LESCHENAULT
LEISURE CENTRE

SHIRE OF
HARVEY
A Breath of Fresh Air

Holiday Program

Leschenault Leisure Centre Australind

Information For Families

2021

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Controlled Document

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Welcome

The Leschenault Leisure Centre and Shire of Harvey would like to welcome you to our Holiday Program. This booklet is intended to help you become familiar with the Program and our policies and practices.

Thank you for taking the time to read this information. Please feel free to ask staff any questions you may have or if you require more detailed information please contact the Children Services Coordinator on 97974000 or email llc.childrenservices@harvey.wa.gov.au

Our Vacation Care Service provides education and care to school aged children and operates within the new National Quality Framework for early childhood education and care.

The Department of Local Government and Communities through their Education and Care Regulatory Unit, monitors all WA services to ensure education and care services comply with the Education and Care Services National Law (WA) 2012 and the *Education and Care Services National Regulations 2012*.

Information about how the Holiday Program is currently meeting all the new standards can be found on the notice board in the service area.

Philosophy

Our Philosophy promotes the child's right to relax, to play and to join in a wide range of cultural, artistic and other recreational activities.

- We promote the idea that all children have rights and can exercise choice and make decisions to influence the service and their experience
- We aim to extend and enrich the wellbeing and development of children through a range of play and leisure experiences that allow them to feel happy, safe, relaxed and to interact with friends, practice social skills, solve problems, try new activities and learn life skills
- We aim to treat all children equally and be inclusive to the diversity within our community
- We aim to collaborate with children, families and the community to involve them in the service and have them contribute to our service decisions
- Whilst in our care all children and their families will receive guidance, compassion and acceptance, they will be listened to and learn to be involved in their community

Program

The Holiday Program's educational program will be based on the approved learning framework for WA called **My Time, Our Place for School Age Care.**

The My Time, Our Place will be used to extend and enrich the wellbeing and development of children through a range of play and leisure experiences that allow them to feel happy, safe and relaxed, and to interact with friends, practice social skills, solve problems, try new activities and learn life skills.

The educational program will promote each child's learning across five outcomes:

1. the child will have a strong sense of identity;
2. the child will be connected with and contribute to his or her world;
3. the child will have a strong sense of wellbeing;
4. the child will be a confident and involved learner;
5. the child will be an effective communicator.

The service will use the five outcomes to guide their planning and work in **collaboration** with children and in partnership with families. This means educators will actively seek input for program decisions in order to ensure that play and leisure experiences are meaningful, based on the developmental needs, interests and experiences of each child and are designed to take into account the individual differences of each child.

Parent participation

Parents are encouraged to become involved with the program and put forward any ideas or suggestions. Sometimes we'll ask you to participate in a survey, or help us review a policy and our Quality Improvement Plan.

Information about how the service rates against the National Quality Standard is always on display at the centre along with other information about community services and resources to support parenting and family wellbeing

We recognise the expertise of families and welcome shared decision making about children's learning and wellbeing. Parents always have access to their child while they are at the centre. Parents can come in and check on their child or make a phone call at any time.

Hours of operation

Our vacation care program runs during the school holidays; Monday to Friday (excluding public holidays) from 7.30am to 5:30pm.

The Holiday program does not operate on public holidays when these occur during the school holidays. As each school holiday period is different, a timetable will be made available with enrolment information for each relevant school holiday period.

We are unable to accept children at the centre until 7.30am.

All children must be signed in and out by their parent or by a person who has been authorised by the parent. This information is collected on the enrolment form. Staff will not let a child leave with any other person/s.

At least one parent / guardian must be contactable at all times during the day.

We are unable to care for children after 5.30pm.

If parents are not able to collect their child by 5.30pm, a late fee of $5 per 5 minutes will be charged to recoup additional staffing expenses.

Parents are asked to phone the coordinator as soon as possible if they are unavoidably delayed in collecting their children. If a parent or the person authorised to pick up the child remains uncontactable after 5.30pm, the coordinator will need to contact the Crisis Care Help line or the police for further advice.

Enrolment

Minimum numbers of enrolments must be reached for the program to run. Parents will be advised as soon as possible of any changes to the scheduled program. At least seven days' notice will be given in the event of a program having to be cancelled due to low enrolments.

Excursion/Incursion days are limited in numbers so book these days early to avoid disappointment.

Payment of fees

Information about the service's fees and charges will be fully explained to families during the enrolment and orientation process. The same fees and charges will be applied to all families for equivalent care arrangements. Priority of Access guidelines will apply when the service fills vacant places.

A full day at the Holiday Program is now $80.00. Full fees must be paid prior to or on the first day of your child's enrolment.

In order to avoid unnecessary delays on the first day of the program it is recommended that fees are paid prior to child/ren's first day. This can be done at any time when the Centre is open (including weekends) or by Credit Card over the phone.

The service aims to provide a quality education and care service at an affordable price to families while taking into account the service's expenses and the need to operate in a financially responsible manner.

Fees and charges will be reviewed on an annual basis in time for the annual budget adoption process. Notice of any changes to fees or charges will be provided to parents (at least 14 days) before the changes take place

Child Care Subsidy

The cost of child care is $80.00 per day for the program, but government rebates are available to eligible families. Please contact the Children Services Coordinator if you need any information on this process. Full fees must be paid prior to or on the first day of your child's enrolment.

It is the parent/guardian's responsibility to make their application for fee assistance. Following the notification of a fee reduction amount, the service will pass the amount of the fee reduction to the family as reduced fees. This will occur within 14 days of the notification of the amount.

Children who are younger than seven must meet the Australian Government's immunisation requirements or have an approved exemption from the requirements for the family to be eligible for CCS

Attendance records showing the arrival and departure times of children attending care must be accurately completed and signed by the parent/guardian or other responsible adult. These records are used to determine the hours or sessions of care for which CCS and JETCCFA can validly be claimed.

All documentation relating to fee assistance must be kept for at least 36 months from the end of the calendar year in which the relevant care was provided and made available to Australian Government Officers on request.

Parents will be provided with a "Usage Statement". This statement may show an amount outstanding or in credit as the rebate percentage may change and is not calculated until attendances are submitted by the Centre at the end of each week. Please note that this is not an account, small amounts can be settled during the next school holidays. If there is any amount needing to be paid, then parents will receive a letter or phone call from the coordinator.

Fees are only an estimate based on the current CCS percentage. Whilst these figures are generally accurate, the final percentage is not calculated until after attendances are submitted at the end of each week therefore parents may receive an invoice requiring payment or alternatively your family account will be credited.

For the purposes of child care fee assistance, the service will issue regular statements to families about their child's child care attendance, fees charged to the family and the Australian Governments child care fee assistance paid to the service on behalf of the family. This keeps families informed about their use of care, how much it costs and how much financial assistance they are getting from the Australian Government.

Absences / Non attendance

In the event of any changes to the original enrolment form all parents/guardians are encouraged to notify the centre in writing (forms available at reception) of any changes to their child/ren's attendance in the program a minimum of 7 days prior to the first day of the week's program.

CCS is paid for up to 42 absence days for each child per financial year. The total number of absence days taken in the period will be included on each statement to families. Additional absent days are available to families under special circumstances and require supporting documentation which the service is required to hold.

Fees will be charged for each session that the child attends the service and for sessions the child would normally have attended.

Fees will be charged when a child is absent due to sickness or other reasons and if a cancellation notice was not made by the family to the service 7 days before the absence

Outstanding Fees

The service encourages families to speak with the coordinator to discuss any difficulties they may have in making payments.

Generally, at the end of the school holidays any outstanding balance will be sent to the Shire of Harvey who will recover this debt through their accounts department. Families cannot attend future Vacation Care programs until all outstanding debts to the Shire are paid.

Cancellations and refunds

In the event of any changes to the original enrolment form, all parents/guardians are encouraged to notify the centre in writing (forms available at reception) of any changes to their child/ren's attendance in the program a minimum of 7 days prior to the first day of the week's program.

If notification is not received by the due date parents/guardians will be charged according to the information supplied on the original enrolment form.

Any changes to dates taken over the telephone will require parents to sign the Enrolment Changes Form on your next visit.

Late collections

If parents are not able to collect their child by 5.30pm, a late fee of $5 per 5 minutes will be charged to recoup additional staffing expenses.

Signing in and out

On arrival the parent/guardian is responsible to sign the child in on the Centre's Xplor Hub via their mobile device. If the parent does not have a mobile device, then the Qualified Educator or Nominated Supervisor may sign the child in on their Ipad.

Please note that children are not to be dropped off at the centre before 7.30am and that all children must be signed in by the parent/guardian daily before the child can be accepted into the program.

All children must be **personally dropped off and collected by an authorised person** as identified on their enrolment form. If the child is to be dropped off or collected by anyone different to the name on the enrolment form, parents must personally inform the appropriate staff member prior to drop off or pick up. This change should be confirmed in writing and the person dropping off or picking up the child must be over the age of 18 and shall be asked to bring identification. The Centre will not accept or release the child alone or to anyone who is not authorised by the parent to drop off or collect the child.

What to bring each day (and not to bring)

Parents are asked to not bring children to the program who are feeling unwell to help prevent the spread of germs to other children and staff.

Children are asked to not bring electronic devices of any kind to the Holiday Program. This includes but is not limited to mobile phones, iPads, iPods, gaming consoles, cameras or tablets If children do bring any such device they will be asked to put it in their bag. No responsibility is taken for the damage or loss of any equipment.

Please do not pack nut products of any kind in your child's lunch box.

No fizzy drinks or sports drinks will be allowed. Please pack your child water, milk or juice. Children who bring fizzy drink or sports drinks will be asked to leave it in their bag until they are collected by their parent/guardian

Children must wear enclosed shoes. Children who do not wear enclosed shoes must stay indoors and will not be permitted to utilise the outside areas of the service.

Daily Structure and Activities:

Whilst the program has individually themed day's children will be offered a variety of activities throughout each and every day. There is plenty of opportunity to participate in cooking, craft, games and sport along with free time.

Children will be both inside and outside during the course of each day and will regularly use the neighbouring ovals and play equipment along with our wonderful inside facilities such as the courts, heated swimming pools and the movie room. If parents have any queries regarding our daily program, then please don't hesitate to contact the coordinator.

Please note that the children will be swimming every day so please ensure your child brings bathers, goggles and a towel.

Parents please remember:

- To bring any required medications for children with medical conditions – children who come without their necessary medication will not be able to stay at the service if doing so would put them at risk.
- Please label all items.
- Please pack a HAT – we have a no hat no play policy.
- Children to wear enclosed shoes.
- Please check the lost property regularly. Normally near the parents table.
- Items of value should not be brought to the program as the Centre cannot be responsible for any loss or damage.
- A bowl is placed on the sign in desk every morning for fruit to share to help promote healthy eating. Please provide a piece of fruit or a vegetable per child per day
- Please bring a refillable drink bottle for each child
- We will be cooking every day. Please speak to the Educator regarding what we are cooking and the ingredients that will be used. Please let the Educator know if you would not like your child to participate.
- As our program is very active and longer than a school day most children require more food than they would on a normal school day so it's always handy to pack something extra as they always seem to get the munchies around 4pm.

- Please advise the coordinator if any details regarding you or the children changes at any time. This includes address, phone numbers, medical issues, custody issues, swimming levels etc.

Please ensure that appropriate clothing (hats and covered in shoes are provided or placed in bags).

Meals menu

Children bring their own meals and snacks but a pre-selected lunch menu is available from the kiosk for $7. The kiosk lunch menu and order form will be provided with enrolment information and be available throughout the program.

Food will not be used to reward or provide a consequence (punishment or behaviour management strategy) to children.

Children's health and safety

Supervision

The service will ensure all children are adequately supervised at all times.

The service will ensure that every reasonable precaution is taken to protect children from harm and from any hazard likely to cause injury. In doing so, staff will weigh the obligation to protect children from harm against the benefit of providing children with a stimulating play environment. Some risks may be acceptable because the benefit to children's learning and experience outweighs the risks. Regular risk/benefit assessments will be conducted to identify and manage potential hazards.

Food drinks and rest

- Children will have access to safe drinking water at all times and staff will ensure children are offered food and beverages (opportunities to consume their own) appropriate to the needs of each child on a regular basis throughout the day.
- Children will be encouraged to eat their lunch and snacks.
- Children with any food allergies will have a medical condition management plan to ensure allergens are not consumed
- Staff will consider any special dietary needs and any cultural aspects when promoting healthy eating and selecting cooking activities.
- Staff will take reasonable steps to ensure children's needs for sleep and rest are met, having regard to the ages and individual needs of the children.
- Children will be encouraged to take rests when they feel they need to. A quite comfortable area will be provided where children can rest and read books.
- As part of the daily routine and structure, quieter activities will be part of the program for example, an afternoon movie.

Tobacco, drugs and alcohol

- The service will ensure that children are provided with an environment that is free from the use of tobacco, illicit drugs and alcohol.

- The service will ensure that staff and volunteers are not affected by alcohol or drugs (including prescription medication) so as to impair their capacity to supervise or provide education and care to children.

Child protection law

The service will ensure that staff are advised of the existence and application of the current child protection law and any obligations that they may have under that law.

Guiding children's behaviour

We continue to monitor all children's behaviour during the program and have rewards throughout the day and these seem to generally be working well. Parents will be contacted if disrespectful behaviour continues as we have a Duty of Care to other children.

Every morning the children are taken through our room rules and pool rules and any other practices that need to be adhered to during their time in our program.

We also discuss the code of behaviour and staff reinforce this regularly so that everyone feels comfortable and safe while they are in our program. We have also recently introduced a three point behaviour management system and this seems to be working well for both children and staff. For your information, listed below is the Code of Behaviour and consequences that apply.

Code of Behaviour

Every member of Community is encouraged to **CHOOSE RESPECT**.

To **CHOOSE RESPECT** is to make a conscious effort to:

- Treat others with Respect, no matter how they treat you.
- Treat yourself with Respect.
- Forgive others who do not treat you with Respect.
- Resist your natural desire to pay back or take revenge.
- Apologise when you do not treat others with Respect.
- Support others who are not being treated with Respect.
- Ask for support when others do not treat you with Respect.

"Fostering a Culture of Respect in our community"

Kids Club Consequences

1. Verbal Warning – Maximum of Two
2. Allowed to be a spectator only
3. Contemplation Corner – at least 5 minutes
4. Supervisor Warning – Maximum of Two
5. Parents informed at pick up time
6. Note Sent Home
7. Parents called to discuss the issue and meet with Children Services Coordinator

8. Sent Home

Hygiene

The service will ensure that staff implement adequate health and hygiene practices and safe practices for the handling, preparing and storing of food to minimise risks to children.

Hand washing is the most effective way of preventing the spread of disease. The service will promote effective handwashing to staff and children to help reduce the spread of communicable diseases and minimise cross infection. Other strategies will also be promoted to children:

- covering their mouths with their elbow (rather than hand) when coughing/sneezing
- using a tissues when coughing/sneezing
- not sharing food or drinks
- not sharing food utensils

Immunisation

Immunisation is a reliable way to prevent some infections. The service will promote immunisation to staff, volunteers, and students on placement and to parents for their children.

On enrolment, parents will be asked to provide a copy of their child's vaccination record. WA schools also ask for a child's ACIR history statement (from the Australian Childhood Immunisation Register) as children who are not fully immunised for their age may be excluded from school during outbreaks of some vaccine preventable diseases such as measles; the Holiday Program will do the same.

Children and staff may be excluded from attending the service for some infectious diseases; particularly if they are not immunised against a disease where there is an occurrence at the centre.

For the purposes of accessing the Child Care Subsidy, children under seven must meet the Government's immunisation requirements or have an approved exemption to be eligible for CCS. And while in care for all service types, once all the first 42 absence days have been used, CCS will also be payable for additional absence days taken for non-immunisation; where a child does not attend because of an outbreak of some infectious disease for which they are not immunised.

Infections and children who are unwell

The service will promote the recommended practice of 'children, educators and other staff who are unwell should stay home; even if they do not have a condition that requires exclusion, the best place for an ill child to rest and recover is at home.

If children show signs of not being well while at the Centre, they will be asked to go home until they are better and told their parent (or authorised nominee) will be called to come and pick them up from the Centre.

'The most important ways to break the chain of infection and stop the spread of diseases are:

- effective hand hygiene
- exclusion of ill children, educators and other staff
- immunisation

Other strategies to prevent infection include:

- cough and sneeze etiquette
- appropriate use of gloves
- effective environmental cleaning.' (Staying Health p10)

The service will, if there is an occurrence of an infectious disease; ensure that reasonable steps are taken to prevent the spread of the infectious disease and parents are notified of the occurrence as soon as practicable.

Children and staff may be excluded from attending the service for some infectious diseases; particularly if they are not immunised against the disease. The exclusion periods for infectious diseases will vary depending on the infection, illness or disease. Staff will refer to the exclusion periods recommended by the Department of Health and National Health and Medical Research Council. This information will be made available to parents.

Medication and medical conditions

The service will provide a copy of the medical conditions policy to the parent of a child when the service becomes aware that the child has a specific health care need, allergy or other diagnosed **medical condition**.

All children with a diagnosed **medical condition** will have a:

1. Medical condition management plan to be followed in the event of an incident relating to the child's specific health care need, allergy or medical condition; and
2. Risk minimisation plan to ensure the risks to a child are assessed and minimised. These may relate to the preparation and consumption of food, known allergens, providing staff with access to the child's medical information and ensuring the child does not attend the service without their prescribed medication; and
3. Communication plan so the parent can communicate any changes to the child's medical and risk management plans and to ensure staff are kept informed by the service.

Parents and staff must ensure the child does not attend the service unless the child has their relevant medications if this would pose a significant risk. [Regulation 90(1)(iii)(E)].

Administration of medication:

Staff will only administer medications if:

- the child has an authorised medication record form (completed)
- the medication has been prescribed to the child by a registered medical practitioner
- the medication is in its original container, has attached instructions written by the medical practitioner or dispensing chemist where the instructions clearly identifies who the medication is prescribed for, the name of the medication, the dosage, the times or circumstances and manner in which the medication is to be administered
- the medication has not gone past the expiry date

One staff will administer medication with the oversight of another staff to check the dosage and identity of the child before administration takes place.

The service will keep a record of any prescribed medication administered to a child on the child's medication record form

Self-administration of medication by a child:

The service does permit a child over preschool age to self-administer medication **only if**:

- an authorisation for the child to self-administer medication is recorded in the child's medication record (completed)
- the medication can be securely stored by staff for the child (from access by other children)
- Staff can supervise the child's self-administration to ensure:
  - the medication has been prescribed to the child by a registered medical practitioner; and
  - the medication is in its original container, has attached instructions written by the registered medical practitioner or dispensing chemist where the instructions clearly identifies who the medication is prescribed for, the name of the medication, the dosage, the times or circumstances and manner in which the medication is to be administered.
  - The medication has not gone past the expiry date

The service will keep a record of any prescribed medication self-administered by a child and a staff will sign off as witness on the child's medication record form.

Accidents

The service will ensure that a parent of a child or an authorised emergency contact for the child is notified as soon as practicable, if the child is involved in any incident, injury, trauma or illness while at the service.

The service will ensure that a record is made and kept of any incident, injury, trauma and illness occurring to a child.

The service will also notify the regulatory authority within 24 hours if the incident is considered to be 'serious' as defined by regulation 12.

The service will ensure there is always a staff member in attendance (including on excursions) who holds a current approved first aid qualification, who has undertaken current approved anaphylaxis management training and who has undertaken current approved emergency asthma management training.

The service will ensure that first aid kits are kept wherever the service is providing education and care to children (including while on excursions). The number of first aid kits will have regard to the number of children and be suitably equipped and be easily recognisable and readily accessible to adults.

Sun protection and water activities

Being Sun Smart will be promoted during the program. Children and staff must wear hats when outside. Children will be actively encouraged to use shade for outdoor play activity. Outdoor activities will be planned to occur in shaded areas where possible or when the UV Index is less than 3.

The daily Holiday Program includes swimming. Children are given wrist bands designating which pool they can swim in (based on swimming level). Additional staff and a lifeguard supervise the children whilst in this area and children who do not follow instructions in the aquatic area will be removed from the pool.

If your child is booked into a vacation swimming program; please let us know and we will take them to and pick them up from the pool also they may need an extra towel on these days as they will be swimming twice. Please note we are unable to offer this service for the Education Department swimming lessons.

Emergency evacuation drills

The service will have emergency and evacuation procedures with instructions for what must be done in the event of an emergency including an evacuation floor plan.

A copy of the emergency and evacuation floor plan and instructions will be displayed in a prominent position near each exit at the premises.

The emergency evacuation procedures will be rehearsed by the staff members, volunteers and children every 3 months or at least once during the school holiday program period. The rehearsals will be documented and evaluated.

Excursions

The service will ensure a risk assessment is carried out before an excursion takes place and before authorisation is sought from parents for a child to go on the excursion.

The risk assessment will identify and assess risks that the excursion may pose to the safety, health or wellbeing of any child being taken on the excursion and specify how the identified risks will be managed and minimised.

The service will ensure that a child is not taken outside the education and care service premises on an excursion unless written authorisation has been provided by a parent or other person named in the child's enrolment record as having authority to authorise taking the child outside the premises. The authorisation for an excursion will include the set of information required by regulation 102 so that parents are provided with all the relevant details about the excursion.

Complaints and feedback

Complaints / grievance forms are available on the parents table and at reception at all times and you are guaranteed a response within 24 hours. Once again you can check our Policies & Procedures for our guidelines on this.

We are continually updating our Quality Improvement Plan. If you have any ideas or comments about how we can improve our program, please speak to the coordinator or complete a feedback form located on the Parents Table

Privacy

Child care services are subject to the Australian Privacy Principles (APPs) under the *Privacy Act 1988* in their handling of personal information and the Education and Care Services National Law and Regulations (WA) which set out the specific information and record keeping requirements for education and care services.

National Quality Framework

The National Quality Framework is now in place for children's education and care services across Australia.

The National Quality Framework in WA is comprised of the:

- Education and Care Services National Law (WA) Act 2012
- Education and Care Services National Regulations 2012
- National Quality Standard
- Rating and Assessment process.

The National Quality Framework is designed to encourage continuous improvement of education and care services across Australia. The major benefits for you and your child include:

- educators with increased skills and qualifications to support your child's learning and development
- educational programs which take into account your child's strengths, capabilities, culture, interests and experience
- support for your child to build and maintain sensitive and responsive relationships with other children and adults
- the indoor and outdoor environments promoting independent exploration and learning through play
- your child's health and safety is supported.

Under the National Quality Framework, education and care services will be assessed and rated across seven quality areas. These quality areas make up the National Quality Standard.

The Leschenault Leisure Centre Vacation Care service was assessed in April 2016 and rated with MEETING all seven quality areas.

In Western Australia, the Department of Local Government and Communities administers the legislation through the Education and Care Regulatory Unit. The Education and Care Regulatory Unit:

- assesses applications for Provider Approvals, Service Approvals and approvals for Certified Supervisors
- assesses education and care services against the National Quality Standard
- supports and promotes continuous quality improvements in education and care services
- investigates incidents and complaints
- monitors and enforces compliance

For more information, please contact The Education and Care Regulatory Unit

Ground Floor 111 Wellington Street East Perth

Phone: (08) 6551 8333 or free call 1800 199 383 **Email:** ecru@dlgc.wa.gov.au

Website: http://www.communities.wa.gov.au