South-Western Victoria Region - Grampians Office**

109 Armstrong Street

North Ballarat VIC 3350

Phone: (03) 4334 0589

Email: [Grampians.qar@education.vic.gov.au](mailto:Grampians.qar@education.vic.gov.au)

A national body, Australian Children's Education & Care Quality Authority (ACECQA), guides the implementation of the NQF and works with regulatory authorities.

# QUALITY RATINGS

## The National Quality Standard

The National Quality Standard (NQS) is part of the National Regulations and sets a national benchmark for the quality of education and care services, including OSHC services, and includes seven quality areas that are important to outcomes for children.

## Seven quality areas

- 1 Educational program and practice
- 2 Children's health and safety
- 3 Physical environment
- 4 Staffing arrangements
- 5 Relationships with children
- 6 Collaborative partnerships with families and communities
- 7 Governance and leadership

## Assessment and rating of services

Services are assessed and rated by their regulatory authority against the NQS, in order to help families to make informed decisions about the services providing education and care to their child.

The quality ratings are published on the national registers on the following websites:

- ACECQA ([www.acecqa.gov.au](http://www.acecqa.gov.au))
- Starting Blocks ([www.startingblocks.gov.au](http://www.startingblocks.gov.au)).

## WWHS OSHC services also align with the following:

- United Nations Convention of the Rights of the Child
- National Child Safe Principles
- Closing the Gap commitment
- Early Childhood Australia's Code of Ethics
- West Wimmera Health Service and WWHS OSHC Policies and Procedures

# EDUCATION PROGRAM

## Approved learning frameworks

WWHS OSHC delivers an educational program designed in accordance to the My Time, Our Place: Framework for School Age Care in Australia which is the National approved learning framework under the NQF for school age children. This provides guidance for our educators to deliver quality educational programs.

## Our program

Our programs are tailored to the age, skill, interests and abilities of children attending the service and the OSHC Coordinator will happily discuss the program and any special needs of children with families.

All programs are conducted in a warm, relaxed and safe environment with caring staff who are passionate about providing learning opportunities to children through fun recreational play experiences.

A light, nutritious snack will be served at the beginning of each after school session following some structured activities and unstructured play opportunities.

The weekly program will be posted on the Family Information Noticeboard within the centre.



