



Wesley Out of School Hours Care

Parent handbook





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Our service

Wesley Out of School Hours Care (Wesley OOSH) offers supervised care before and after school, during school holidays (vacation care) and pupil free days to children who are 5–12 years old. Our service is designed to provide school-aged children with a safe and secure environment to grow and learn outside of regular school hours.

Wesley OOSH is guided by the National Quality Framework which promotes:

- improved educator to child ratios
- increased educator skills and qualifications
- better support for children's learning and development through approved learning frameworks
- consistent, transparent information on educators, providers and services.

The National Quality Framework includes:

- the National Law and National Regulation
- the National Quality Standards
- assessment and quality rating process
- national approved learning frameworks.

Each Wesley OOSH centre is assessed against the National Quality Standards, ensuring we offer the best quality of care possible for your child, while always striving to improve our service.

Philosophy

Wesley Out of School Hours Care (Wesley OOSH) provides a high-quality service that values the uniqueness of all children in our care and strives to support their individual development journey.

Our aim is to be a welcoming and inclusive service with our centres filled with happy and engaged children who feel valued and listened to.

To do this, we:

- draw upon the interests and strengths of all children to provide play-based experiences
- encourage children to make independent choices through free play
- invite meaningful and respectful communication and collaboration on our program between children, families and educators
- respect the diverse cultural values and beliefs of all children, families and educators
- provide a home-like, caring environment to facilitate a sense of warmth, safety and comfort
- seek to foster involved, respectful, trusting and meaningful relationships between children, families and educators through collaborative group activities
- provide experiences, such as recycling, to respect and care for the environment and promote sustainability.



Enrolment

Enrolment is easy! Simply register and complete a booking request form via our website, wesleymission.org.au/wesleyoosh

Once you've sent a booking request, you'll receive an offer of care. Before your child commences care, you'll need to complete an online enrolment form.

If any of your family details or emergency contacts change, you can update your information through your My Family Lounge account online or via the app.

Permanent bookings

You can book set days every week that carry on throughout the year. Bookings can be changed at any time through My Family Lounge by editing your current booking. If your child is unable to attend, mark them absent through your My Family Lounge account by 2pm. If your child's absence isn't recorded by 2pm, fees will still apply.

If you would like to cancel or reduce the number of days of care required, there is a two-week cancellation period.

Casual bookings

Make a booking at any time through My Family Lounge based on your needs. Bookings can be made up to 4.30pm the day prior to care and up to four weeks in advance. If the day you need care is full, contact the centre to check availability. If same-day care is required, contact our customer service team directly on 9626 6620.

Casual bookings can be cancelled up to 24 hours prior to care. Fees will be charged after this time. All absences must be recorded in My Family Lounge. Failure to notify us will incur additional fees.

Vacation care

Vacation care bookings open in mid-term for the upcoming school holidays. You can view our program of fun, educational activities on our website wesleymission.org.au/wesleyoosh. Bookings can be made at any time online through My Family Lounge based on your needs.

Bookings can be made up to 9.30am on the day of care. If the day you require care is full, contact the centre to check availability. If your child is attending an excursion you must complete an authorisation form.

Vacation care bookings can be cancelled up to seven days before the start of the session. Fees will be charged after this time. All absences must be recorded in My Family Lounge.

Fees

All fees are required to be paid in full two weeks in advance. Payments are accepted via direct debit, which can be set up and managed in My Family Lounge. Fees are automatically direct debited from your nominated account and a statement will be emailed to you fortnightly.

A bond equivalent to two weeks full fees is payable on enrolment of a permanent booking. This fee is fully refundable when you stop care. An equipment levy, which is used to buy resources for the children and re-stock supplies such as paper, paint, toys, books and more, is also payable each term.

Casual and vacation care bookings must be paid in full before the start of care.

If a transaction is declined, a dishonour fee is applied by Debit Success. You can contact Debit Success on 1800 148 848 if you have any questions.

If you're having difficulty paying your fees, please speak with our customer service team as we may be able to offer alternate options. Please note that failure to pay outstanding fees may result in your care being cancelled.

Fee reference chart

Session fees

Visit our website, wesleymission.org.au/wesleyoosh, for information on our before and after school, vacation care and pupil free days fees.

Additional fees

| | |
|--|-------------------------|
| Equipment levy All permanent accounts will incur an equipment levy each term. | See website for details |
| Absentee fee This is charged in addition to your session fee if we're not advised of your child's absence by 2pm on the day of care. | \$10 per child |
| Late fee This is charged for every 15 minutes, or part thereof, after closing time. | \$25 per child |
| Transport fee This is charged when Wesley Mission transport is used to drop off/pick up a child from a different school and transport them to/from their Wesley OOSH centre.* *Conditions apply | \$1 per kilometre |
| Replacement underwear fee This fee is charged if your child has a toilet accident and we provide them a new pair of underwear. | \$2 per pair |
| Borrowed clothing fee This fee is charged if your child's clothing becomes unwearable and they borrow spare clothing. (This won't be charged if the clothes are washed and returned within the same week.) | \$5 per item |
| Lunch fee A sandwich and piece of fruit is offered to your child if they attend vacation care without lunch or if they advise staff they don't have their school lunch with them during before school care. | \$5 per day |
| Spacer fee This fee is charged to replace a Wesley OOSH spacer if your child requires asthma medication and their spacer isn't available. (Once your child uses a spacer, it remains at Wesley OOSH under their name.) | \$20 per spacer |



Child Care Subsidy

The Child Care Subsidy (CCS) is financial assistance offered by the Australian Government to help you with the cost of childcare. Wesley OOSH is approved to offer the Child Care Subsidy to eligible families.

To receive this benefit, you must:

- register with Centrelink and be issued with a Customer Reference Number (CRN) for both yourself and your child
- provide your CRN to Wesley OOSH at the time of enrolment
- confirm your child's enrolment via the MyGov app when you've received confirmation from Wesley OOSH of your child's enrolment
- provide a valid medical certificate for absences exceeding 42 days per year (CCS is payable for up to 42 allowable absences per child each financial year).

For more information contact Services Australia on 13 61 50.

Priority of access

Priority of Access Guidelines for Child Care Services must be used by approved services to allocate available childcare places where there are more families needing care than there are places available.

When filling vacant places, we must allocate them in the following order:

1. A child at risk of abuse or neglect.
2. A child of a single parent who satisfies, or of parents who both meet the work/training/study test under Section 14 of the "A New Tax System (Family Assistance) Act 1999".
3. Any other child.

Child protection

It's every child's right to be safe and protected from all forms of abuse, violence or exploitation. It's the legal and moral obligation of all adults who work within our service to ensure the safety and wellbeing of all children who access our facilities and/or programs.

Educators and management have a legal responsibility, as mandatory reporters, to take action to protect and support children they suspect may be at significant risk of harm.

For further information, please contact:

- The Office of the Children's Guardian kidsguardian.nsw.gov.au
- Department of Communities and Justice dcj.nsw.gov.au
- Child Protection Helpline 13 21 11



Feedback and complaints

We believe parents have an important role in the centre, and we value your feedback. Our aim is for you to feel free to share any concerns you might have in relation to the centre, our educators, management, programs or policies, without fearing negative consequences.

If you would like to provide feedback or make a complaint, you can:

- speak with a staff member or the centre coordinator
- contact the nominated supervisor listed on the parent information board at your child's centre
- send an email to the centre's email address or to oosh@wesleymission.org.au
- phone our office on (02) 9626 6620.

Family involvement and communication

We welcome the input of families, educators and the wider community to help create a service that meets the needs of all children who attend our Wesley OOSH centres. We encourage open communication through the enrolment and orientation process, policy review, feedback forms, the daily program, formal and informal meetings, emails and conversations.

Food and nutrition

We provide breakfast during before school care and a nutritious afternoon snack when children arrive at after school care.

During vacation care, we provide breakfast and an afternoon snack. However, we do ask that you pack morning tea, lunch and water. Please note that we are unable to reheat food brought from home.

When planning our menus, we take children's dietary requirements into consideration which is reflected in our weekly menu that's displayed within the centre. If your child has a known allergen, an alternative meal will be provided.

Sun protection

We aim to make sure children attending the centre are protected from the harmful rays of the sun. Please ensure your child is dressed appropriately for outdoor play activities which includes a hat, a shirt that covers their neck and shoulders, socks and enclosed shoes.

Incident and injury

Accidents are part of everyday life. In the event of minor accidents and injuries, First Aid will be administered to your child and you'll be informed.

In the event of major injuries, every effort will be made to contact you immediately. Emergency contacts will be called if you're not available.

Appropriate First Aid will be administered and immediate medical assistance sought. An ambulance will be called when necessary or when we can't contact you or your emergency contacts. A staff member will accompany your child to the hospital.

A minimum of one educator with a current First Aid Certificate is rostered every session. A fully stocked First Aid kit is accessible at all times and is taken on all excursions.

An incident report is completed for all accidents and injuries and follow up calls are made to check on your child's condition/recovery.

Illness and infectious disease

We aim to provide a safe and hygienic environment that promotes the health of all children and educators. If your child is unwell, we request that you don't send them to Wesley Out of School Hours Care. If your child becomes unwell while in our care, you'll be contacted to collect them. We'll comfort and care for your child until you arrive.

Children with infectious diseases (such as chicken pox) will be excluded from the centre for the period recommended by the Department of Health or until they receive medical clearance to return.

Children who are not immunised will be excluded for the period of an outbreak of a vaccine-preventable disease. You are required to confirm your child's immunisation status on enrolment.

Medical conditions

We work closely with children, families and, where relevant, schools and other health professionals to manage children's medical conditions. To promote their sense of wellbeing, connectedness and belonging with the service we support children with medical conditions to fully participate in our day-to-day program.

We request that you advise your centre of any allergies your child may have at the time of enrolment.

If your child has an allergy, we ask that you supply (prior to your child's first attendance):

- a Medical Action Plan from a doctor detailing signs and symptoms
- any medication, such as an EpiPen.

All children's allergy, health and emergency information is made available to educators at the centre.

To ensure the interests of educators, children and parents/guardians are not compromised, medication is only administered with your permission.

A Risk Minimisation Plan must be completed for each child with long-term conditions, such as asthma, anaphylaxis, epilepsy or ADHD. We'll complete this plan in consultation with you.

Medication

If you would like medication to be administered to your child, you must complete the medication record, including:

- child's name and date of birth
- medication name
- time and date of last dosage
- dosage to be administered, including time and date
- method of administration (assisted or self-administration)
- parent/guardian's authorisation.

Medication is to be provided to the centre in its original box with a pharmacy label, including the child's name and dosage to be administered and given directly to an educator. It must not be left in your child's bag. Educators will store the medication in a designated secure place out of reach of children.

Where medication for the treatment of long-term conditions is required, such as asthma, anaphylaxis, or epilepsy, the centre requires a Medical Action Plan from your child's medical practitioner or specialist, detailing:

- the medical condition of your child
- correct dosage as prescribed
- how the condition is to be managed.

Policies

Wesley Out of School Hours Care policies guide our practices to ensure we adhere to all applicable regulations. These policies are available at wesleymission.org.au/wesleyoosh or in each of our centres.

- Acceptance and refusal of authorisations
- Administer First Aid
- Behaviour management
- Child safe environment
- Community participation
- Dealing with medical conditions in children
- Delivery and collection
- Education, curriculum and learning
- Emergency management and evacuation
- Enrolment and orientation
- Environmental sustainability
- Excursions
- Family involvement and communication
- Food, nutrition and beverage
- Governance management
- Incident, injury, trauma and illness
- Inclusion
- Infectious diseases
- Management of animals
- Media and technology
- NQF
- Payment of fees
- Photography
- Priority of access
- Relationships and interactions with children
- Responsible person
- Sleep and rest
- Staffing arrangements
- Sun protection
- Supervision
- Transportation
- Unenrolled children
- Water safety

Wesley Mission policies

At the heart of Wesley Mission is our 200-year history, our vision and values, our core beliefs, the leaders who guide our activities and our governance framework. These guide the development of our policies to ensure ethical and safe practices at all times.

The following Wesley Mission policies apply to Wesley OOSH:

- Child protection
- Compliments and complaints
- Privacy
- Risk management

You can access all Wesley Mission policies at wesleymission.org.au/privacy-and-policies



Contact us

Wesley Out of School Hours Care
(02) 9626 6620
oosh@wesleymission.org.au

Get involved

To volunteer, donate or leave a gift in your Will
visit wesleymission.org.au

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ABN 42 164 655 145 Wesley Mission is a part of the Uniting Church in Australia.

Do all the good you can because every life matters