



**Wideview  
Out of School  
Hours Care**

**FAMILY**  
**INFORMATION**  
**BOOKLET**



***W**e are all,  
**O**ne of a kind, we take all,  
**O**pportunities to,  
**S**upport each other,  
**H**elping to create our,  
**C**ommunity together.*

*Supporting children's learning through their interests, knowledge, strengths, abilities, and culture to stimulate opportunities in play, fun, free choice, and*

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# WIDEVIEW OUT OF SCHOOL HOURS CARE- WOOSHC

## INFORMATION BOOKLET

### WELCOME

Thank you for considering WOOSHC for your Before and After school and Vacation Care needs.

WOOSHC is a not-for-profit School Aged Education and Care service offered through Wideview P&C Association.

We operate Before and After School Care for Wideview Public School Children K-6, as well as a Vacation Care program during school holidays.

WOOSHC is open to the wider community and accepts children from all other schools for the vacation care program

At WOOSHC we aim to provide a fun, warm, caring, and safe environment where children can choose between structured activities and free play.

We are licensed to care for 145 children in Before and After School Care, and for Vacation Care and Pupil Free Days

### LOCATION

WOOSHC is located on the school grounds of Wideview Public School. Our main building is on the southern boundary of the school near the play equipment. We also use a small building near the staff car park. WOOSHC also utilises the tennis courts, cricket pitch, library, outdoor equipment and other sporting and outdoor areas by agreement with Wideview Public School.

### HOURS OF OPERATION

Before School	6.30am until 9am
After School	3pm until 6.30pm.
Staff Development / Pupil free Days	7:00am to 6:30pm
Vacation Care	7:00am to 6:30pm

The Centre is **closed on Public Holidays** unless otherwise notified.

The Centre is **open on School strike days** unless otherwise notified.

## OUR TEAM



The Service Manager is responsible for managing the service overall day-to-day running of the Centre.

The Assistant Manager supports the Service Manager and contributes largely to the programming of the children's activities.

Our Centre has Educational Leaders who focus on delivering appropriate educational activities and learning opportunities within our program, spontaneously, programmed from children interests and intentional teaching.

Team Leaders are responsible for running the daily sessions and are deemed the responsible person in the absence of the Nominated Supervisor (Service Manager)

The rest of the team are known as Educators. We also have Junior Educators, these are under 18yr old Educators who are play support educators.

Our Centre maintains a child to staff ratio of 1:15 with a minimum of 2 staff at any session.

Every session there will be educators rostered on with training in:

- First-aid
- Anaphylaxis management
- Asthma management

**Approved Providers are the Executive committee members.**

**Nominated Supervisor (Service Manager) is Brandi Heitman**

**P&C MANAGEMENT**

Wideview Public School P&C Association is the registered business and Service Provider of WOOSHC, they oversee operations by ensuring that there is a subcommittee “WOOSHC Parent Management Committee” (PMC) appointed to manage the service who report to the P&C and obtain approval in line with the Bylaws provided by the P&C.

**THE WOOSHC PARENT MANAGEMENT COMMITTEE**

the Executive committee are approved providers and hold the legal responsibilities for operating the WOOSHC service.

The PMC along with the Service Manager are responsible for:

- 1. General and financial administration of the Centre.
- 2. The formation of policies in relation to the Centre.

An Annual General Meeting to elect Office Bearers is to be held on a yearly basis in May to elect the Parent Management Committee, we welcome all parents to contribute.

A list of current PMC members is displayed in the main WOOSHC building and details can be obtained from the Service Manager.

**FEES      (current at July 25 Fees are reviewed yearly)**

<b>Morning Session</b>	Permanent	\$18.50
	Casual	\$20
<b>Afternoon Session</b>	Permanent	\$24
	Casual	\$25.50
<b>Vacation Care/Pupil Free Day</b>	Incursion	\$80
	Excursion	\$85
<b>Other Fees</b>		
Late Pickup	\$50 1st 15 minutes & \$10 p/ 5 mins (p/child)	
Late collection of a sick child	\$30.00 (after 1 hour per 15 minutes)	
Non-Advice of attendance	\$15.00	
Drink bottle on excursion	\$2.50 (per bottle provided)	

**Digital and Administration** Per family    \$20 per year.

## BOND

Upon being offered a place at the service, parents are required to pay a bond of \$100 per family.

The bond secures your child's placement at the service and is refundable upon termination of care, provided that the required notice is given in writing.

The bond may be used to cover and /or settle your final account. Bond payments are payable to the service.

## Digital and Administration Fee

Upon being offered a position at WOOSHC (permanent, casual or vacation care) parents are required to pay a yearly digital and administration fee.

The digital and administration fee is non-refundable and covers administration of your family account.

## PAYMENT OF FEES

Regular and/or permanent bookings are to be paid within 7 days of receiving an invoice.

Payments can be made by:

- Direct debit,
- Credit card in the OWNA app,

fees owing can be found in the app under finance. Timely payment of fees is required for all bookings.

## OVERDUE FEES

To keep our centre operational, we rely on prompt payment of fees. If a family is experiencing financial difficulties, a Suitable arrangement for payment of fees will be organised and parents will be supported with a payment plan or other avenues for financial support when required.

The fees matrix will be followed for failure to pay fees –



## WAITING LIST

Our Centre follows The Australian Government's Priority of Access Guidelines -

- Priority 1—a child at risk of serious abuse or neglect
- Priority 2—a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the *A New Tax System (Family Assistance) Act 1999*
- Priority 3—any other child

## ENROLMENT FORM -

In order to properly care for children an enrolment form must be completed online this is done through OWNA, and is found through the enrolment link on our website

<https://wideviewwooshc.com.au/enrolment-information/>

## OWNA

WOOSHC has an online enrolment and booking platform. All families will need to have an OWNA account in order to attend the service, be placed on the waiting list, change permanent sessions and book casual spots. This is also the avenue to update family accounts, phone numbers and emails, check amount owing and make payments.

### Register for OWNA -

For NEW families, please go to our website [wideviewwooshc.com.au](http://wideviewwooshc.com.au) - under parent information/ enrolment information click on the enrolment link, You will then be taken through a registration process to create an account.

For families with existing OWNA accounts, click on our link and accept registration for WOOSHC.

If you have requested permanent bookings or permanent changes to your current bookings, we will let you know as soon as possible when bookings become available, or you will receive notification of acceptance of bookings, emailing, or calling you.

prior to your child attending the enrolment form must be **completed and have all information** required completed. The enrolment form must contain all relevant details relating to personal, medical, and custodial details for each child, parent or guardian and emergency contacts along with any special requirements relating to that child. Specific or long-term medical conditions will require the completion of a medical management plan with the child's doctor and

## RE-ENROLMENT

Children currently attending WOOSHC and needing to continue with their regular sessions will have to complete a new update for the following year. Please see the service Manager for more information in term 4 of each year. Fees will be charged until the end of term 4 for all permanent sessions.

## PRIVACY

Information collected is used to care for your child. The information you provide us will only be used for WOOSHC purposes and any information you provide to us will not be made public. Occasionally we may have requests from Commonwealth Departments to obtain information, we must adhere to these requests, where possible and applicable we will notify you of these.

Should you wish to review the information you have provided to us please speak to the Service Manager.

## CASUAL AND PERMANENT BOOKING.

Permanent bookings are locked into the system and incur the full session fee, regardless of attendance or absence. Any changes to a permanent booking are outlined below.

Casual places are subject to availability. To secure a place please book using the OWNA app before a session.

Due to our Licence requirements children must be booked into sessions. Children can be accepted in EMERGENCY situations when the school or parent advises WOOSHC (and only if positions are available subject to our licensed operating capacity).

### **ABSENCE BOOKED SESSIONS**

Please log in to OWNA app and advise of an absence. For future absences you may speak to the service manager. e.g., your child will be away on holidays or visiting with friends.

### **CANCELLATIONS OF BOOKED SESSIONS**

This can be done through the OWNA app, emailing [wideviewwooshc@gmail.com](mailto:wideviewwooshc@gmail.com) or calling us on ph (02) 9456 6513

**2 weeks' notice** is required when making changes or dropping days on permanent booked sessions.

- Casual sessions can be cancelled 24hours prior to a session.
- Parents are to provide **1 weeks' notice** to cancel a Vacation Care/ pupil free day booking.
- Parents are required to provide **2 weeks' notice** to change or cancel permanent BASC bookings.

### **PLEASE NOTE –**

**\*\*YOU WILL NOT RECEIVE CCS FOR ABSENCES AT THE START OR END OF CARE\*\***

### **CHILD CARE SUBSIDY (CCS)**

Child Care Subsidy (CCS) is a payment made by the Australian Government to assist families with the cost of childcare.

The CCS is paid directly to the service and then will be passed onto families. There are three factors that determine a family's level of CCS.

1. A family's annual adjusted taxable income.
2. An activity test determining how many hours of subsidised care families can access (up to 100 hours per fortnight)
3. The type of childcare service being used.

The number of places available for Child Care Subsidy is limited by Government funding. The entitlement for parents to receive Child Care Benefit Funding is subject to the Centre continuing to maintain Accredited Standards of Care.

### **WHAT ARE MY RESPONSIBILITIES FOR RECEIVING CHILD CARE SUBSIDY (CCS)?**

When receiving CCS, you are responsible for keeping the Australian Government up-to-date and notifying them when your circumstances change.

#### **Here is a checklist of responsibilities: and what you need to do:**

Step 1- Sign into your MyGov account.

Step 2- Link MyGov to Centrelink.

Step 3- Select Centrelink and complete the childcare subsidy assessment.



## **ABSENCE DAYS**

Each child has 42 allowable absence days, which attract the Child Care Subsidy. This means that the Australian Government will still pay the Child Care Subsidy (CCS) for up to 42 absent days per child per financial year. If a child has more than 42 absence days full fees will be charged, and no CCS will be deducted from the fees unless a medical certificate is supplied.

## **ADDITIONAL ABSENCES**

After the 42 absence days have been exhausted, CCS can still be paid on additional days for the following reasons:

- An illness (with a medical certificate)
- An outbreak of an infectious disease when the child is not immunised.
- Any other absences due to sickness of the child, a parent or sibling, supported by medical certificates.
- A parent being on a rotating shift or rostered day off.
- A temporary closure of a school or a pupil free day
- Shared custody arrangements due to a court order, consent order or parenting order
- Exceptional circumstances

## **ABSENT AND MISSING CHILDREN**

Parents/guardians are responsible for notifying WOOSHC should their child be unable to attend their booked session. This includes illness at school and excursions. This is essential to ensure that all children are accounted for.

For privacy reasons the school cannot notify WOOSHC when children go home sick. A \$15.00 fee is payable for NON-ADVICE of attendance.

Fees will still be charged for the session even if a child/children do not attend.

After all children are signed in (this should be around 3:30pm) and if we have a child/children missing we will:

- If possible, ask the school if the child was absent or sent home sick.
- Phone the Parent/Guardian to see if they know the whereabouts of the child.
- Ask other children of their knowledge of where the child might be.
- If contact cannot be made with the parents, the emergency contacts will be called.
- If after 30 minutes contact cannot be made with the parent(s) or the emergency contacts, NSW Department of Education and Community will be called. WOOSHC will follow instructions given by NSW Department of Education and Community. These instructions may include contacting the Police.

***Parents will still be charged for the session even if your child does not attend.***

## DROP OFF

Children must be accompanied by a parent/caregiver into WOOSHC.

Parents are to abide by the centre's hours of operation and that no children are left at the centre at any time outside of these hours.

Children must **NOT** be dropped off and allowed to find their own way to WOOSHC. If in an emergency or occasional need to drop off without accompanying your child, please call the service 02 9456 6513 and speak with the Team Leader

***Parent/caregiver must sign in*** - using OWNA, using their own individual sign in.

Educators will accompany Kindy children to their classrooms at 9:00am ***during terms one and two only***.

## PARKING

***Kindly note:*** For safety reasons the school has requested that parents ***do not park*** in the staff car park after 7.30am or before 5.00pm term 1 and 4 and 4.45pm term 2 and 3 on school days. Please, park on the street during these times. Please also remember when driving into the school, the speed limit is 8km, please ***watch for children at all times*** as there are children walking into and around in the school for extracurricular activities.

## PICK- UP ARRANGEMENTS

Educators will collect Kindy children from their classrooms in the afternoon. ***during terms one and two only***.

The centre will not release the child to anyone who is not authorised without prior consent.

If the Centre has not been notified and someone other than the parent or authorised person comes to collect the child, the Centre will ring the parent to get authorisation. The child will not be released from the centre until proper authorisation has been received.

Parents must:

- Provide at **least 2 emergency contacts** on enrolment form.
- Arrange for children to be collected prior to closing.
- Inform WOOSHC in writing if the child is to be collected by anyone other than the emergency contacts provided on the enrolment form and advise the person picking up the child, they must provide photo identification if not already known to staff.

The authorised person who is collecting the child must:

- **Use their own log on and pin** to sign the child out from OWNA If this is not possible, the authorised person needs to speak to the team Leader on duty.
- Ensure that all belongings are collected.

- Ensure that a staff member is aware that they are taking the child from the centre.
- Provide photo identification if not already known to staff.

## **LATE PICK UP**

Parents must arrange for children to be collected by the closing time of the Centre, if children are still at WOOSHC at closing time parents will be contacted.

If no contact can be made with the parents, emergency contacts will be called and thereafter the Centre will follow the procedure as outlined above in Absent/Missing Children section.

**FEES** for late pick up of children are \$50 charged first 15-minutes then \$10 per 5-minute increments Please refer to delivery & collection Policy

**FEES** for late pick up of a sick child after 1 hour has elapsed are \$30 per 15-minute increments. Please refer to the Illness and Infectious Diseases Policy.

## **SICK CHILDREN AND INFECTIOUS DISEASES**

At WOOSHC we strive to provide a safe and hygienic environment, which will promote the health and wellbeing of our children. We will take all reasonable steps to prevent the spread of infectious diseases through the implementation of procedures that are consistent with the State Health Authorities' guidelines.

Parents and Guardians are advised upon enrolment and in regular reminders NOT to bring sick children to WOOSHC and to arrange prompt collection of children who are not well.

If a child is unwell at home, parents are not permitted to bring the child to the WOOSHC. Children who appear unwell when being signed in by their parent/ guardian, will not be permitted to stay at WOOSHC. The Supervisor on duty at her/his discretion has the right to refuse any child they feel may have an infectious disease or illness and the parents will be contacted immediately.

A sick child must be collected from WOOSHC within one hour of notification, including any messages left for the parent/ guardian. Fees apply if not collected. The care needs of a sick child cannot be met without reducing the general level of supervision of the other children or risk to other children's health.

## **ADMINISTRATION OF MEDICATION**

WOOSHC will only administer Medication under the policy guidelines, ***all medications must be provided in original packaging with administration information*** and if prescribed, prescription details outlining who the medication was prescribed for. Please discuss this with the Service Manager.

## **ALLERGIES**

### **WOOSHC IS AN ALLERGY AWARE CENTRE**

**Parents/carers must** advise WOOSHC on the enrolment form if your child suffers from food allergies.

**No foods containing** eggs, peanuts or nuts, peanut butter, Nutella, or any snack bars that may contain nuts, kiwi fruit, bananas, sesame should be brought to the service without informing an educator.

***If your child has a diagnosed allergy that requires an Epi pen, please supply the Epi-pen and action plan signed by the doctor.***

**IN CASE OF THE EPI PEN BEING ADMINISTERED TO YOUR CHILD AT ANY STAGE, THE PARENT WILL NEED TO SUPPLY A NEW EPI PEN ON THE CHILD'S RETURN TO THE CENTRE.**

## **ASTHMA**

WOOSHC is an Asthma friendly service. If your child suffers from Asthma, please complete an Asthma management plan (See Service Manager) In the event of your child, with no previous medical history of asthma, displaying symptoms of asthma, staff will administer as per first aid practice, the Asthma 4 step plan and you will be notified.

## **MEDICAL CONDITIONS**

Parents must inform WOOSHC of any medical conditions your child has. Specific or long-term medical conditions will require the completion of a medical management plan with the child's doctor and parent. This is a requirement of the service to meet its regulatory obligations that a risk minimisation plan and a communication plan be developed in consultation with the parents.

## **SUN PROTECTION**

The UV Count forecasted for the day is checked and recorded. Children are required to always wear hats and sunscreen when the UV index recommends. The school ruling of "No hat, No Outdoor play" is also followed at WOOSHC. Sunscreen can be brought in or children will be expected to use the sunscreen supplied.

## **FIRST AID AND ACCIDENT PROCEDURES**

Should your child have an accident at WOOSHC they will be given first aid treatment by a qualified first aider. The details of the accident/incident will be recorded on the Service's accident/incident form.

If the incident happens during the morning session and you are not required or cannot collect your child, a copy of the accident and illness form will be kept at WOOSHC until your next session for you to sign.

If the accident happens in the afternoon session your signature will be obtained on collection of your child. The completed accident form will be filed in the Accident record folder.

## **PHOTOGRAPHY, VIDEO AND E-SAFETY**

At WOOSHC we recognise that photographs and videos are an important part of documenting children's development and wellbeing. We also strive to ensure the privacy and confidentiality of all children and families is respected.

No photos or videos will be shared without prior consent of all parties. As part of the enrolment process parents and guardians will be asked whether they authorise WOOSHC photos and videos of their children for use in the service and on our media/documenting platforms. Parents and guardians have the right to refuse.

If a parent or guardian wishes for a photo to be taken, they may approach the Team Leader on duty for permission to take the photo on a WOOSHC device. This photo may then be forwarded to them. Photos and videos of your child/children may be taken with permission from the Team Leader when doing activities or special events at WOOSHC.

## **PROGRAMS AND ACTIVITIES**

The Educational Leader and Educators are responsible for the development of a child-centred program, which reflects the Centre's philosophy and meets the five outcomes as outlined in *My Time Our Place. (MTOP)*

*MTOP* is a framework developed by the Council of Federal Governments. The Framework aims to extend and enrich children's wellbeing and development in school age care settings. This framework acknowledges that children need a place to engage in a range of play and leisure experiences that allow them to feel happy, safe, secure, and relaxed. It also recognises that they need time to interact with friends, practice social skills, solve problems, try new activities, and learn life skills.

Through the Framework's five learning goals educators will assist your child to develop:

- A strong sense of their identity
- Connections with their world
- A strong sense of wellbeing
- Confidence and involvement in their learning
- Effective communication skills

The Educational Leader's are responsible for the development of a child centered program in collaboration with children and educators based on suggestions, observations and learning outcomes and ideas from children. These activities will be suitable for the age and interests of the children who attend the Centre.

Only "G" and "PG" (at Manager/Team Leader discretion) rated videos/films/games are shown/played at the Centre.

We critically reflect on our program and practices to ensure we are providing the best opportunities for the children we can.

If parents or other interested parties have special talents or interests that they would like to share with WOOSHC please talk to the Service Manager or Education Leader

## **HOMEWORK @ WOOSHC**

Children can choose to do their homework at WOOSHC we will do our best to keep the area as quiet as we can. Educators will encourage children and provide general assistance (please note: Educators will not provide one-on-one support).

## **DIVERSITY, INCLUSION AND ANTI BIAS**

At WOOSHC all children, their families and staff will be treated with respect regardless of their gender, race, cultural background, religion, age, impairment or disability, marital status, pregnancy, sexuality, political conviction, family responsibility, or family status.

Parents, staff, and children are invited and encouraged to contribute knowledge of their own culture to enhance the overall program.

Children with Additional needs are welcomed and encouraged to attend WOOSHC, games and activities will be adapted appropriately to the child's needs.

## **TRANSPORT AND SCHOOL EXCURSIONS**

When school excursions are on, WOOSHC will still be open for children to attend, however WOOSHC **cannot** transport (by foot, car, or bus) children to events that occur outside the grounds of Wideview Public School i.e., School Athletics Carnival, Cross Country, or any other excursions. Parents will need to arrange transport with other parents or the school.

## **COMMUNICATION**

Maintaining open lines of communication is vital to the successful running of our Centre. Our staff strive for open communication and good relations with parents and children. To keep up to date with the Centre's activities, parents are welcome to:

- Talk to Team Leaders, Educators, or the Manager
- Read the Notice boards and emails that are sent out.
- Come along to a Parent Management Committee (PMC) meeting (held first Wednesday of each month at 6:30pm)

## **COMPLAINTS**

At WOOSHC we support an individual's right to complain and will do all we can to try to resolve them. All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place away from children and staff.

If an individual has a complaint or comment about the service, they will be encouraged to talk to the Service Manager who will arrange a time to discuss their concern and come to a resolution to address the issue.

If the complaint is not handled at this level to the satisfaction of the person making the complaint, they should discuss the issue with the Chairperson or liaison person of the Management, either in writing or verbally.

The Management committee will discuss the issue with the Service Manager and develop a strategy for resolving the problem. If required a meeting would be organised.

All complaints will be recorded and dated indicating the issue of concern and how it was resolved. All information on complaints and grievances will include evidence that complaints are investigated within satisfactory timeframes and as a result, amendments to policies and procedures are made where required. If any complaint cannot be resolved, external options may be offered such as an unbiased third party.

## **FOOD AND NUTRITION**

WOOSHC aims to provide a nutritious menu by following the principles set out in the Australian Dietary Guidelines for Children and Adolescents.

Breakfast is available **7am - 8am** each BASC morning and usually consists of cereal and toast.

Afternoon tea is at apx **3:30pm**, please see the weekly menu for what's on offer.

Water will be available at all times.

Parents and children are encouraged to share family and multicultural values, ideas, and recipes. Children and parents are encouraged to contribute to the menu ideas.

## **EMERGENCY PROCEDURES**

The Centre practises emergency and evacuation procedures during the term in morning and afternoon sessions.

## **INSURANCE**

WOOSHC is covered by a Public Liability Insurance policy as a sub-committee of the Wideview P&C Association.

## **BEHAVIOUR GUIDANCE**

WOOSHC educators are committed to providing a safe, friendly, and positive environment for all children. WOOSHC educators take a role of adviser and helper to children, to guide and assist all children in growing and developing through daily interactions.

Positive behaviour is encouraged through strategies that build children's confidence and self-esteem, while providing children with support, guidance, and opportunities to manage their own behaviour. Recognition that behaviour can be affected by the development, the environment, the time of day and the actions of educators and other children is essential in providing positive behaviour guidance. We do have a behaviour plan system for consistent poor behaviour please see our Behaviour guidance Policy or speak with Team Leaders about this.

## **POLICIES**

This information book provides an overview of many of our policies. The full policies can be found on the WOOSHC website, if you require further information please speak to the Daily Team Leader or Service Manager.

## ASSESSMENT AND RATING

WOOSHC has been assessed by the Department of Education under Australian Children's Education & Care Quality Authority (ACECQA) and received an overall **Meeting** Rating.

We follow the National Quality Framework, which has 7 standards that all children's services are rated against, these are-

NQS 1 Educational program and practice

NQS 2 Children's health and safety

NQS 3 Physical environment

NQS 4 Staffing arrangements

NQS 5 Relationships with children

NQS 6 Collaborative partnerships with families and communities

NQS 7 Governance and leadership

WOOSHC has a Quality Improvement plan (QIP) in place, which identifies any areas that we consider may require improvement. We are required to update this document annually. This QIP is available to families, to view or discuss this document please see the Service Manager. We would value any input regarding our QIP.

### CONTACT DETAILS-

WOOSHC TELEPHONE - (02) 9456 6513 (please leave a voicemail if busy)

WOOSHC MOBILE - 0491 615 976

SCHOOL OFFICE - (02) 9456 1655

EMAIL - [wideviewooshc@gmail.com](mailto:wideviewooshc@gmail.com)

ADDRESS - Wideview Public School  
37 Wideview Road  
Berowra Heights NSW 2082.

FACEBOOK - Wideview OOSHC

WEBSITE - <https://wideviewooshc.com.au/>

FOR ENROLMENT INFORMATION, POLICIES AND VACATION CARE  
PROGRAMS PLEASE SEE OUR WEBSITE, CALL OR EMAIL US