

PCYC OOSH PHILOSOPHY

PCYC OOSH programs and procedures will keep the happiness and safety of children, parents and educators as its focus. All aspects of our service aim to reflect the learning outcomes of My Time, Our Place – A Framework for School Age Care. Educators, children and families will work together to create an environment that welcomes, encourages, includes and invites.

Welcomes all children, families, educators and community members into the service, giving all a sense of belonging and ownership.

Encourages all children, families and educators to learn, to play, to try, to extend, to be involved and to enjoy.

Includes all children, families and educators in all activities. Makes allowance for ability, enthusiasm, confidence, initiative, interest and exploration.

Invites all children, families and educators to become part of our service. To build relationships, to succeed at endeavours both big and small, to try something new, to extend skills through play, craft, sport and interactions, to learn about who you are, and to shape who you become.



PRIORITY OF ACCESS

There are no mandatory requirements for filling vacancies, however as vacancies arise in our service, we will prioritise children who are:

- At risk of severe abuse or neglect
- A child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment

As well as the above, the service policy is that children must be enrolled in Infants/Primary school in order to be eligible to attend the service. Children of Preschool age will not be accepted into the program, expect for the January vacation care period immediately prior to them commencing primary school. Children who have completed Year 6 may be eligible to attend the service at the discretion of the Nominated Supervisor.



WHAT IS PCYC OUT OF SCHOOL HOURS?

PCYC Out of School Hours is a Government subsidized Before, After School and Vacation Care program for 5 to 12-year old's.

During this time children are involved in a number of organized games and activities including both physical and creative aspects, along with time for them to choose their own activities or catch up with old and new friends.

Children are supervised by PCYC staff and volunteers, all of whom have had Working with Children Checks completed and verified.

Our PCYC OOSH services are assessed against the National Quality Standard, and is applying the National Quality Framework, ensuring that we offer the best quality of care possible for your children, while always striving to improve.

OPENING HOURS

PCYC OOSH is open from 3pm to 6pm during school terms and 8.30am until 5.30pm Monday to Friday during school holiday periods. (Some locations may offer extended hours.)

We are closed for Public Holidays and for two weeks over Christmas/New Year's. (Service may be open for Pupil Free Days in some PCYC OOSH locations).



ENROLMENT

Our service accepts enrolments to the service for primary school age children in accordance with funding priorities and guidelines. An orientation process is in place for children and their families. The purpose of this is to enable educators/staff to meet and greet children and their families, to provide essential operational information, to form the foundation for a successful and caring partnership between home and the service, and to help children develop a sense of belonging, feel accepted, develop attachments and trust those who care for them.

Enrolments will be created in line with the Priority of Access Guidelines and the Child Care Management System (CCMS). To secure the enrolment, parents are required to pay the enrolment fee and security deposit (2 weeks full fees). Information about fees is included in the Fee Policy.

Accurate attendance records will be kept, which records the full name of each child attending the service and the date and time each child arrives and departs the service's responsibility for the child begins when placed in the staff's care by parent or guardian, or when they arrive from school for the afternoon session. If a child is to be absent on a day they are normally booked, the family must notify the service as soon as possible. The rules for Allowable Absences under CCMS will be followed in relation to all absences.

Cancellation of an enrolment may be initiated:

- A parent advises the service that no further care needs to be provided
- The family must give two weeks' notice if they wish to cancel a child's enrolment; failure to do so will mean that the security deposit will not be refunded.



If you have any concerns about the program or care received, please feel free to talk with the PCYC OOSH Coordinator or Club Manager.

If you feel that this response does not meet your needs, please contact the PCYC State Manager, Children Services via email: pcycoosh@pcycnsw. org.au or phone 9625 9111 and ask for the PCYC State Manager, Children Services.





FEES

All fees are required to be paid two weeks in advance. Payment is only accepted via direct debit through the services iPay system, families will be given details for this system upon enrolment. Once bookings have been received, families will be given an estimated invoice which must be paid prior to the child's first day of care. Where fees are not paid in advance, your child's place in the service may be forfeited.

CHILD CARE SUBSIDY

It is your responsibility to contact the Family Assistance Office (FAO) at your local Centrelink branch, or by calling them on 13 61 50, as soon as possible to ensure that your children are linked to our service for Child Care Subsidy.

Most families are eligible to receive Child Care Subsidy (CCS). Families who are eligible for the Child Care Subsidy will only be required to pay the gap fee applicable to their financial circumstances. To have Child Care Subsidy applied to your account, families must first register with Centrelink and provide the service with the Customer Reference Number (CRN) for both the parent and children.

It is your responsibility to inform staff if your child will not be attending on a day they have been booked in. If the place is later filled by another child you will not be charged for the day, however if the place remains vacant fees may still apply. Where you do not notify us fees may be charged for all booked days.

Family Assistance Office - Phone: 13 61 50





ACCIDENT AND INJURY

Accidents are a part of everyday life and for the most part cannot be avoided. In the event of minor accidents and injuries First Aid will be given to the child, and parents will be informed.

In the event of major injuries or illness (including temperature and vomiting) every effort will be made to contact parents immediately. Emergency contacts will be called if parents are unavailable. Appropriate First Aid will be administered and immediate medical assistance sought. An ambulance will be called when deemed necessary or when we cannot contact parents or emergency contacts. A staff member will accompany any child to the hospital.

Staff members have current First Aid Certificates and a fully stocked First Aid Kit is on hand at all times.

An Accident Report will be completed for all minor and major accidents and injuries and follow up calls will be made to check on your child's condition/recovery.

Unfortunately we still have to charge fees for care even if we ask you to come and collect your child due to accident, injury or illness.

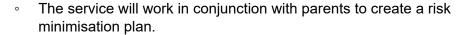
Please bear in mind that if your child has a communicable disease (e.g. chicken pox), staff need to be informed and the child kept home until the exclusion period has passed. Staff should be informed of this even if the child will not be attending again, so that other parents can watch their children for symptoms. We appreciate your assistance in this.





PARENT RESPONSIBILITIES: MEDICAL CONDITIONS

- Families will be asked to inform the service of any medical conditions the child may have at the time of enrolment. This information will be recorded on the child's enrolment form.
- Specific or long term medical conditions will require the completion of a medical management plan developed in conjunction with the child's doctor and family.
- Where a child has need of prescribed medication parents should complete the Medical Management Form on enrolment and after consultation with the service Manager/coordinator, and supply an Emergency Management Plan from the child's doctor.
- Content of the management plan will include:
 - Identification of any risks to the child or others by their attendance at the service.
 - Identification of any practices or procedures that need adjustment at the service to minimise risk e.g. food preparation procedures. Process and time line for orientation or training requirements of educators.
 - Methods for communicating between the family and educators if there are any changes to the child's medical management plan.
 - The medical management plan will be followed in the event of any incident relating to the child's specific health care need, allergy or relevant medical condition. All educators including volunteers and administrative support will be informed of any special medical conditions affecting children and orientated regarding the necessary management. In some cases specific training will be provided to educators to ensure that they are able to effectively implement the medical management plan.



- Where possible the service will endeavour to not have that allergen accessible in the service.
- All relief staff will be informed of the list on initial employment and provided orientation on what action to take in the event of a medical emergency involving that child.
- Where a child has a life threatening food allergy and the service provides food, the service will endeavour not to serve the particular food allergen in the service when the child is in attendance and families will be advised not to supply that allergen for their own children.
- Where medication for treatment of long term conditions such as asthma, epilepsy, anaphylaxis or ADHD is required, the service will require correct dosage of any medication as prescribed and information on how the condition is to be managed in the service environment.





MEDICATION

Our service will work closely with children, families and where relevant schools and other health professionals to manage medical conditions of children attending the service. We will support children with medical conditions to participate fully in the day to day program in order to promote their sense of wellbeing, connectedness and belonging to the service. Our educators will be fully aware of the nature and management of any child's medical condition and will respect the child and the family's confidentiality. Medications will only be administered to children in accordance with the National Law and Regulations.



ADMINISTRATION OF MEDICATION

- Prescription medication will only be administered to the child for whom it is prescribed, from the original container bearing the child's name and with a current use by date. Non-prescription medication will not be administered at the service unless authorised by a doctor.
- Educators will only administer medication during services operating hours.
- In the event that a case of emergency requires verbal consent to approve the administration of medication, the service will provide written notice to the family as soon as practical after administration of the medication.
- An authorisation is not required in the event of an asthma or anaphylaxis emergency however the authorisation must be sought as soon as possible after the time the parent and emergency services are notified.
- Families who wish for medication to be administered to their child at the service must complete the Medical Management form and the Medication Register providing the following information;
- Child name
- Method of administration
- Medication name
- Time and date of last dosage
- Dosage
- Time to be administered
- Medication must be given directly to an educator and not left in the child's bag. Educators will store the medication in a designated secure place, clearly labelled and ensure that medication is kept out of reach of children at all times.
- If anyone other than the parent is bringing the child to the service, a written permission note from the parent, including the above information, must accompany the medication.



TRANSPORTATION

Transportation is provided for Before/After School Care, and also for excursions during Vacation Care. Upon registration of a child in a PCYC Out of School Hours (OOSH) service, and before any transport is provided, Parent/Guardians will need to supply a photograph of your child so that a transportation ID tag can be made up and worn by children when outside of the service.

In order to ensure the safe transportation of children in our care, PCYC OOSH services have developed guidelines and procedures specifically for this purpose. Educators and drivers are required to follow PCYC OOSH procedures for the transportation of children, a copy of which can be viewed at you service.

GUIDING PRINICIPALS, SERVICE POLICIES AND PROCEDURES

At PCYC Out of School Hours, our Guiding Principals are available to families and on display at each of our services. Our Guiding Principals include:

- Administration of First Aid Policy
- Acceptance and Refusal of Authorizations Policy
- Behavior Guidance Policy
- Child Protection Policy
- Collection Policy
- Confidentiality Policy
- Children's Property and Belongings Policy
- Dealing with Infectious Diseases Policy

- Dealing with Medical Conditions and Administration of Medication Policy
- Delivery and Collection of Children
- Enrolment and Orientation Policy
- Emergency and Evacuation Policy
- Environment Play and Learning Policy
- Excursion Policy
- Fees Policy
- Governance and Management Policy
- Inclusion Policy
- · Interactions with Children Policy
- Management of Animals Policy
- Management of Complaints Child and Parent Policy
- · Management of Incident Injury Illness and Trauma Policy
- Nutrition and Food Safety Policy
- Providing a Child Safe Environment Policy
- Sleep and Rest Policy
- · Social Media and Electronic Entertainment Policy
- Sun Safety Policy
- Staffing Policy
- Staffing Standards Policy
- Supervision Policy
- Transportation and Bus Runs Policy
- Water Safety Policy

Our Guiding Principals are reviewed and updated regularly and family/ educator input is encouraged. Our Guiding Principals comply with NSW Education and Care Services National Regulations.





MYTIME, OUR PLACE LEARNING OUTCOMES AND EDUCATIONAL PROGRAM

Education and Care program is based on PCYC Before and After School Care, "Play, Learning and Environment" Guiding Principle which was developed to provide a standard to support and guide our educators in providing a holistic teaching approach. These principles, in conjunction with My Time Our Place (MTOP).

PCYC OOSH wish to provide a foundation for an inclusive environment which we believe is fundamental in the provision of quality education and care for all children. Our aim is to enrich children's learning and to provide support and guidelines to assist our educators in providing and facilitating these learning opportunities.

At PCYC we believe that's educators who are attuned to children's thoughts and feelings support the development of a strong sense of wellbeing and they interact positively with children and guide their learning. We believe that when families and educators work in partnership with each other most learning outcomes are achieved. It is important that everyone is supported and encouraged to have an input and provide as much feedback as possible.

NATIONAL QUALITY FRAMEWORK

The National Quality Standard is established by the Education and Care Regulations and under the National Quality Framework child care services are assessed and rated against the National Quality Standards (NQS). What the National Quality Standard Ratings Mean for Families?

The NQS measures the quality of education and care in centre based care across Australia. Under these standards child care services will be assessed and rated against the seven quality areas that make up the NQS. The National Quality Standard provides a process to ensure that the following areas are promoted within our services:

- · The safety, health and well-being of children
- A focus on achieving outcomes for children through high-quality educational programs
- Families' understanding of what distinguishes a quality service.

At PCYC we are constantly monitoring our services to maintain the highest level of care achievable and ensure this care meets or exceeds the National Quality Standard.







INFORMATION & ENQUIRIES

Police Citizens Youth Clubs New South Wales 2/6B Figtree Drive, Sydney Olympic Park, NSW 2127 E: pcycoosh@pcycnsw.org.au | Ph: (02) 9625 9111

www.pcycoosh.org.au



PCYC NSW is a registered charity with clubs and programs throughout NSW. We empower young people to reach their potential through Police and community partnerships.