

# Vacation Care



**Primary School Age Children Only**

# Parent Handbook 2018

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## **Our Philosophy**

The South West Sports Centre and Vacation Care staff believe that ALL children have the right to be valued and cared for each in their own individual way. All our children and their families, (regardless of their race, gender, culture, ability, disability, family structure and ethnicity) are entitled to equal rights, opportunities and responsibilities in a positive, fair and accepting way.

Our staff will communicate in respectful ways to all children and families, and will endeavour to listen attentively and show that they value what children have to say. Our staff will actively seek to build and maintain trusting relationships with children and between children.

Our staff work together to develop programs that build resilience amongst children to make them feel safe, secure and respected through acknowledging and encouraging children's personal achievements.

We recognise that early to middle childhood is an important time in children's lives for learning, for developing communication and life skills. We believe that physical and creative play is essential for the development of all children during this time. Our service provides a program that encourages play through developmentally appropriate activities and experiences that meet the needs, talents, interests and strengths of all enrolled children.

Staff, parents and members of the community work together and are encouraged to assist children in understanding and accepting the social and cultural expectations of our community. We do this by being consistent, flexible and building on the children's existing knowledge, in order to increase their understanding and learning. Families are welcome at the service at any time, to visit or assist with programmed activities. Members of the community are also encouraged to be a part of the program through incursions and excursions.

## **Welcome**

The South West Sports Centre Vacation Care team welcomes all families who use our service. At the SWSC, we offer a fun filled quality Vacation Care program where we make your children our priority! It is child focused and family friendly. Our staff are qualified, caring and dedicated to make your child's day an enjoyable experience.

Our Vacation Care service provides education and care to school aged children (5-12 years) and operates within the National Quality Framework and My Time Our Place framework. Information about how our service is currently meeting all the new standards can be found on our noticeboard in the service area.

Please read the information in the handbook, and please speak with the Coordinator if you require any additional information or if you have any questions.

## **Introduction**

- The South West Sports Centre Vacation Care program operates from 8:00am to 5:30pm.
- The program is run every day of the school holidays in January, April, July, October and December, but does not include Public holidays.
- Our Vacation care program is licensed for children aged 5-12years.
- The ratio of staff to children is generally 1:13, except on excursion or water activity days where the ratio then becomes 1:10. (Education and Care Services National Regulations 2012 (WA)).
- The Centre is licensed to cater for a maximum of 65 children per day.
- The SWSC Vacation Care program is owned and operated by the City of Bunbury.

## Aims

- To provide a creative and aesthetically pleasing environment for children, where they will feel safe and secure.
- To provide a secure and welcoming setting, where parents feel confident that their children are cared for in a safe and positive environment.
- To provide a high-quality service with programmed activities and experiences which cater for and challenge the individual needs, interests and abilities of children.
- To include the ideas and thoughts of children into the program and allowing each child opportunities for success.

## National Quality Standard (NQS)

The National Quality Standard (NQS) sets a high national benchmark for early childhood education and care and outside school hours care services in Australia. The NQS includes 7 quality areas that are important outcomes for children.

Services are assessed and rated by their regulatory authority against the NQS, and given a rating for each of the 7 quality areas and an overall rating based on these results.

More information on the Quality areas can be found on our noticeboard in our service area or by visiting the ACECQA website <https://www.acecqa.gov.au/nqf/national-quality-standard>

Each service is required to conform to the National Quality Standards, which were updated in February 2018. One requirement of the Framework is to compile a Quality Improvement Plan. A copy of the South West Sports Centre Vacation Care Quality Improvement Plan is available for all families to view and contribute towards.

If you would like more information about this or how the framework is implemented, please ask our friendly staff. There are also feedback forms on each Quality area available that all families are invited to comment on.

Parents can also contact the Department of Local Government and Communities Education and Care Regulatory Unit –

Level 1 111 Wellington Street, EAST PERTH WA 6004

Tel: 1800 199383 **Email:** [ecru@dlgc.wa.gov.au](mailto:ecru@dlgc.wa.gov.au) **Website:** [www.communities.wa.gov.au\\_or  
http://www.communities.wa.gov.au/education-and-care/Pages/default.aspx](http://www.communities.wa.gov.au_orhttp://www.communities.wa.gov.au/education-and-care/Pages/default.aspx)

## My Time Our Place Framework for Out of School Care Children

The My Time Our Place Framework has been designed for use by school age care educators working in partnership with children, their families and the community. It represents Australia's first national framework for school age care, to be used by school age care educators and aims to extend and enrich children's wellbeing and development in school age care settings.

This Framework is linked to the Early Years Learning Framework. It extends the principles, practices and outcomes to the contexts and age range of the children and young people who attend school age care settings. It communicates these principles and practices through the following five Outcomes:

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

These Outcomes underpin our Philosophy and program.

## **The Program**

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The South West Sports Centre offers a variety of activities and experiences each day, other than the advertised activity. Activities such as painting, cooking, craft, games, books or puzzles are also available.

Our program offers a range of physical, dramatic, cognitive, constructive, exploratory and creative experiences for children, along with life skills activities and time where children are able to do their own things either individually or with others. The program has a balance of indoor, outdoor, physical and rest and relaxation time. This is developed by the Coordinator, with input from children, families and staff.

The program has daily routines that provide children with set meal times and an outline of each day. Meal times and set routines will (as much as possible) be kept at the same time each day. This provides consistency for the children that attend. Children are also able to see how the day will run and what activities will occur at different times.

## **Enrolments**

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Parents are required to complete an enrolment form for each child and for each program, before children can attend. A copy of your child's Immunisation record is required with the first enrolment. This information is confidential and only viewed by Vacation care staff.

If your/ child's details change at any time, please speak with the Coordinator, who will update your enrolment.

If you wish to book additional days for your child, parents are asked to complete an Additional Days booking form.

Daily fee from July 2018 is \$58 a day. Some excursions/ incursions may attract an additional fee which will be added to the final account.

## **Child Care Subsidy**

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If you wish to claim the Child Care Subsidy (CCS) from July 2 2018, parents will need to complete a Child Care Subsidy Assessment through 'myGov' using your Centrelink online account, or through 'Express Plus' Centrelink mobile app.

## **Payments**

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Please ensure all accounts are finalised on or before the last day of enrolment of your child/children. Failure to do so may jeopardise future enrolments. All outstanding accounts will be sent at the conclusion of the program and then after this, referred to the City of Bunbury debt collection agency.

Payment can be made in the following ways:

- At SWSC reception, using EFTPOS/ cash transactions.
- Phone payments (97952222) using a credit card
- Via our website (Vacation Care payments link) using a credit card
- Via City of Bunbury website using a credit card

## **Parent Involvement**

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We welcome parent involvement in many ways, such as collecting boxes and things for our craft trolley, helping out if time permits or filling in our questionnaires when needed. We would also welcome feedback on our program and suggestions for ways to improve, so that we can add them to our Continuous Improvement Plan. We appreciate any contributions, however small, and thank you for your time.

## **Meal and Snack Time**

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Snack and meal times are relaxed and enjoyable. Staff will sit with children during these times; this allows opportunity for discussion and communication.

The Centre café will be open should families wish to purchase their lunch for children. There is a 'Healthy Options' set menu that children enrolled in the Vacation care program can choose from, including a selection of food for morning and afternoon tea. Please note that soft drinks and juices are not available from this menu, and the menu does not include such treats as lollies, chips or chocolates.

From time to time, the service will provide opportunities for children to cook and or experience foods from other cultures. These experiences will be incorporated into the program according to themes and children's interests, needs and wants.

## **Children and Personal belongings**

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Please ensure all clothing items, water bottles, lunch boxes, bags etc. are clearly labeled.

- Food – plenty of healthy snacks and lunch
- Water bottle
- Hat/sunscreen
- Food for sharing for afternoon tea (fruit/ vegetables)
- Suitable footwear
- Bathers/towels/goggles for swim days
- Additional items on excursion days (check excursion information form)

Children are not permitted to bring any personal toys, phones, iPads etc. into the service on enrolled days, unless specified on the program or by staff, as we cannot guarantee the security or safety of such items. Should a child bring such items, children will be asked to leave them in their bags or staff will keep them in the office for the day and will be returned to children when their parents/guardian arrives to collect them.

## Swimming Activities

Swimming days are programmed for at least one day during the Vacation Care program and on occasion, other water based activities also. These days are planned in accordance with the Education and Care Services National Regulations 2012 (WA).

Each day will be evaluated using Water Activity Risk Assessment form before any child or staff member enters the water. Only low risk water activities will be conducted. Where an activity turns out to be medium or high risk, the activity will be cancelled and another activity organised.

### **Low Risk Swimming Activities**

1 staff member per 10 children

1 qualified Rescuer for each multiple of 20

## SWSC Swimming Lessons

Where children attending Vacation Care and are enrolled in swimming lessons at the South West Sports Centre (either Little Lappers or Vac Swim) our staff will provide a drop off and collection for the lesson. Our staff are not able to remain with the child for the duration of the lesson.

Where a child is already signed in to the Vacation Care before swimming lessons, parents must sign permission for staff to take their children to and from swimming lessons.

## Signing Children In and Out of the Service

Please make sure all families sign their children in and out. This is a legal requirement and must be done.

Only persons listed on the child's enrolment form will be permitted to collect children from the Centre. This is to ensure that the children are kept safe whilst attending the service.

Should other persons wish to collect children from the Centre, and these persons are not listed on the enrolment form parents would need to specify this in writing and give it to either the Supervising Officer or Qualified staff of the day.

Should an unauthorised or unfamiliar person arrive to collect a child, staff will check the child's enrolment form to see if this person is listed.

**If they are listed**, staff will then need the person to show some form of photo identification and staff will photocopy this ID before allowing the child to leave the premises.

**If this person is not listed**, staff will still need a copy of the persons Photo Identification. Staff will then contact the Parent/guardian to inquire about the unauthorised person. If the child's parent/guardian is unreachable the child will not be permitted to leave the service until the parent/guardian arrives to collect them. If the parent/guardian is contacted and allows this person to collect this child, the child may leave with the unauthorised person but the parent/guardian will need to put this in writing and bring it to the service on the next day their child is enrolled. Staff will document the incident on an incident report and place this in the child's personal file.

## Late Collections

Where a parent/guardian or authorised person does not collect a child from the Service at closing time, staff will contact the parent/guardian to see when the child will be collected from the service. If the parent/guardian is unreachable, staff will then contact the authorised collection persons and/or the emergency contacts for someone to collect the child.



Our Vacation Care program is only licensed to have children in our care until 5:30pm. Therefore children MUST be picked up no later than this time. Late collections will result in a late pick up fee to cover the extra cost of staff. A fee of \$10 for the first 15 minutes will be applied to families' accounts each time children are collected after this time. If children are not collected by 5:45pm, then \$5 per 5 minutes or part thereof will be charged.

## **Inclusion**

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All children and their families regardless of their race, gender, culture, ability, disability, family structure and ethnicity have the right to use the service and be treated with equal rights, opportunities and responsibilities.

No child or family will be turned away except where priority of access guidelines come into place, some families may be asked to alter their care arrangements.

Where behavioural issues pose a problem within the Centre, staff will work with families in order to promote positive behaviours, whilst following the required behaviour management plan. However, where behaviours place others at risk or behaviours become unmanageable, children may become excluded from the Centre.

In the case of children with special or additional needs, staff will do their best to work with families and provide for the child's individual needs. Families or staff may wish to obtain an additional carer to support the child. In this case an Inclusion Support Facilitator can be sought; however this can sometimes be a long process.

## **Behaviour Management**

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The South West Sports Centre Vacation Care works with a positive behaviour management policy for all children. However, should you wish for your child's behaviour to be dealt with in a specific way that coincides with school or home plans please arrange a time to speak with the Coordinator prior to your child coming into the Centre.

### *Each Day of Vacation Care*

Our positive behaviour expectations are discussed every day of our program so that each child is aware of them. Our focus is for children to be safe, responsible and respectful. We discuss what this looks like each day as a group. If children are following our expectations, it will be acknowledged in a positive way, usually through a daily raffle or reward system.

### **'Traffic Light System'**

**Green – go** - everyone follows the Centre's expectations of being respectful, responsible and safe.

#### **Examples of Respectful behaviour:**

- ✓ Listening to staff
- ✓ Being kind to friends and speaking in a respectful manner
- ✓ Following staff instructions on the courts/in the pool and during excursions
- ✓ Staying in our licensed area, or following our toilet procedure when necessary
- ✓ Sharing equipment fairly and taking turns
- ✓ Using quiet voices when necessary
- ✓ Using manners, such as please and thank you to everyone



**Examples of Responsible behaviour:**

- ✓ Using equipment and resources responsibly
- ✓ Being a good friend (Using kind words, keeping your hands and feet to yourself etc.)
- ✓ Participating in activities and having a go

**Examples of Safe behaviour:**

- ✓ Playing safely
- ✓ Being aware of the impact of 'dangerous play' on others
- ✓ Using equipment for the correct purpose
- ✓ Staying in our licensed area, or following our toilet procedure when necessary

**Amber – think** - if an incident occurs when a child is not following our expectations, then children will be asked to 'think' before moving on. This behaviour includes swearing, inappropriate language or misuse of equipment that is not a danger to others.

**Red - Stop** - If staff witness 'out of control' behaviour, then they will work with the child to support them, while giving them strategies to de-escalate or self-regulate. Once a child is feeling calm and responsible again, they can re-join the group. This behaviour includes, physical violence towards others, dangerous behaviour (leaving the licensed area) or misuse of equipment that is harmful to themselves or others. These behaviours are not acceptable whilst attending the Vacation Care program. These are things that all children and staff will follow.

If a person reaches the red light, the child's parent/guardian will be notified, either through a note home and discussion or phone call with parent. If the behavior is extreme, parents must organise for the child to be picked up from the service as soon as possible.

## **Medication**

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Should a child need to take medication whilst at the service, parents must ensure that they fill out the 'Authority to give Medication' form, The medicine then needs to be given to the coordinator or senior staff member to be stored away in the appropriate place out of reach of children.

Medicine is only to be administered by qualified staff or the Supervising Officer. The child may self-administer their medication, but the qualified staff member must be present. Where medication needs to be given, please write this in the communication book and let qualified staff know.

For children who have Asthma, parents will need to provide an Asthma Management plan for staff to follow.

## **Accident/Incident or sickness**

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Any accident or Incident that occurs to or between children whilst in care will be documented on an Accident Report by the staff member who witnessed the accident or incident. Parents are able to read and sign the document. This can be photocopied, should parents wish to have a copy. In the event of a serious accident/injury, parents will be contacted immediately.

Only staff with First Aid qualifications will administer First Aid to children. Unqualified staff may administer first aid under the direct supervision of the supervisor or a qualified staff member. Each day there are two staff members rostered on with a Senior First Aid Certificate. All staff have completed Asthma and Anaphylaxis training.

In the interest of your child, other children and our staff, if your child is unwell, please keep them at home. The Centre asks parents not to bring their child into care if they are showing the following:

- Vomiting or Diarrhoea (24 hours after having symptoms)
- An unexplained rash
- Fever
- Conjunctivitis
- Head Lice
- Coloured discharge from the nose, ears or eyes.

If a child becomes unwell during the day, staff will ensure that the child is comfortable and supervised, and ring parents to arrange collection. The staff will take every precaution to minimise the spread of any infectious diseases within the Centre.

## **Bathroom Procedures**

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Children will be required to obtain a bathroom pass from staff should they wish to leave the area and go to the bathroom. This ensures staff to know exactly where children are. When children ask for a bathroom pass, they will also need to take a friend or buddy with them to ensure high safety as Centre bathrooms are also used by the public. Hand washing procedures are discussed and encouraged every day.

## **Emergency Evacuation Drills**

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As part of the programmed days, children and staff will take part in emergency evacuation drills over the Vacation care period. This is to ensure that all children and staff know exactly what to do should such a situation arise. These drills will be conducted by the Outside School Hours Care staff, then documented and filed away.

## **Grievance and Feedback Procedures**

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### GRIEVANCE STEPS

- 1. Approach the Qualified Educator for the care session.** The qualified educator will deal with grievances as best as they can. They may ask you to document your grievances or redirect you to the next appropriate persons.
- 2. Meeting with the Supervising Officer.** This may be a formal or informal meeting depending on how you feel about your grievance. The Supervising Officer will take the appropriate steps to help resolve your grievance. You may be required to document your grievance. The Supervising Officer will document that a meeting or discussion had occurred and will most likely document the issues raised. The matter may be passed on to Management in cases where the Supervising Officer feels that the issue needs to be raised with management either for backup or so management is aware. Or you may be advised to speak with management about your issue.
- 3. Involvement of the Centre manager.** The Centre manager may become involved when the Supervising officer is unsure of how to handle the situation or the Supervising Officer feels that the issue is of high seriousness.
- 4. In the case of staff, then the next person involved may be the Human Relations officer OR in the case of children or families the next person involved would be the Manager for Corporate Services at the City of Bunbury.**

Should staff, families or children feel uncomfortable speaking to certain persons in the following steps for whatever reason, then by all means go to the next inline step. Your matter is important to us if it is important

to you and these steps are provided in order to deal with your grievances appropriately. Where one person is unable to handle your grievance, another person will be able to.

**Feedback:** There is a feedback box situated at the sign In and Out desk in the Vacation Care room. Please feel free to place any sort of feedback into the feedback box. The more feedback the service has, the better it is able to cater for the needs of the community. **Your feedback is VALUABLE.**

**Thank you for taking the time to read our parent handbook. Please speak to our friendly staff if you require any further clarification.**

The services policy and procedure file along with the *Education and Care Services National Law (WA) Act 2012 and Education and Care Services National Regulations 2012 (WA)* are kept at the sign In and Out desk in the Vacation Care room should you require any further information regarding the operation of the service.

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