



Parent Information Book 2023 – 24

Before & After School Care
and Vacation Care



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Quality care for children
aged 4 to 12 years





Our Philosophy

1. Policy

It is the policy of the WA Police & Community Youth Centres (WA PCYC) to comply with the National Quality Standards (NQS) and National Regulations in regards to Child Care, these are:

1.1. National Quality Standards (NQS):

- QA7 – 7.1.1: A statement of philosophy is developed and guides all aspects of the service's operations.
- QA7 – 7.2.1: There is an effective self-assessment and quality improvement process in place.

1.2. National Regulations:

- Regulation 168: Education and care service must have policies and procedures,
- Regulation 170: Policies and procedures to be followed,
- Regulation 171: Policies and procedures to be kept available, and
- Regulation 172: Notification to changes of policies or procedures.

2. Purpose

The purpose of this philosophy is to:

- Promote the concept of equal opportunity in all aspects of operating the Centre;
- Provide a caring and safe environment in which children, parents/carers and staff can be confident and feel secure;
- Promote respectful and reciprocal relationships between children and adults;
- Promote the developmental, social, emotional and intellectual needs of the children, families and staff within the Centre; and,
- Recognise and meet the needs of parents/carers and the community by encouraging their participation.

3. References

- Previous Out of Hours School Care Philosophies of WA PCYC
- Education and Care Regulatory Unit Regulations (2012)
- Education and Care Regulatory Unit Act (2012)
- Australian Children's Education and Care Quality Authority Framework
- My Time Our Place
- Early Years Learning Framework

4. Related Policies

- WA PCYC OHSC Educational Program Policy
- WA PCYC OHSC Guiding and Supporting Children's Behaviour Policy
- WA PCYC OHSC Interactions with Children Policy
- WA PCYC OHSC Partnership and Community Involvement Policy
- WA PCYC OHSC Community Involvement Policy
- WA PCYC OHSC Educator and Staff Appraisal, Training and Development Policy



Our Philosophy

5. Guiding Principles

- **At WA PCYC we believe each child and family are unique and should be valued and respected.** We strive to provide complete support to both the child's and family's unique requirements and interests in an environment that promotes development across all domains.
- **Our Centre structure will influence the service delivery as we are unique with WA Police as our key partner.** The strength of this relationship will enhance the learning program as partnerships are encouraged with WAPOL, the local community and stakeholders.
- **Traditional owners of the land are recognised and respected in daily correspondence with communication to families, carers and agencies.** We value and recognise their contribution to our country and will endeavour to incorporate their value into programming experiences.
- **Our learning program will support scaffolding children's learning and development through interactions with peers, families and carers.** We will support children to understand more about themselves and the world around them as they grow and develop in an ever changing progressive world. We will support children to have input into their own learning. Our learning program adheres to guidelines set out by ACEQUA, National Quality Framework and My Time Our Place taking the children's developmental abilities into account.
- **Our daily program will include structured routine times and appropriate programmed activities as well as the opportunity to complete homework alongside experiences that are spontaneous as part of play-based learning.** Our learning program aims to set children up for success and we share these milestones and achievements with parents through daily reflections. Our program will promote experiences that will allow children to express themselves in endless ways.
- **Children, families and carers are encouraged to share and participate in decision making for the Centre through a variety of communication methods.** Our open door policy aims to promote strong partnerships with families whilst also maintaining confidentiality and privacy.
- **We see the environment in which our Centre exists as not just a physical setting, but an opportunity for children to be supported in their learning by guiding behaviours and promoting curiosity.** We will develop children's sense of responsibility to self and others within the learning environment.
- **We will encourage children to show respect for their world** and the preservation of resources through the impact of their own footprint and the choices they make.
- **We aim to make mealtimes pleasant and social for children and our staff.** Mealtimes shall be a respectful part of the daily routine presenting our staff with an opportunity to develop relationships with children. Menus will be carefully planned with guidelines for the daily recommended nutritional intakes for the needs of all children. Our menus are respectful of food intolerances and allergies as well as the preferences of the children and families in the Centre. Self-service time within the meal time routine help children do things for themselves.



Our Staff

- **Our team has a strong commitment to providing a safe, stimulating and positive environment, which fosters children’s development and enjoyment.** Staff and volunteers are selected for their training, experience, and for their suitability to promote the PCYC service philosophy and uphold all policies and procedures. The service provides regular professional development opportunities for all of our team.



Parent/Guardian Code of Conduct

- **Kensington PCYC OHSC is committed to engaging with the families of children enrolled at its services in a respectful manner.** Kensington PCYC OHSC encourages families to actively participate in its education and care programs and aims to engage in constructive and co-operative working relationships with families.
 - **Kensington PCYC OHSC is also committed to protecting the safety** and wellbeing of the children in its care, their families, staff members, volunteers and all other invitees or visitors to Kensington PCYC OHSC service.
 - **To achieve these aims,** it is expected that all parents, guardians and family members of children enrolled in Kensington PCYC OHSC service will conduct themselves in a courteous manner, using acceptable language and behaviour.
 - **Families, carers and emergency contacts should not be adversely affected by alcohol or other substances** (with the exception of medically prescribed prescriptions) when attending Kensington PCYC OHSC.
- » **Not complying with this Code of Conduct** may result in suspension from the service.



Students at Kensington PCYC Out of School Hours Care

- **The service holds a strong commitment to students studying within the area of early childhood education and care.** Students undertake field placements to further their knowledge and fulfil the practical components of their course. Prior to placement students are required to undergo mandatory screening including Working with Children Checks and Police Clearances. These students are under constant supervision and at no time are left alone with the children. Whilst in our service, students are required to uphold our philosophy, policies and procedures.



Services Provided, Hours of Operation, Fees and Charges

SERVICES	HOURS	FEES & CHARGES
Before School Care	7.00am — 9.00am	\$37 per session per child
After School Care	2.30pm — 6.00pm	\$45 per session per child
Vacation Care	7.00am — 6.00pm	\$85 flat rate per day per child



Late Pick Up Fee

- **The service is approved by the Education & Care Regulatory Unit, WA, to operate until 6.00pm.** In line with our Children not collected at closing time policy', if the Service is unable to contact the family, then emergency contacts will then be notified.
- If no contact is successful with the family or emergency contacts CPFS Crisis Care will be informed of the situation.
- » **A late fee will be charged at the following rate:** \$16.00 for every 15 minutes after 6.00pm or part thereof.



Cancellations of Bookings

- Cancellations to cease all current bookings must be made in writing by email two weeks in advance to avoid absentee fees.
 - Cancellations of individual bookings must be made in writing by email one week in advance to avoid absentee fees.
- CANCELLATION CONTACT**
Email: Melainie.Scholes@wapcyc.com.au
or
SMS: 0409 116 237



Allowable Absences

- **You must advise us if your child will not be attending on a booked day of care.** Each child is only allowed 42 days absent (in each financial year) from booked care. Once the 42 days is reached full fees will apply. If notice of a planned absence is received greater than seven days in advance **in writing** (we do not accept this verbally in person or over the phone) an administration fee of \$16 will be applied in lieu of absentee fees.



Absentees

- **If the Service is advised of an absence before 10.00am on the day,** absentee fees will be charged at 50% of the full fee. The CCS entitlements will then be deducted off this amount.
- If notified after 10.00am or no notice is given, full fees will be applied and CCS entitlements will then be deducted off this amount.



Payment

- **Accounts must be paid two weeks in advance.** Our preferred method of fee payment is Direct Deposit into the Service's bank account made payable to:

Kensington Police & Community Youth Centre
BSB: 036 000 A/C: 752629

- » Please put your child's full name as the reference so we can identify the payment on our bank statement.
- **Alternatively,** EFTPOS is available at the main Kensington PCYC Centre.

LATE PAYMENT FEE

- **If your account is not two weeks in advance the following steps will be taken:**
 1. The Service Co-ordinator will contact you by telephone to discuss payment arrangements and a \$16 late payment fee may be applied. Additional late fees may be applied to your account if no contact or payment is made.
 2. At Management discretion, your booking may be reduced or ceased until such time as the account is brought up-to-date again.
- » If you are in financial difficulty we can arrange a payment plan – please contact us by phone or email to discuss further options.



Sign In/Out

- **It is important to ensure that your children are signed in and out each time they attend.**
 - » Child Care Subsidy will not be paid their portion of the fee if you fail to sign in and out and **full fees will then apply.**



Collection of Children

- **All children attending the program must be signed in/out of each session by an authorised adult as per the Education & Care National Regulations 2012.**
 - » Children can only be collected by people authorised on the registration form. Any variation to this must be in writing to the Service and photo ID must be produced by the Individual at collection of the Children.



Bringing in toys from home

- **We ask that no toys from home come into the Service with your child.** We will not be held responsible for loss or breakage of any items that do not belong to KOSC.
- » We are a toy gun/war toy free zone and these types of toys are also not permitted.
- » Movies planned in the Service are only G rated or PG rated which are suitable for all ages.



Sun Protection

- **We ask all children to wear a Sun Safe hat which covers their face, neck and ears.**
- » A hat should be provided to your child to wear each day by the family.
- » Children who do not have a hat or refuse to wear them will not be permitted to play outside on the grassed area and must remain inside or under the covered outdoor area.
- » We do not supply spare hats to minimise the risk of head lice spreading in the Service however if your child does not bring a hat consistently we will be contacting you to advise that a charge of \$15 per hat per child will be applied to your account for the supply of a hat for your child.





Illness, Immunisation and Infectious Diseases

- **From 1 January 2019 it is an offence under the Child Care Regulations for our service to enrol any child/ren who are not fully immunised.**
- » On enrolment to our Service parents are required to provide a current Immunisation History Statement.
- » We are required to report any child to the Chief Health Officer if their immunisation status is unknown. Under the “Staying Healthy in Child Care” guidelines we will refuse attendance to the Service of any child, family or staff member suffering from a communicable disease. Please check with staff in Service in regards to the exclusion guidelines for your child if unwell.
- » If a child becomes unwell at the Service the family will be contacted to advise of the situation and we may ask you to collect your child. In some instances a medical certificate will be required to return to the Service after a period of illness.
- » We can not supply or administer over the counter medication without authorisation. Any medication to be administered in Service must be provided in the original packaging, labelling with the child’s name, dosage and the issuing medical practitioner. Parents are also required to complete an administration consent form. If the consent form is not completed we may not be able to administer the medication and parents will be contacted to advise of the situation.
- » Please hand the medication to a staff member on arrival at the Service. Medication can not be left in your child’s bag. Staff will retrieve the medication for you at the end of your child’s day with us. Medication administered in the Service will be only be done by qualified educators and with an Authority to Administer Medication form will be completed and witnessed by two staff members, Parents and Guardians.



First Aid

- At all times of children being present in the Service at least one staff member on duty will hold a current First Aid Certificate including the treatment of Anaphylaxis and Asthma.
- » In the event of a serious incident we will administer first aid and contact the family immediately.
- » We may also need to call an ambulance to transport your child to hospital. If this occurs a staff member will accompany your child to the hospital and wait with them until you arrive.
- » Incident reports are completed and signed by staff and family members within 24 hours of the incident occurring and we may also need to report the incident to our regulatory authority.



Head Lice

- **If your child is found to have head lice they are not able to attend the Service until such time as they have been treated with an effective solution available from the chemist.**
- » We have information in the Service about effective treatments. Please ask staff for more details.



Safety in the Service

- **We aim to provide a safe and healthy environment for your child to play and explore.** The service will protect the health and safety of all children and staff. We will comply with the Education and Care Act 2012 and ensure that appropriate codes of conduct, standards and recommendations are followed to protect everyone from harm.
- » We have emergency evacuation drills regularly and the plans and procedures are displayed in the Service. Educators are all familiar with the plan and procedures. We ensure that all of the play areas are effectively supervised at all times.



Excursions

- Excursions are planned activities where the children are taken out of the Service. This is different to our normal pick up and drop off service for term time sessions and we provide a variety of different excursions during vacation care periods.
- » Permission forms must be signed for your child to participate in the activity outside of the Service and risk management plans are completed prior to the activity taking place.





Our buses

- **Transportation Risk Management plans are completed for each of the Kensington PCYC buses in accordance with the regulatory requirements.** Our drivers are fully licenced in accordance with current licensing laws. Buses are fitted with seatbelts and children are restrained in accordance with WA road law.
- » Children are aware of the required standard of behaviour whilst travelling on the buses and are always supervised according to our set standards. Buses are serviced regularly and maintained to ensure a safe trip for everyone.



Behaviour and Limits

- **The children will be actively involved in setting appropriate limits and rules for the Service and educators are regularly offered professional development opportunities to improve their skills.**
- » The limits are displayed in the Service and are reviewed on a regular basis by staff and children. We use a traffic light system to guide children's behaviour and this system can be explained in further detail to you if you wish.
- » No child in the Service will receive any form of corporal punishment, be humiliated or left alone at any time.
- » Families of children who on a continual basis receive behavioural management slips and Orange and Red Traffic lights may be contacted to have a meeting with Service Management to discuss appropriate strategies to rectify behaviour issues.



Complaints about our Service

- **We welcome any feedback, positive or negative.** Family input is highly valued and we will listen and take on board your suggestions or comments in a non-judgemental, sympathetic, professional manner.
- » Please do not hesitate to contact the Service either by phone or email to discuss your concerns.
- » Current copies of our policies and procedures are available in Service.



