

OOSH Parent Handbook



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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.



PCYC mission

We get young people active in life.

We work with young people to develop their skills, character and leadership.

We reduce and prevent crime by and against young people.



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WHAT IS PCYC OUT OF SCHOOL HOURS CARE

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.

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.

MY TIME, 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 (MTOPE).

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.

BEFORE ENROLLING AT PCYC

At PCYC, families can enrol online for Before School, After School and Vacation Care through our online booking system, Xplor. Through this system you can:

- Easily register your child's details and manage your account information
- Submit a waitlist request for your child to secure a permanent spot
- See details of your child's existing bookings
- Manage your existing bookings and request changes to booked days as required
- Make casual bookings (where available)
- Record your child as 'absent' in advance for a permanent session.

To enrol in a Service near you, please visit, www.pcycoosh.org.au.

Need help? Please contact the service nearest you for assistance.



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ATTENDING THE CENTRE

Arrivals and departures / Signing in and out

Each child must be signed in and out of the center every day they attend. This is a legal requirement and is in the interest of your child's safety. These records are used in case of emergencies and for the calculation of the Child Care Subsidy (CCS). If a child is away, ill or on holidays the corresponding days must be advised to the center directly.

On arrival at the Centre you are asked to:

- Sign your child into the centre using the tablets in the front entrance
- Present your child to the educator in charge.

When you collect your child, we ask that you:

- Come into the room and greet your child
- Collect your child's belongings
- With your child, say goodbye to the educator in charge of the group
- Sign your child out of the centre using the tablets.

To ensure the safety of all children, no child will be released into the care of any persons not registered as authorised by the parent/guardian in the enrolment. If team members do not know the person collecting your child by appearance, the person must be able to produce some form of photo identification to prove that they are authorized to collect the child as per the authorised information.

If a child has not been collected after closing time then the parents/guardians will be contacted on the emergency telephone numbers provided. If the child has still not been collected 30 minutes after closing time then staff will follow the Department of Communities Abandoned Child Procedures including contacting the Child Protection and Crisis Centre 24 hour service.

Absences

It's important that we know your child is safe, so please let us know by 12.00pm on the day if your child is unable to attend for any reason. You can do this via Xplor home or by contacting the Service Coordinator by phone.

Notification of absences after 12pm must be received by your service's coordinator via telephone.

Failure to notify the service of your child's absence will result in a search fee.



GOVERNMENT SUBSIDIES

Child Care Subsidy (CCS)

The Australian Government provides a number of subsidies and programs to help with the cost of child care. The Child Care Subsidy is the main type of assistance that most families will use.

PCYC is an approved provider of the Child Care Subsidy for Out of School Hours Care (OSHC). For eligible families enrolled, the Child Care Subsidy (CCS) will assist with reducing out of pocket child care costs and help to make child care more affordable.

Please note that if your Child Care Subsidy has not yet been approved and finalized by Centrelink, full fee payment will be required. The service can backdate attendances up to 28 days only. To find out more about what you may be eligible for, please visit the Department of Human Services website.

For Vacation Care only enrolments, the CCS Enrolment automatically ceases after 14 weeks of inactivity and will need to be reconfirmed for each Vacation Care period.

Additional Child Care Subsidy

The Additional Child Care Subsidy is a top up payment in addition to the Child Care Subsidy which provides targeted additional fee assistance to families and children facing barriers in accessing affordable child care.

Inclusion Support Program

The Inclusion Support Program assists NSW to provide inclusive practices and address barriers to participation for children with ongoing high support needs.

Entitlements when your child is absent

The Government's Child Care Subsidy and Additional Child Care Subsidy are payable for up to 42 initial absence days for a child in a financial year.

These absences can be for any reason, including public holidays. For all absences beyond the initial 42 days, full fees will be charged as the Child Care Subsidy cannot be applied.

If you can provide evidence to demonstrate the absence has occurred under permitted circumstances as defined by the Family Assistance Law, additional absence days may be approved. There is no limit on these days, but you will be required to provide documentation to support each absence.

Withdrawal from care

If cancelling a permanent booking, a child care service is taken to have permanently ceased providing care for a child on the day the child last physically attends a session of care. This means that Child Care Subsidy will not be paid for absences submitted after a child last physically attends a session of care. Please note: Two weeks' written notice is required to cancel permanent bookings and a minimum of 48 hours is required to cancel casual booking.



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FEES AND PAYMENTS

Before School, After School & Vacation Care Fees

Fees vary for each service. For fee information for your local service, please contact your local PCYC OOSH by clicking on www.pcycoosh.org.au.

Annual administration fee

PCYC charges a non-refundable administration fee per family per calendar year. For new families, the fee is payable upon enrolment. For families with ongoing enrolments, the fee is charged at a set time in Term 1 in line with the Direct Debit date. The fee is based on pro rata depending on when enrolment commences during the year.

Direct debit

PCYC's fortnightly Direct Debit payment system is designed to make payments easy. Fees for care are direct debited fortnightly from your nominated bank account or credit card. OSHC Fees are paid two weeks in advance for the duration of the child's enrolment. Statements are issued to families in the week of the scheduled debit run.

If at any time there is an outstanding balance on your account, the amount will be billed in the following fortnight's debit run. Any casual bookings after the statements have been issued, will be added to the debit run. PCYC Outside School Hours Care Direct Debit Calendar will help you keep track of key dates. For your convenience, it also highlights public holidays and school holidays. Further information on direct debit can be found on the Direct Debit Request Authorisation Form.

Public holidays

Services are closed on public holidays; however, fees still apply if any of your usual days of attendance fall on these days. Missed attendances for public holidays are recorded as an absence. The Child Care Subsidy will apply unless the child's initial 42 absence days have already been used.

Late pick-up

Services are not licensed to provide care after the program's operating hours. A non-subsidised late fee per child per 15 minutes or part thereof will be charged.

Casual booking surcharge

PCYC charges a casual booking surcharge per session, per child.

Search fee

If we have not received notification that a child will be absent prior to the session starting, a search fee may be charged.

Overdue accounts

If at any time there is an outstanding balance on your account, the amount will be billed in the following fortnight's direct debit. For families experiencing financial hardship, we will endeavour to assist you to make suitable arrangements to pay outstanding amounts. In circumstances where we are unable to make suitable arrangements with families to recover outstanding debts, we will take the next appropriate steps which may include suspension or cancellation of care. Beyond this, at our discretion, we will engage an accredited commercial debt collection agency to act on our behalf to recover outstanding debts – unfortunately, through this process, additional charges will be incurred.

TRANSPORTATION

Due to the location of some our services, there may be a need to transport children to and from school as well as to and from excursions. Services may use PCYC vehicles and drivers, commercial drivers, or public transport. To ensure the safety of all children in all situations, a Transport Policy is in place to govern transport practices. Please speak to your Service to find out the pickup and drop off points at your school.

Parental consent for transportation of children will be sought during the enrolment process. Thorough risk assessments are conducted and, where specific activities such as excursions require transportation, explicit permission will be sought.



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HEALTH

Illness and injury

Children should not attend any of our programs if they are unwell. Please ensure you inform the service if your child will not be attending and abide by the illness exclusion periods.

If a child becomes unwell while attending our services, you will be contacted and asked to pick up your child. If your child is injured whilst at the service, you will be notified. For both injury or illness a Incident Record will be completed by an educator. A copy of this record will be made available to you on your request.

Infectious diseases

When any child or educator is found to be showing signs of an infectious disease:

- We will contact you immediately to collect your child and seek medical advice. You are expected to arrive in a timely manner. If this is not possible, alternate arrangements must be made for collection of your child and the service must be notified of these arrangements.
- Your child should be 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.

FEEDBACK

At PCYC we value all feedback. If you have any concerns about the program or care received, please feel free to talk with the PCYC OOSH Coordinator.

If you feel that this response does not meet your needs, please contact the PCYC State Manager, Children Services via email at pcycoosh@pcycnsw.org.au or phone (02) 8805 4700. Ask for the PCYC State Manager, Children Services.

WHISTLEBLOWER SERVICE

PCYC NSW is against all forms of abuse and neglect of children and young people and works with the community and appropriate Government Departments to ensure the safety of these important members of our society. PCYC is committed to the highest standards of legal, ethical, and moral behaviour and ensuring compliance in all aspects of the organization. By reporting concerns, misconduct, and child protection breaches, you can help ensure PCYC people and patrons are safe and secure in the PCYC environment. You can report an alleged or actual concern or wrongdoing, if you feel reporting to a staff member is inappropriate to our Child protection Manager.

Report using one of the following methods.

Phone - (02) 8805 4700

Email - childprotection@pcycnsw.org.au

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.
- ▶ The service will work in conjunction with parents to create a risk minimisation 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.



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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 authorization 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.



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GUIDING PRINCIPALS, SERVICE POLICIES AND PROCEDURES

At PCYC Out of School Hours, our Guiding Principals are available to families and easily access via the PCYC OOSH website.

Our Guiding Principals include:

- Administration of First Aid Policy
- Acceptance and Refusal of Authorizations Policy
- Behavior Guidance Policy
- Child Protection 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.





INFORMATION AND INQUIRIES

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Email: pcycoosh@pcycnsw.org.au

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