



Family Handbook

2 Graceful Blvd

Alkimos

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Centre Philosophy

Educational Program and Practice

We understand the importance of providing a stimulating, engaging and supportive educational program that caters for all children enrolled at The Lighthouse OSHC. Educators incorporate the My Time Our Place Framework to ensure effective learning for children of all ages, abilities and cultures. Educators undertake continual training to enhance their skills and knowledge which assists them in understanding the importance of observing children in different environments and extending their learning based on their current interests, abilities, skills and knowledge. We embrace each child's uniqueness and strive to provide experiences that promote the development of each child's identity, confidence, wellbeing and communications.

Children's Health and Safety

We recognise that all children should be supported and provided a safe and healthy environment and we strive to take every necessary measure to ensure that all children are cared for in an appropriate manner. The health and safety of children is promoted throughout the centre and educators understand the importance of catering for children's individual needs. Management will undertake regular safety audits and training to maintain a high quality centre. Educators undertake Protective Behaviour's Workshops to ensure the safety and rights of all children at all times. Educators will incorporate learning programs to educate children on the importance of caring for their bodies.

Physical Environment

The Lighthouse OSHC believes in creating a homely environment that is designed to educate children in a fun and exciting manner. Management ensures that all equipment and resources are well maintained. We strive to incorporate natural products into the environment and educate children on the importance of caring for the environment. The Lighthouse OSHC believes in incorporating sustainable practices to ensure that we have little foot print in the environment. The environment is designed to stimulate learning and engage children with a variety of resources, materials and experiences.

Staffing Arrangements

We recognise that professional, qualified and experienced educators and staff are an asset to the service, and we strive to provide continuity in staff to provide effective care for children. Management provides ongoing training for staff to improve their skills and knowledge in the industry. Educators will work in collaboration with each other and recognised the experience, skills and knowledge that their colleagues have.

Relationships with Children

Children will be provided with respectful and equitable relationships that promote trust and confidence in the adults and the children around them. The rights of children are paramount and staff will maintain children's dignity at all times. Educators will ensure that all children are included in the environment and will educate children on appropriate communications and relationships with others. Educators will guide children's behaviour in an effective and supportive manner and educate children on the importance of caring for others.

Collaborative Partnerships with Families and Communities

The Lighthouse OSHC understands the importance of maintaining effective relationships with families and communities and strives to incorporate input and suggestions from relevant stakeholders into all aspects of the service. We will support families to feel confident in the care provided to their children and will maintain an ongoing relationship with families to provide their children with the best care. We recognise the important role a parent plays and will respect each family's child rearing practices.

Leadership Service Management

Our team of management are both rich in qualification and experience. We endeavour to maintain continuous knowledge and understanding of the current recommendations and legislation that involves the education and care industry. We will regularly assess practices and implement change to ensure continual improvement where necessary. Management will provide training opportunities for staff to improve their practices, skills and knowledge. The Centre Director will maintain effective administration practices to ensure the smooth running of the centre. The Centre Director will be available to discuss any concerns or grievances and deal with all situations in a professional manner. The Centre Director will be a consistent presence in all areas of the centre to ensure a high quality centre is provided.

Educational Program and Practice

- All children are encouraged to participate in experiences and are provided with equal opportunities to learn and explore their environments and surroundings
- Our educational programs reflects children's interests and strengths are used to scaffold children's learning and development
- To provide opportunities that support children in "*belonging, being and becoming*" and incorporate the Early Years Learning Framework into the centre

Children's Health and Safety

- Educational experiences are implemented to educate children on the importance of caring for their bodies through role modelling appropriate practices and implementing educational experiences, including organising incursions with health professionals
- To ensure that a hygienic, healthy and safe environment is provided for children, families, educators and visitors

Physical Environment

- To implement natural environments that educate the children on the environment and sustainable practices
- To set up active indoor and outdoor environments that are engaging and stimulate learning through discovery and exploration
- To create a homely warm environment that welcomes families and supports a sense of *belonging*

Staffing Arrangements

- To ensure that staff ratios and legislative requirements are maintained at all times
- To maintain consistency in staffing and provide families with a high trained, experienced and professional team that supports families and children through early childhood development
- To provide ongoing professional development opportunities and to ensure staff use positive and effective communication techniques where they share skills and knowledge and reflect on practices

Relationships with Children

- To understand the importance of effective and positive relationships with children which allows educators to guide children's development, interests and strengths
- Educators will act as an advocate for children's rights and support their growth and learning by embracing each child's uniqueness and supporting them to be and become confident individuals
- Children will be provided with ongoing support to guide their behaviours appropriately

Collaborative Partnerships with Families and Communities

- Complimentary orientation sessions are offered prior to the child's first day to create a smooth transition into the centre. Families are welcome to remain at the centre during the visit if they wish to do so
- An Open Door Policy is available at Alkimos Beach ELC and continual communication between families and staff is strongly encouraged and used to provide the highest quality of care
- To develop links within the community that provides support to our families and educates children on their involvement in the community

Leadership Service Management

- Management will strive to provide a high quality service that meets the needs of families and the community. Stakeholders are encouraged to provide input and feedback into all aspects of the centre
- The Centre Director will be available to all families as a support network and to openly discuss your concerns in a professional manner
- We pride ourselves on being a small, privately owned and operated centre that offers the very highest standard of care. We strive to make your families journey at Alkimos Beach ELC a happy and memorable experience

Welcome!

Welcome to *The Lighthouse St James Out of School Care*. Our focus is to provide the community with a high quality service that acts as a home away from home. We believe in creating a sense of belonging for children and families and aim to cater to your child's individual needs. We encourage child and parent input and listening to what you say is imperative to the Lighthouse OSHC. We hope to create an environment that incorporates fun, education and the support for your child's wellbeing. We believe in providing environments that provoke positive in-depth discussions with children, and believe children learn best through play. We believe that The Lighthouse OSHC will be a place full of fun memories and lasting relationships and we are so pleased you have joined the Lighthouse OSHC family.

Meet Our Team

Our educators are a vital part to the centre. Management have high expectations to ensure that the right team is caring and educating your child/ren. All educators have various experience and qualifications however have one thing in common – the passion for caring for and educating children.

Photos of our wonderful staff along with their individual philosophies are located in the entrance foyers of the Centre, we encourage all our families to become familiar with them.

The Lighthouse St James OSHC Team has the following qualifications;

- Working With Children Check
- First Aid Qualifications
- Asthma and Anaphylaxis Training
- Certificate III, Diploma Qualified and Early Childhood Teachers
- Food Safety Training
- Supervisor Certificates
- Protective Behaviour Training
- Managing Behaviour Training
- Professional Development Certificates

Centre Layout

The Lighthouse St James OSHC caters for Primary School aged children, 3years – 12 years and are grouped together during care.

Our ratio for both Before and After School Care is:

- Under 4years- 1:10
- 4 years and over- 1:12

Environment

The Lighthouse St James OSHC prides itself on providing children with an environment that promotes exploration and a sense of belonging. With natural materials and implementation of sustainable practices your child will have the opportunity to engage in an environment that educates them on caring for the environment and encourages a balance of child initiated and intentional teaching experiences.

Operating Hours

The Lighthouse St James Out of School Care is open for two sessions as follows;

- Before School Care- 6:30am – 9:00am
- After School Care- 2:30pm- 6:30pm

Centre Security and Access

Please carry photo identification when visiting the centre; staff have the right to ask for photo identification before allowing access to any of our enrolled children. Please notify staff if an alternative person (Emergency Contact) is collecting your child. Staff have the right to refuse entry into the premises if they feel safety of occupants may be at jeopardy.

Related Policy: Child Delivery and Collection Policy and Acceptance and Refusal of Authorisations and Smoking, Alcohol and Drugs Policy

Late Collection

The Lighthouse St James OSHC has strict operating hours that have been granted by the Education and Care Regulatory Unit, it is imperative that we follow these guidelines. On enrolment you agree that you will be charged \$2.00 per minute after 6:30pm that is payable in cash to the staff members on duty. This is charged separately to your account fees and must be paid within the week of the late collection. The Lighthouse OSHC management have the right to cancel care if this is an ongoing issue. If a child has not been collected by 6:30pm, Crisis Care will be called to care for the child.

Related Policy: Child Delivery and Collection Policy

Enrolment and Orientation Process

Before care can commence, we require the completed Enrolment Form for your child/ren, a Debit Success Form along with copies of their current Immunisation Record and Birth Certificate, prior to the date your child is due to start. We ask that you keep us informed of any necessary changes, including up to date Immunisations Records.

We offer a free two hour orientation before commencement during our After School Care hours. Please organise with the Centre Director to set an orientation.

Related Policy: Orientation and Enrolment Policy and Waiting List Policy

Daily Personal Requirements

Each day that your child attends please provide the following;

- Labelled bucket or broad brimmed hat for best sun protection (Vacation Care only)
- Labelled water bottle (we recognise water as the healthiest option)
- Labelled change of clothes

Healthy Meals

The Lighthouse St James OSHC encourages healthy and nutritious meals. We will provide a variety of nutritious, delicious meals for your child. The centre menu will be on display for your perusal. Our meals are designed with the recommended nutritional intake for children and will be altered to cater for children with medical and cultural requirements. Please ensure that you communicate with the Centre Director, educators and our trained Food Coordinators about your child's meal time requirements. All of our staff are trained on correct food handling techniques to ensure that high standards of hygiene are maintained. Our educators will use meal times as an opportunity to sit and discuss different foods and promote language development through discussion of the different meals they have been provided.

Please find below links that will provide you with some nutritious meals, also keep an eye out for some more ideas during your enrolment with us.

For more ideas please follow the links;

<http://www.freshforkids.com.au>

<http://www.superhealthykids.com>

Child Allergies and Special Eating Requirements

We are an **Allergy Aware** centre. A notice will be displayed in the foyer notifying families of current allergies in the centre. **We ask that families bring no nut products into our service.** If a child attends with an anaphylactic allergy then foods related may be banned.

Our educators are trained on anaphylactic management and first aid and the centre is equipped with an Epi-pen for emergencies. Our educators will monitor all meal times and implement strategies to ensure children do not share food. Please feel free to contact the Centre Director to discuss your child's individual circumstances.

If your child has an allergy, anaphylaxis or asthma, an Action Plan needs to be completed on Enrolment

Related Policy: Anaphylaxis and Asthma Management Policy

Birthday and Cultural Celebrations

We love to celebrate birthdays, if you would like to bring in a birthday cake; **we ask that you provide a bought cake with all ingredients listed and a nut free cake.** We suggest an ice cream cake.

The Lighthouse OSHC values and supports cultural diversity. If you have a cultural celebration that you would like to share with the Centre and the children, please contact the Centre Director. Children love and feel pride when their culture and families become part of the Centre and the Educational Program.

Home Toys

The Lighthouse St James OSHC offers a variety of toys and equipment that we feel is engaging and stimulating for children. We ask that children don't bring any personal home toys into the Centre, unless it is a comforter.

The Educators will notify all parents if the class is having a special "news day" which will allow opportunity for children to bring in a special toy from home.

Attendance and Absentee's

A parent/guardian must sign the sign in and out records at every drop off and pick up, with the time in and out and a signature. Sick Days, Holidays and Casual Absences must be recorded and signed for as "A" in order to receive CCB and CCR entitlements. You are given 42 Absences per year under the Child Care Benefit and Rebate Scheme. Once these have been used, full fees will apply.

If your child is going to be absent, we ask families to notify the centre, so we can ensure the safety of your child. If your child is unwell please keep them home to prevent the spread of infection. We will telephone parents to collect sick children, to ensure the health and wellbeing of all the children within the Centre.

It is compulsory that you sign your child in and out for all attendances, absences and public holidays. Failure in doing so may result in the cancellation of all your Centrelink entitlements and you may be forced to pay back any Child Care Benefit or Rebates to the government.

Related Policy: Temperature Procedure, Child Delivery and Collection Policy, Incident, Injury and Trauma Procedure and Policy

Families Terminating Care

We understand that circumstances change, and we are sad that you will have to leave one day. When you do, please remember that you are required to give **two full weeks written notice** before leaving The Lighthouse OSHC or two weeks of full fees will be charged in lieu. Child Care Benefit and Rebate entitlements cannot be paid in the last two weeks of care if you are absent, please be advised that in this instance full fees will be charged.

Related Policy: Fee Payment Policy

The Lighthouse St James OSHC

The Lighthouse St James OSHC strives to have cohesive relationships with families. We have policies and procedures and an The Lighthouse St James OSHC Code of Conduct that details the centre's expectations of practices. Consistent failure to comply with The Lighthouse OSHC ethos will result in termination of care effective immediately. Some reasons of termination may be;

- Failure to follow policies and procedures
- Threatening or intimidating behaviour towards staff
- Placing the safety of staff or children in jeopardy
- Failure to maintain your centre account and fees
- Child causing ongoing safety issues to staff, children or themselves

Parent to Staff Communication

The Lighthouse St James OSHC believes in providing a safe and supportive environment for the Lighthouse St James OSHC staff. Please understand that negative and intimidating communication towards staff will not be tolerated. Please use the correct avenues to express your concerns, we welcome your concerns regarding The Lighthouse OSHC but please refrain from using inappropriate language and communication. The Lighthouse OSHC management have a duty of care to our staff to ensure their wellbeing is cared for and will not tolerate negative behaviours.

Centre Fee's

All families are required to keep their account two weeks in advance. Statements are emailed through to families fortnightly at the start of the week. All payments will be deducted out of your nominated bank account or credit card through Debit Success. You are expected to ensure the required payment is available in your nominated account. If your account bounces back then Debit Success charges will apply. **If your account bounces back on more than two occasions we have the right to cease care.**

Current charges are **\$25** per day for Before School Care and **\$28** per day for After School Care this is displayed in the foyer. Two weeks written notice is given in the event of any fee change.

Full fees are charged for all booked sessions when children are absent including Family Holidays, Public Holidays, Sickness and RDO's.

Our fee paying procedure is strictly as follows;

1. Accounts will be emailed through on a fortnightly basis for the following two weeks of care
2. Amounts owing will be deducted from your nominated account through DEBITSUCCESS every second Friday, unless the Friday is a public holiday – payment will then be taken the working day prior to the public holiday
3. You will incur a fee if payments bounce back from your nominated account
4. You will be notified that amounts are not available and asked to ensure correct amounts owing are available for deduction for that week

5. If your nominated account bounces back twice, there is a possibility that care may be cancelled
6. A \$20 administration fee will be charged for every transaction that we carry out for any parent who does not use DEBITSUCCESS as the recommended payment system

Related Policy: Fee Payment Policy and Procedure

Public Holidays

As part of our Centre policy, all fees are payable for the days that your child is booked into the Centre. If a public holiday falls on one of your booked days, you are still required to pay full fees for this day, even if the Centre is not open. For more details please refer to the Childcare Handbook at www.deewr.gov.au

Extra Days

We accept extra days only if they are available. Please know that all extra days will be charged on that day and we are unable to swap booked days. Please note that The Lighthouse OSHC does not offer the option to swap booked days – if an additional day is required it will be booked in as an extra day and additional charges will be applied.

Reduce Booked Days

If a parent requires reducing their child/ren's booked days, two full weeks written notice must be given. If your child is absent during those two weeks' notice period, fees will still apply according to previous bookings

Priority Access Guidelines

The Lighthouse St James OSHC works within strict guidelines that have been set by the Australian Government. Access is predominantly for children under school age whose parents are working, undertaking vocational study, training or actively looking for employment. The Australian Government regards children at risk of abuse as a priority group. We aim to cater for all families, including families that require respite care and other non-related care, however care may be cancelled to ensure we meet the care needs for children and families in accordance with the Priority Access Guidelines. All parents must be aware that the basis of their child's acceptance is open to review should circumstances change.

Related Policy: Waiting List Policy and Child Protection Policy

Policies and Procedures

The Lighthouse St James OSHC has a comprehensive policy file containing all of the Centre's updated policies. These are available for you to look through. Please feel free to speak to the Director about any of these. We will also be seeking your feedback each month for policies to be regularly reviewed by all staff and families; this provides you an excellent opportunity to have your say on the Lighthouse St James OSHC practices.

Child Care Benefit and Rebate

Child Care Benefit is assessed by the Department of Human Services (please follow link) <http://www.humanservices.gov.au/customer/contact-us/phone-us> and cannot be claimed unless we receive your family's Customer Reference Number (CRN) **and** your child's Customer Reference Number on the Enrolment Form. Any queries regarding rebates and entitlements should be directed to the Department of Human Services on 132 307. Please note that any change made to your rebate is done so by the Department of Human Services and **not** the centre. We strongly urge all families to inform us of your Customer Reference Numbers (even if you are not claiming weekly care benefit) as this will make it easier for you to claim at a later date and receive your Child Care Rebate.

Please understand that if child care entitlements have not come through on our system full fees apply, amounts will only be back paid if Centrelink pays these on your behalf.

Correct Clothing and Footwear (Vacation Care)

Clothing should be comfortable, durable and allow the child to move freely. Please provide clothing appropriate to weather conditions keeping in mind that we are a **Sun Safe Centre**; therefore ensuring that your child/ren wear sleeved dresses or shirts. A named bucket hat is **essential**. Painting aprons are provided, however fun is guaranteed, so please dress your child in clothing that allows them to freely participate in all activities offered, especially the messy ones. Please name all clothing, footwear and belongings. Our rooms provide lockers for bags and belongings. Please ensure all belongings are taken home daily.

Centre Routine

Our Centre Routine is flexible and is subject to change. The Lighthouse St James OSHC promotes children's choice and will encourage children to participate but will not force the child to. Alternative experiences will be available for children who do not wish to participate.

Sleep and Rest

The Lighthouse St James OSHC understands that children require a rest or sleep to recharge their bodies to ensure they have an active mind for the afternoons educational experiences. We are happy to adapt to your child's particular needs. We WILL provide a relaxing and comfortable environment.

Related Policy: Sleep and Rest Policy

Guiding Children's Behaviour

The Lighthouse St James OSHC educators regularly attend Behaviour Management and Protective Behaviour Workshops to provide them with the knowledge and skills to implement a positive approach to children's behaviour. The Lighthouse St James OSHC believes in redirection and eliminating potential problems for children. A consistent and positive approach between the home and care life is important to ensure that the child understands appropriate expectations.

Educators are trained in understanding the different developmental and age appropriate expectations for children and implement different strategies to cater for the individual child's needs. Educators use positive encouragement rather than negative criticism. Children are encouraged to be involved in setting room limits and working through their behaviour with the guidance of an educator.

We encourage families to communicate their concerns about their child's behaviour with their educator. Please refer to the Lighthouse OSHC "Guiding Children's Behaviour Policy" for better understanding of the techniques used at The Lighthouse. **Please note that if a child places any other child or staff in danger or injury, then the parent may be asked to seek alternative care.**

Related Policy: Guiding Children's Behaviour Policy

Special Events

Recognising the world around us is an important stage of education for children. The Lighthouse St James OSHC believes in celebrating community events and special days that are based around the children's interests and culture.

We are always seeking parent and community input to share the skills that you may have. It could be simply sharing a piece of your home culture, a skill of dancing or speaking another language or you just might want to come in as a parent helper for a session. Please talk to your Centre Director to organise being a part of the Lighthouse OSHC educational program.

The Centre Director will email upcoming events and join our Facebook page to keep informed too! A "What's Happening This Month" is displayed in the foyer and provides upcoming Centre or community events. Let us know if you would like to share anything.

Incursions

We believe that children should be offered a variety of experiences, programs and opportunities to engage in the community. The Lighthouse St James OSHC will provide children with incursions based on their interest and education they are undertaking.

Educational Program and Routine

The Lighthouse St James OSHC provides a balance of child-initiated and teacher directed (Intentional Teaching) experiences. We have a degree qualified teacher and devoted educators who have a passion for educating your child.

Children are provided with opportunities to learn through a variety of techniques, including structured learning and play based learning.

The educational program incorporates the **My Time Our Place framework**, an Australian Curriculum that is implemented in the early years of the schooling system. Our Learning Journeys are on display to demonstrate the fun, learning and play the children have experienced in the room. **Parent input is always welcomed.**

Child Portfolios

Each child is given a portfolio file where observations, art work and learning stories will be added throughout the year. Families are welcome to look at these at any time.

No Smoking or Alcohol

The Lighthouse St James OSHC is strictly a NO SMOKING PREMISES. Please respect our children and staff by providing them fresh air to breathe. Any person intoxicated or under the influence on the premises will be asked to leave immediately.

Immunisations

Up to date immunisation records are to be provided to the Centre Director on enrolment.

Please be advised of the Government's "NO JAB NO PAY" scheme which stipulates that no CCB/CCR will be paid towards a child who is not immunised.

It is the responsibility of the parent to provide an up to date copy of the child's immunisation record. If your child is not immunised you must provide a letter from the Doctor. If an outbreak of an illness or infection is present in the Centre, a child who has not been immunised will be excluded from the Centre, even if they are showing no signs of the illness.

Medication

The Lighthouse St James OSHC will only administer prescribed medication. We cannot administer herbal or natural medications, Panadol or Nurofen (unless prescribed). All medications must be in the original container, clearly labelled and accompanied by a complete and signed Medication Record. Ongoing Medication would be accompanied by an Action Plan (Epi-Pen, Ventolin, Ana-pen etc.)

Exclusions and Ill Children

The Lighthouse St James OSHC asks families to work together to ensure that we minimise the spread of infection or illness. **If your child is sick please do not bring them to care.** Educators will send your child home if they are not well. It is not fair on your child, the other children, families and educators if you bring your child in sick. **A medical clearance may be requested before returning to the centre.**

Managing Medical Conditions

Please find the policy attached to give you an in depth understanding of the Lighthouse St James OSHC Managing Medical Conditions Policy.



MANAGING MEDICAL CONDITIONS

Policy Statement

The Lighthouse Out of School Care endeavours to provide a safe environment for all children. Staff will cater for children with medical conditions, such as Asthma, Diabetes and Allergies, including Anaphylaxis where possible

Policy Implementation

- Parents/Guardians are required to notify the centre of their child's medical conditions on the Enrolment Form and update information as it occurs
- Parents are required to complete a Medical Conditions Action Plan authorising the administration of regular medical treatment and detailing steps to minimise and deal with the condition, a letter from a Medical Practitioner must accompany the Action Plan (Education and Care Services National Regulations 2012– Regulation 90(c)(i), 93, 94)
- It is the parent's responsibility to ensure that medication is provided to the centre and is within its expiry date. Medications must be handed to the staff
- Medications will be kept out of reach of children, however easily accessible in the case of an emergency and clearly labelled with the child's name
- Alternative care may be required if the staff do not feel comfortable or the centre is inadequately equipped with the appropriate medical equipment and training
- Management will provide all staff with regular training on managing Anaphylaxis and Asthma, additional training requested by the parents that incur fees will be borne by the child's parents/guardian
- A qualified staff member with First Aid Training will be responsible for administering medication where required. Another staff member will always countersign and witness any medication administered. A staff member will be available at the centre with relevant first aid, Anaphylaxis and Emergency Asthma Management qualifications at all times (Education and Care Services National Regulations 2012– Regulation 136(1))
- The Lighthouse OSHC is an *Allergy Aware Centre* and will work on minimising allergies, families will be educated on the Anaphylaxis and allergies present at the centre
- Families will not be permitted to bring any outside foods into the centre, unless authorised by the Centre Director
- Medical Conditions Action Plans, ASCIA Action Plans and Asthma Management Action Plans and Allergy Charts will be displayed in a folder that is kept in a prominent position in each room, in consultation with the family to ensure necessary confidentiality is maintained. Detailed information regarding the child's medical condition will be stored in the Important Child Information File, all staff are required to read updated information (Education and Care Services National Regulations 2012– Regulation 173(2)(f), 181(a))
- If a school child has ongoing medication required a staff member will hand the medication to the teacher
- Parents will work together to develop a Risk Management Plan for children with diagnosed medical conditions (Education and Care Services National Regulations 2012– Regulation 90(c)(iii))
- The centre has an Epipen and Asthma Inhaler present at the centre for emergency cases. An Epipen/Anapen or Asthma Inhaler may be administered without authorisation in emergency circumstances (Education and Care Services National Regulations 2012– Regulation 87, 94)

Policy Sources

Legislation

Education and Care Services National Regulations 2012 – Regulation 87, 90, 91, 92, 93, 94, 136(1), 168(2)(d), 173(2)(f), 177(b)(c), 181(a), 246, 247
 Education and Care Services National Law (WA) Act 2012– Section 167, 169
 National Quality Framework – Element 2.1.1, 2.1.4, 2.3.2, 7.3.5, Standard 4.1
 ACECQA - Guide to the National Law and Regulations – Page 62, 97, 159
 Australasian Society of Clinical Immunology and Allergy and Asthma Foundation –WA

Centre

Enrolment Form, Medical Conditions Action Plan, ASCIA Action Plan, Asthma Management Action Plan, Important Child Information File, Allergy Chart, Risk Management Plan, Allergy Aware Policy

Documents

Revised Date

May 2017

Next Review Date

August 2018



FEE PAYMENT

Policy Statement

The Lighthouse Out of School Care families are required to make regular payments through EZIDEBIT in accordance with the centre Fee Structure to ensure their placement is secured.

Policy Implementation

- On enrolment families are made aware of the centre's Fee Structure
- Information regarding the centre fees will be found in the Parent Handbook and displayed in the centre foyer
- Before commencing care, two weeks upfront payment needs to be made to keep your account in line with our fee payment cycle
- Families will be notified in writing at least two weeks prior to a fee increase (Education and Care Services National Regulations 2012 – Regulation 172(2))
- All families will receive a fortnightly statement to their nominated email address that is provided to the centre on enrolment
- The Lighthouse OSHC only accepts payment of fees through EZIDEBIT – **we do not accept cash** as a fee payment option
- Families are required to complete an EZIDEBIT Form with current credit card details or bank account details on enrolment
- All fees are deducted fortnightly on a Friday by EZIDEBIT from your nominated bank account or credit card
- If an account bounces back twice then placement at the centre may be lost
- It is the parents responsibility to organise CCB (Child Care Benefit) or CCR (Child Care Rebate) through the Family Assistance Office
- All CCB and CCR is paid to the centre in arrears (after care has occurred) therefore amounts are estimated and may change once CCB or CCR has been received
- Details of families accounts will be kept confidential and stored appropriately (Education and Care Services National Regulations 2012 – Regulation 181), (Privacy Act 1988 – National Privacy Principles)
- Families may access information regarding their account at any time
- Management will inform any families with accounts in arrears and notify them of loss of placement or the debt recovery process should the account fall further behind
- All booked days are payable, including any sick days, public holidays and family vacations. Parents are requested to write "AA" for these days on the sign in/out sheets on returning to the centre. This can be written once for each day. CCB or CCR may be affected if absent days are not signed for (Child Care Service Handbook 2011 -2012 – 4.8 – Absences from Care)
- **Two full weeks written notice** is requested for withdrawal of care.
- Children not attending in their final two weeks of care will not be entitled to claim CCB or CCR and will be charged at the centre's full fees (Child Care Service Handbook 2011 -2012 – 5.9 – Operation of Absences)
- Parents leaving the centre with an outstanding account will be forwarded to the debt collector two weeks after ceasing care and incur any fees for following up overdue accounts

Policy Sources

Legislation

Education and Care Services National Regulations 2012 – Regulation 168(2)(o), 172(2),181

National Quality Framework – Element 7.3.1, 7.3.2, 7.3.5

Child Care Service Handbook 2011 – 2012 – 4.8 – Absences from Care, 5.9 – Operation of Absences,

Privacy Act 1988 - National Privacy Principles

Centre Documents

Sign in/out sheets, Enrolment Form, Parent Handbook, EZIDEBIT Form

Revised Date

May 2017

Next Review Date

May 2018



ANAPHYLAXIS AND ASTHMA MANAGEMENT

Policy Statement

The Lighthouse Out of School Care aims to support children, families and staff who are at risk of Asthma or Anaphylaxis ensuring the inclusion and wellbeing of the diagnosed person.

Policy Implementation

- Parents of children with asthma or anaphylaxis must complete the relevant medical history section on the Enrolment Form
- An Ongoing Medication Record must be completed in detail if staff are required to administer medication to the child, this must be changed as details change
- An Asthma Action Plan and/or Anaphylaxis Action Plan must be provided on enrolment for any child diagnosed with Asthma or Anaphylaxis and in consultation with a medical practitioner
- On enrolment families will be provided with the Lighthouse OSHC **Managing Medical Conditions Policy** (Education and Care National Regulations 2012 – Regulation 91) and **Anaphylaxis and Asthma Policy**
- In partnership with the family the Director will complete a Risk Minimisation Plan
- Medication will be taken on any excursion with a detailed Action Plan accompanying medication
- Parents are to hand over any form of medication to The Lighthouse OSHC staff on arrival at the centre, medications must not be kept in the child's bag
- It is the parents responsibility to notify the Lighthouse OSHC team in writing of any changes to their child's medical condition and provide a current and up to date Ventolin, Epi-Pen or Anapen
- An educator with Anaphylaxis and Asthma Management training will be present at the centre at all times (Education and Care National Regulations 2012 – Regulation 246, 247)
- The Staff Roster will clearly state who is rostered on with Anaphylaxis, Asthma and First Aid Training
- Staff who has Asthma or Anaphylaxis will notify management and staff. An Action Plan will be in place and the staff member must bring necessary medications to work
- Children will be educated on the importance of not sharing food
- Educators will actively supervise children during meal times
- The Lighthouse OSHC staff will follow the **Handwashing Procedure**
- Educators will create an inclusive environment and will not isolate a child during meal times and potentially hazardous experiences, unless under the strict direction of the family and in consultation with centre management
- All families will be notified of acceptable foods permitted into the centre, an anaphylaxis and allergy notice board will be located in the foyer with foods that are of high risk to enrolled children (*Education and Care National Regulations 2012 – Regulation 173 (2)(f)*)
- An EpiPen/Anapen and Ventolin will be easily accessible and clearly identified
- An Allergy Chart will be displayed throughout the centre
- During the Induction Process staff will be notified of the Emergency Action Plan File and children and staff at risk
- Staff must complete an online training on ASCIA Anaphylaxis within three months of employment

Policy Sources

Legislation

Education and Care Services National Regulations 2012 – Regulation 85, 86, 87, 90, 91, 92, 93, 94, 136, 173 (2)(f), 245, 246, 247

Education and Care Services National Law (WA) Act 2012 – Section 169

National Quality Framework – Element 2.1.1, 2.2.1, 2.3.2, 4.1.1, 5.1.3, 5.2.3, 6.1.1, 6.2.1, 7.1.2, 7.1.5

Early Years Learning Framework/ My Time Our Place Framework – Outcome 1, 2, 3

Centre Documents

Enrolment Form, Managing Medical Conditions Policy, Administering First Aid Policy, Individual Action Plan, Ongoing Medication Record, Staff Roster, Staff Induction Record, Emergency Action Plan File, Risk Minimisation Plan, Excursion Policy, Handwashing Procedure, Allergy Aware Policy

Revised Date

May 2017

Next Review Date

May 2018

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