



18 Recreation Drive, Eaton WA 6232
Phone: 9724 1400
Fax: 9724 1433
Email: karen.mentiplay@dardanup.wa.gov.au
Website: erc.dardanup.wa.gov.au/
Web page: vacation-care/

Vacation Care Parent Handbook

Welcome to our Centre. Please read the information in this handbook to assist you in settling your child into our service and to answer any questions you may have. If you require more detailed information, please do not hesitate to consult with the Children's Services Coordinator or a senior staff member.

The service is operated by Eaton Recreation Centre under direct control of the Shire of Dardanup.

Enrolment & Bookings

For your child/children to attend our service, you will need to complete an enrolment form for each child prior to attendance.

Enrolment forms are submitted through the internet using 'My Family Lounge'. You can use this same log in to update your details at any time in the future.

Once you have completed the enrolment form, you can then book on-line using the same log in through 'My Family Lounge'. There is also a phone app available, making this process very easy to use.

Need help?

Information on how to use this will be sent to you at the time of enquiry and help will be provided as needed at all stages of your enrolment.

Please use our website (listed above) to locate our page 'Vacation Care' for the registration button.



Hours of Operation

7.45am to 5.45pm Monday to Friday during school holidays

We are also open on Pupil Free days (public schools) but only when they fall just before or after school holidays, not during term

CLOSED:

We are closed on public holidays and during the week between Christmas and New Year

What to bring in each day for your child

- Bag with name
- Water Bottle
- Food – plenty of healthy snacks & lunch
- Sun smart clothes
- Hat & Shoes
- Food for sharing (Fruit, vegetables, dips, crackers etc) place into tub provided at sign-in area
- Sunscreen (if you have your own) – we will provide generic sunscreen
- Additional items on excursion days (as listed on our program)

Booking Procedure & Fee Policy

Enrolling & Booking your child/children into care:

We have an online system for enrolments and bookings called 'My Family Lounge' and you will be given a unique log in at time of enrolment.

Families can update information, book days, cancel and mark children as absent through this system and is very easy to use.



Cancelled:

You can cancel a booking up to 7 days prior of that day booked and not be charged for that day.

You will not be able to cancel a day within our **non-refundable time frame of 7 days** and full fees will apply, this includes sickness and non-attendance.

Absent days:

If you know your child is not going to be attending, we would appreciate if you could mark your child as absent through 'My Family Lounge', thank you.

Paying Your Child Care Fees:

We have 2 easy options to pay your child care fees, these are by Direct Debit or BPay.

Upon enrolment you will be asked to choose which option suits you best.

Direct Debit (DD), how it works:

We will send a DD form that will give you an option of paying either by Credit Card or Bank Account through Ezidebit, which is a secure (encrypted) system. You will need to complete this form and email or hand back to the Centre before your child attends care.

Once you have made a booking, you will be emailed a statement which is current at time of emailing.

After each week of care, your account will be debited on the following Tuesday for fees owing from the previous week.

Please ensure you have funds in your account as Ezidebit will charge you a failed payment fee (listed on form).

If you default on your payments and money is owing following the school holidays, then a \$20 administration fee will be added and your account will be sent to The Shire of Dardanup for debt collection. No more care will be available until all outstanding debts are cleared with The Shire of Dardanup.

If any Shire debts have been sent to a debt collection service then the family can no longer use the Service.

BPay, how it works:

Once you have made a booking, you will be emailed a statement which is current at time of emailing.

On this statement you will have a BPay reference number to pay your account through on-line banking.

You can either pay the whole amount in one go, or pay weekly.

We work on 'weekly in arrears' – so as an example, if you are owing \$200 from the previous week, this is what you should be paying a minimum.

We have a minimum of \$50 when paying by BPay (if your total account is less than \$50, then you pay the lessor amount).

Each week, following the week of care, you will be emailed an updated statement showing any changes you have made (added days or cancellations) or any changes to your Child Care Benefits.

Total fees will need to be paid by the 2nd week back to school each term.

Failure to pay your fees by BPay:

Firstly, you will no longer be able to pay for future care by BPay and the only option available to you will be by Direct Debit.

If you default on your payments and money is owing following the school holidays, then a \$20 administration fee will be added and your account will be sent to The Shire of Dardanup for debt collection. No more care will be available until all outstanding debts are cleared with The Shire of Dardanup.

If any Shire debts have been sent to a debt collection service then the family can no longer use the Service.

A few other things to know about fees:

- Please ask at reception (week days only) if you would like a printed account.
- If you are suffering hardship and cannot pay your fees, then you need to email or speak with the coordinator to arrange a payment plan.
- Our current daily fees can be obtained from reception, listed on program or from our web page

Parents/Guardians Responsibility

- Be open and honest to communicate effectively about your child's needs
- Show your children the behavioural guidelines (below) and talk about what's expected when they attend our service
- Families to work closely with staff and be consistent with expected behaviour, consequences and discipline
- Keep up to date with your details (phone, address, email etc) using 'My Family Lounge'
- Keep up to date with medical details about your child, including any documents
- Supply a copy of child's current immunisation status
- Inform us when something has changed in your family that may impact on the child's behaviour
- Have realistic expectations of our vacation care program and staff
- Observe our opening and closing times
- Allow sufficient time at the end of the day before our closing time to speak with our staff about your child's day
- Pay child care fees within the designated time
- Show respect to our staff and other families

Behaviour & Consequences for your child:

Learning appropriate behaviour is part of your child's social development. We aim to help children to be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations. Staff focus on the positive behaviour, providing praise and encouragement with the help of the family to ensure consistent expectations.

Please discuss with your children what is expected of them before they attend our service.

We have a wall chart in our Vacation Care room for children to be reminded about appropriate behaviour.

If your child shows inappropriate behaviour, the senior staff on duty may write up an incident report ready for parent to sign upon pick up. The type of report depends on the severity of the incident.

Above all, please keep communication open and honest with staff so we can all work together to make your child's day a happy and safe one.

Acceptable Behaviour:

- **Respect:** Respect for Parents, Carers, Others, Ourselves, Equipment.
- **Sharing:** To share toys and take turns.
- **Participation:** Taking part in things, having a go, try a new challenge.
- **Safety:** Listen to carers so you can be safe, play nicely and gently.
- **Manners:** Saying please and thank you, say nice things to each other.
- **Language:** Talk with respect, speak nicely.
- **Quiet and Noisy:** Quiet voices inside, louder voice for outside.
- **Accessible Areas:** Stay with carers in vacation care area, go with a buddy to the toilet.
- **Staying with the group:** when leaving the Centre and on excursions
- **When going to the toilet:** children to ask a staff member if they can go and they need to take a buddy, this is for their own safety. We can find them a buddy if needed.

Unacceptable Behaviour:

- Bullying
- Swearing
- Pinching
- Spitting
- Running away from carers
- Fighting
- Kicking, Biting and Punching others
- Answering back
- Deliberately spoiling games
- Not listening to carers

Consequences:

There are 4 steps we take when children are behaving inappropriately, these are:

Step 1 – Child has a verbal warning & explained what's expected of them. If behaviour continues go to step 2

Step 2 – Child has a 5 minute 'time out', where they sit quietly away from the group. If behaviour still continues or they refuse to have a time out then we go to step 3.

Step 3 – Child is removed from an activity for the rest of the day, or asked to complete a reflection sheet. Staff will discuss with child their options before step 4

Step 4 – Behaviour has continued - PHONE PARENT / GUARDIAN – child gets sent home

*In some cases a child's behaviour may be extremely unacceptable, staff may choose to miss a step or steps, this may include violent and abusive behaviour and behaviour that puts staff and children at risk of harm.

Eaton Recreation Centre is a ZERO TOLERANCE ZONE

Staff and children need to work and be cared for in a safe environment.

Violence and verbal abuse will NOT BE TOLERATED

We ask families and children to show respect to other families and children using our service and to the staff of Eaton Recreation Centre.

We do not tolerate the use of bad language, violence (including hitting and shouting) or intimidation/bullying of any child, including your own, and to other families or staff whilst in the centre. Any family member or guardian displaying such behaviour will be asked to leave the Centre immediately. The safety of children in our care is paramount and under severe circumstances the police may need to be called.

Termination or Refusal of Care

In some circumstances it may be necessary to refuse care or terminate a child's care.

Exclusion of children from the service may occur when:

- The parent continually fails to observe Centre hours of operation and/or continuously fails to pay the required fee.
- A child puts other children/educators at risk through inappropriate behaviour.
- A child continues to disregard educators and refuses to do what is asked
- A child runs off (or continually wanders off) from educators, putting themselves and others at risk of harm
- A child has unusually prolonged inability to settle into care away from the parent.
- The centre does not have the resources to adequately care for the child (such as specialised staff, equipment, etc)
- The parent/guardian has withheld information about their child on enrolment form regarding behavioural issues, medical conditions, additional needs etc,

A child may be refused care or sent home on any individual day if:

- The child is refusing to stay and genuinely does not want to be in care.
- A child is showing signs of undue distress at staying in care at any time during the day.
- A child continues to show unacceptable behaviour
- A child that continues to show disrespect

Our educators are here to care for your child, we value positive reinforcement of appropriate behaviour, however, our educators should not have to tolerate disrespect, being sworn at, being hit, being lied to, or any other inappropriate behaviour from children or their families.

Medication:

Medication can be administered to your child by a senior staff member (along with one other staff member to witness) and we will require the following:

- Medical authority form to be completed and signed by parent/guardian
- Medications to be handed to the senior staff member
- Prescribed medications need to be in their original container, have child's name on container, have clear instructions about dose and be authorised by a medical practitioner.
- Over the counter medications can be administered (such as paracetamol) and need to be in original container and within expiry date.

Specialised Medical Procedures:

The centre cannot accept children who require a care regime which uses medical procedures where the staff have not had adequate, appropriate and professional training
Please speak to the coordinator if you have any concerns regarding your child in this matter before placing them into care.

Anaphylaxis & Asthma

If your child suffers from either of these serious medical conditions, then the following will apply:

- Action plans must be given to the Centre, before the child attends
- Medications, including inhalers, spacers, epipens etc, must be provided every day your child attends and handed to a senior staff member *
- All medications need to be within expiry date

*If you feel that your child is old enough to administer their own asthma medication, please speak to a senior staff member and assess whether the medication can stay with the child (on their bag)
A fully equipped First Aid Kit (including an epipen and asthma kit) is maintained at the Centre. Eaton Recreation Centre is an Asthma friendly service.

Sun Protection: We are a Sun Smart Centre.

Our Sun Protection Policy has been developed to ensure that all children, employees and families are protected from skin damage caused by the harmful ultraviolet radiation from the sun.

Our Centre has a 'No Hat, No Play' policy - children must bring a hat EVERY day.

We encourage hats that protect the face, neck and ears; children who do not bring hats will be asked to play in an area protected from the sun or stay inside.

We recommend children wear loose fitting clothing that protect as much of the skin as possible for outdoor activities. Singlets and tops that do not cover the shoulders are not recommended.

The Centre will apply SPF 30+ sunscreen to children when the UV factor is 3 and above.



Our Philosophy:

Our philosophy is a collaboration between families, children and educators. Families and children have added their opinions about what matters most to them when it comes to providing a quality service, and the educators designed and considered what we should include.

Our philosophy has 5 key areas outlined below and is based on the theorist Lev Vygotsky. We also have a children's version which is displayed on the Vacation Care wall. We welcome any additions to this.

Social & Life Skills

We believe that children should have social and life skills to help them through childhood. By building these skills into our daily routines and activities we can help children develop personal growth and;

- Become an individual
- Be part of a community
- Be a good citizen

Keeping Active & Healthy

Families value our large play areas and the freedom this gives children to run, explore and keep active.

Our emphasis is on physical activities. Children are encouraged to try new things, to share equipment and play team sports.

We teach children the importance of keeping fit through healthy habits.

Childhood is Important

Sometimes formal education can forget there is a 'child' in Childhood. We believe in allowing children the freedom to choose the activities they want to do, revisit favourite childhood activities and allow plenty of free time to accomplish this.

Friendship Matters

We believe making friends is an important part of childhood.

We encourage children to make the right choices of friends and be a good friend in return.

Families value the opportunity for their children to come and socialise, allowing them to make new friends and acquaint with previous ones.

Learning Lives In Play

We take a break from school that's why It's called 'School Holidays'.

We do not focus on academic achievement.

We encourage children to learn in many different ways, offering them choice, fun activities and interacting with each other.

We encourage:

- 'Having a Go'
- Spontaneity
- Exploration & Creativity



Parent/Family Involvement

There are many ways you can get involved with the service:

- Discussing your child's likes and dislikes, temperament and strengths
- Creating an account in Educa and seeing what your child has achieved and writing comments
- Spending a few minutes when collecting your child to find out what they have achieved for the day
- Surveys, suggestions and Ideas about our program
- Providing resources – recycled items, fabric scraps, art and craft supplies etc
- Volunteering your time with a group of children showing or teaching them something
- Being a helper on an excursion

First Aid Qualifications

It is a requirement of the Child Care Regulations that at least one staff member with a current First Aid certificate, training in Anaphylaxis and Asthma is on duty at the Centre at all times that vacation care children are in attendance.

First Aid will be administered by a qualified first aider in the event of minor accidents, or to stabilise the patient until expert assistance arrives. Sometimes a minor accident that requires an ice pack or a band aid may be administered by a non-qualified staff member under the supervision of a qualified first aider.

A fully equipped First Aid Kit (including an asthma kit and epipen) is maintained at the Centre. Eaton Recreation Centre is an Asthma friendly service.

Excursions/Incursions:

The Centre organises excursions and Incursions for the program.

Venue, costs, transport and risks will be assessed during the planning stage.

During an excursion we may increase the amount of educators on duty due to the higher risks associated with leaving the centre, these numbers are based on the degree of risk and a 'risk assessment' is done by the coordinator to determine this.

Children need to remain with the group and staff at all times for their own safety.

Children who continue to remove themselves from the group, not listen to carers or display risky behaviour whilst out of the Centre, may be excluded from future excursions and parent/guardian may be asked to find alternate care for that child due to the high risk factor. Please speak to your child before they go on an excursion and remind them of the correct behaviour and expectations.

Parents will be required to sign an excursion authority form and agree to pay any additional costs associated with the excursion/incursion, these costs are listed on the program and will be added to your account.

If you do not wish your child to attend an excursion, please speak to a senior staff member before the day and an alternate care arrangement may be made between parent and centre, this may be another child care service, as we do not have provisions to have children remain in the Centre when there is a whole group excursion planned.

Our Staff:

We really value our staff and we hope you do too. Without our dedicated and consistent staff we would not be able to bring you such great standards and activities for your children.

To be able to work with children, the Australian Government puts in place strict rules around appropriately trained and qualified carers.

- All staff are required to have current **Working With Children Check**
- All staff are **Police Checked** before starting work at 'The Shire of Dardanup'
- Most staff have up to date **Child Protection Training**
- Most staff have **Senior 1st Aid, Anaphylaxis and Asthma** training
- Our Centre has a **Nominated Supervisor**; this person is responsible for maintaining regulations and standards.
- Our Centre has **Certified Supervisors**; these people are responsible for running the day to day programs; these are generally the qualified staff on duty and their names will be listed near our sign-in area.
- Staff who are considered '**Qualified**' need to have completed appropriate studies, often these studies such as a Diploma, Degree or Bachelor, can take many years to complete.

Children's Program of Activities

A program of activities is usually available around 3 weeks prior to each school holidays. We have the main activity listed, but we do loads of extra stuff each day and we strive to make this 'child driven' as much as possible; so children have a say in the activities they enjoy every day.

When planning our program we consider many things to make it fun and affordable; also safe and age appropriate. We also consider group dynamics, equipment, resources, building, development, skills, interests and cultural needs.



We ask children and families their ideas for future programs.

The coordinator will also consider community needs, local resources, utilise talent within the staff and

Families and seek children's feedback about activities.

Our programs include physical, creative, exploratory, dramatic, scientific, cognitive, life skills, construction and games.

Sick Children:

The centre does not have the provision to look after sick children, in the event your child becomes unwell whilst in care you will be notified by phone and asked to collect your child. If you cannot be contacted then we will try to contact an authorised person instead, as specified on enrolment form. All efforts will continue to be made to notify you.

If your child needs urgent medical attention then the supervisor has the prerogative to call an ambulance or doctor. Every effort will be made to contact you or your nominated emergency contact people as soon as possible. All medical and ambulance costs are the parent's responsibility.

All illness at the centre is recorded on an illness record sheet.

Staff will use '*Staying Healthy in Child Care*' and '*Communicable Disease Guidelines*' to help identify, control and set exclusion periods when dealing with infectious diseases and illness within the centre.

When NOT to bring your child to care: Sickness and Cross Infections

Please DO NOT bring your child into care if they are showing the following symptoms; if they present with these symptoms, you will be notified and asked to collect your child.

- *Conjunctivitis*
- *Diarrhoea or Vomiting (in the previous 24 hours or next 24 hours after having symptoms)*
- *An unexplained rash*
- *A fever*
- *Coloured discharge from the nose, ears or eyes.*
- *Head Lice*
- *A child who is generally feeling unwell should really be at home, even if they do not present with obvious symptoms.*

Arrival and Collection of your child:

Please see a senior staff member upon arrival with your child/children, so we know they are in our care and we are given the chance to discuss anything before leaving.

We use an electronic sign in and out system using the Centre's iPads; only those listed on your enrolment form with authorisation should be able to access this system.

The system requires a valid phone number and each person is required to create their own pin. Please do not share this information so that our records accurately reflect who has signed in and out, Please ensure you update in 'My Family Lounge' when you need to change phone numbers or add/remove any authorised person.

Late Collections:

Sometimes things just happen, and we understand this, but if you are going to be running late (past our closing time of 5.45pm) we require that someone phones the Centre before closing time and advise staff how late you are going to be.

By doing this we can also let the child know so they don't fret when their parent/guardian does not show up at the right time, as this can be quite a distressing time for a child when they are the only one left at the service.

If you have not contacted the Centre and your child has not been collected by closing time the Centre will attempt to telephone you. If this is not successful, the emergency contact people listed on your child's enrolment form will then be contacted to arrange for immediate collection of your child.

If all attempts at contacting someone are unsuccessful and the child has not been collected 30 minutes after closing time then the senior staff member will contact:

The Licensee (or Supervising Officer), and Bunbury Crisis Care on 9223 1111 (this is manned 24 hrs, 7 days a week, they work for the Department of Child Protection) to advise them of the situation and consult on what action to take.

Late Fees:

Please remember that we have a strict closing time of 5.45pm, after which time you will be charged a \$10 late pick up fee each time.

After 6pm you will be charged \$15 per 5 minutes or part thereof.

Food and Nutrition

Our service encourages healthy eating and providing plenty of food for your child each day.

You can provide all their food, or you can order food from our canteen menu.

Our current menu is located at reception and we ask that parents place their orders before 10am each day. Food will then be delivered to your child. Occasionally we ask parents to provide a packed lunch or money to go on an excursion; this will be stated on our program. On these occasions we are not able to provide a canteen order.

Some foods are not suitable to bring into vacation care; they may pose a risk (some life threatening) to other children in care, risks associated with unsuitable foods can bring on an allergic reaction or can be an intolerance to food.

Some foods are unhealthy choices and should be discouraged / limited.

We have listed below the types of foods that cannot be brought into care and foods that are discouraged.

Please remember we cannot cook or reheat foods that children may bring into care, we have a lunch menu available at reception if you wish your child to have a hot meal.

Please provide a Healthy Snack for Sharing each day:

We ask parents to provide a healthy snack each day and place into the tub provided at sign-in area. This will be combined with other foods provided and there will be a shared snack time at each afternoon tea to encourage healthy eating habits. Please see photos for suggestions of foods.



Suitable Foods & Drinks:

- Water
- Milk & fruit juice.
- Fruit, (dried or fresh.)
- Biscuits
- Rice Crackers / Dips
- Sandwiches / Wraps
- Vegetables
- Cheese
- Yoghurt
- Cooked Meats
- Homemade food
- Muffins, cakes, pikelets, pancakes (in moderation)

Foods Discouraged:

- Chocolate
- Chocolate biscuits
- Lollies
- Potato chips
- Twisties
- Burger Rings
- Cheesels
- Highly salted / flavoured snack foods.
- Foods high in sugar, fat and colouring.
- Foods with little or no nutritional value.

Foods NOT accepted:

- Nuts (Including Nutella and peanut paste.)
- Muesli bars and health bars that contain Nuts
- Whole Eggs
- Fish, Fish paste and Seafood
- Cordial, Energy and fizzy soft drinks.

Please see our Food and Nutrition policy for further information or go onto these web sites:

Department for Health www.health.wa.gov.au

Nutrition Australia – www.nutritionaustralia.org

Settling in your child:

Our service caters for a wide range of Primary School aged children. Children may have had little previous experience of multi-age group settings.

Some of the younger children, in particular, may need time to settle in and feel secure within the service. Our staff are experienced in encouraging children to feel at home and make new friends, and ensure that children of all ages treat each other with care and respect.

If you are concerned about your child in any way please telephone the service during the time your child is attending for reassurance of your child's well-being. Parents are always welcome to come and see their child during their stay.

While staff appreciate you settling your child in, please be aware that the service is unable to have children at the service before start time or after close time.

Accidents

Despite every precaution, accidents can occur at the Centre from time to time. The following practices will be implemented to care for your child and keep you informed should this happen.

- If a minor accident occurs, first aid will be administered if necessary and the child consoled as required. An accident form will be completed and be available for you at pick up time, ready to sign.
 - If an accident occurs that is more severe, then the child will have first aid administered, be closely monitored by a first aid officer, the parent/guardian will be phoned immediately and, if deemed necessary, an ambulance called. An accident report will be completed as soon as possible and made available for the parent/guardian to sign.
-

Centre Routine and Activities

All activities at our centre are based around a daily routine and are child focused. Staff will adapt and modify program to accommodate children's needs, interest, abilities, dynamics of the group and weather. Staff encourage participation from all children using a positive approach.

A guide to our Timetable:

- 7.45am - Vacation Care Opens
 - 7.45 – 10am; Free choice for children and morning activities
 - 10am – 10.30am; Morning tea time
 - 10.30am – 12 noon; Planned morning activities
 - 12 noon to 12.30pm; Lunch
 - 12.30 – 3pm; Afternoon activities
 - 3pm – 3.30pm; Shared afternoon tea
 - 3.30pm – 5.45pm; Children spend the afternoon in the crèche and adjacent areas enjoying quiet activities before going home.
 - 5.45pm – Vacation Care closes
-

Addressing Bullying Behaviour

The centre does not accept any behaviour that is intimidating to other children or adults. Our staff aim to ensure all children are accepted for themselves and are able to express themselves without intimidation.

All children who attend the centre have the right to enjoy their play and friendships, and participate in the activity program within a supportive environment and among people who are caring and co-operative. Staff will always listen and respond to children when incidents of bullying are reported or observed, and will act to eliminate bullying at the centre. Children will be encouraged to speak to staff if they see, or are subjected to, bullying behaviour, and to refuse to be in any bullying situation.

Parents are asked to tell a staff member about any bullying incident, or if they suspect that bullying has occurred. Parents are also asked to support the centre's policies and emphasise the importance of courtesy, consideration and co-operation in everyday life with their child.

Children with Additional Needs

We endeavour to cater for all community needs, including children who may require additional resources or carers.

Families who have children with additional needs are asked to speak to the Child Care Coordinator before placing their child into care and allow sufficient time before care is required to have these discussions and plans put into place if required, this often requires many weeks prior to care.

In the interests of children's welfare and protection, access to children referred to the Centre by appropriate agencies will be accommodated wherever possible, whilst still ensuring the safety and care of every child at the service.

Consideration will be given at the time of referral to staff/child ratios and a balance needs to be maintained between the number of additional needs children and other children at the service.

The Centre will consider the following when a child/children may require an additional carer or additional resources:

- Budget consideration for applying to agency for support (the amount of hours required for initial & ongoing administration)
- Educators/staff – does the Centre have adequately trained and sufficient educators/staff for administration and caring for this child/children
- Training – is further training required and available, is it financially supported by external agencies, or can it be internally supported through service; budget considerations for further training
- Is there sufficient time to apply for funding
- Are there realistic expectations for the type of care required from the family
- Is the Service's environment adequate to care for this child/children, consideration should be given to; toileting and safety for child/children.

Safety

Emergency evacuation and safety drills will be conducted at the Centre with staff and children during each Vacation Care period. Evacuation procedures are displayed in the reception area and in the activity room. Parents are asked to familiarise themselves with these procedures.

Toy Policy

Please do not bring toys from home. We will not accept responsibility for broken or lost toys and games. These toys often cause arguments and frustration.

We discourage toys that are of a violent nature, including swords and guns etc, unless they are part of our structured program, such as theme days.

We endeavour to provide adequate and appropriate toys, games and equipment for all children attending and the Shire of Dardanup provides the service with a budget each year to buy new toys and replace worn or broken ones.

DVD's, Games and Videos – G and PG only

During our program we often watch video's, games and DVD's, especially at the end of the day when the children are getting tired, it's a good way for children to wind down when they have had a busy day. We endeavour to have only G and PG rated programs.

Children who wish to bring in DVD's or Videos from home, do so at their own risk of damage. All programs and games must be approved for suitability by a senior member of staff on duty before they can be watched or played during vacation care.

If parents do not wish for their child to watch certain types of programs, please tell a senior staff member your request.

Electronic Equipment Policy

In this modern world where children can be exposed so easily to inappropriate images, songs and contents, it is essential we ensure that children are not bringing in electronic devices that may allow this to happen. Also we wish for children to enjoy all the great activities planned, rather than get absorbed playing electronic games.

For the confidentiality of families, no electronic photos of children can be taken or shared by either staff, children or families, unless this complies with our confidentiality policy.

A child/family member cannot take a photo or video of another child on their own electronic device.

It is for these reasons we have a:

Total ban on all electronic equipment from home, this includes;

Mobile phones, I-pads, Ipods, Tablets, DS Games, Gameboys and any other electronic device that has games on it or can take photos or can connect to the internet.



Children may bring in their own electronic devices under certain circumstances;

If it is a planned activity on our program, (such as an electronics day or a long bus ride), where the children can bring in their own devices, but this does not include mobile phones.

These days will be clearly marked on our program.

Confidentiality

Please be assured that we take every care to keep documentation and information confidential. Child enrolment forms are kept in a secure place and information passed between families and staff is treated with sensitivity and only discussed with relevant staff members.

Staff are inducted into the centre upon commencement and taught how important confidentiality is.

Phone numbers of families will not be given out unless parents give their permission to staff.

Please discuss any concerns you may have about your personal information and how it is kept.

Images of children are only taken on Centre's electronic devices and staff are trained how to use these images with sensitivity and care, ensuring that images, stories and information are used in appropriate ways and in keeping with parents requests.

Policy and Procedure Manuals

Eaton Recreation Centre Vacation Care has 3 policy and procedure manuals, these can be found located within the vacation care room.

Policies reflect the centre's philosophy and provide clear, agreed and consistent ways of doing things in order to achieve the stated goals.

Procedures form the action plan for implementing policies. They are used as a day to day guide for staff, parents and children, and provide an agreed and consistent framework for action.

A range of procedures will be determined to ensure each policy is adhered to.

Staff, parents and children, along with relevant others, will be asked to help contribute to the review of these policies to ensure that they are relevant to the service. Each policy is ideally reviewed at least annually.

All our policies are available on our Educa website aswell.

Occupational Safety and Health

The centre aims to provide a safe environment in which children may play in and explore their world free from harm. In the interest of Occupational Safety and Health, and the well being of the children, the Centre is a smoke-free zone; this includes all indoor and outdoor play areas and anywhere that is within sight of the children. We request that parents adhere to this.

Staff are vigilant to identify and remove any hazards that may create a risk to children or themselves. All equipment, toys and play areas are checked regularly to ensure they are clean and safe for children's use.

The Centre plan, which clearly defines boundaries and areas where children may safely play, is displayed in the room.

Staff will ensure play areas are always supervised in a manner that is sufficient to ensure the safety and wellbeing of the children appropriate to their stage of development.

Many of our staff have received training in child protection and our programs are designed to encourage children to be aware of their own safety.

Hygiene

The centre strives to provide an environment that is clean and hygienic.

Children are encouraged and instructed about personal hygiene.

Hand washing is encouraged and role modelled by staff.

Staff take opportunities throughout the day to educate children about infections, hygiene, when to wash hands, when to cover mouths and when not to share things such as drink bottles, hats and hair brushes.

Useful Phone Numbers and Contacts

- Our vacation care program is a licensed facility and regulated by the:
Education and Care Regulatory Unit
(Department of local Government and Communities)
Phone: (08) 6551 8333
 - Crisis Care: 9223 1111
 - Child Protection Office: 9722 5000
 - Poisons Information: 13 11 26
 - CHILD (Child Inclusive Learning and Development Australia Inc) 1800 783 768
 - PSCWA (Child Care Support Services) 1800 783 768
 - Salvation Army Family Crisis Centre: 9721 4519
 - Bunbury Supported Accommodation Services 9791 3213
 - South West Parenting Services, Milligan House, 9791 7399

ACECQA - Making sure of quality in child care...

Eaton Recreation Centre Vacation Care is committed to provide a quality service for families. ACECQA (Australian Children's Education and Care Quality Authority) are responsible for accessing services in the 7 key standards.

We have a 'Quality Improvement Plan' available for families to view.

Our current rating is located in the main foyer of the Centre.

For more information you can access the following contacts:

National Standards: ACECQA: 1300 422 327

Website: <http://acecqa.gov.au/home>

Priority of Access

The Commonwealth Government requires the Centre to provide access to the service according to the following priority of access. This means that when the Centre is full, those families who are third priority may be asked to alter their care arrangements to allow a family with higher priority to access the service.

- 1st priority: Children at risk of serious abuse or neglect.
- 2nd priority: Children whose parents satisfy the work/ training/study test (under section 14 of the Family Assistance Act)
- 3rd priority: Any other child.

Child Care Benefit (CCB) and Child Care Rebate (CCR)

The Commonwealth Government provides Child Care Benefit (CCB) to eligible families to assist in the cost of child care fees. These subsidies are relative to family income.

Full fees are payable until Child Care Benefit % confirmation is received by FAO.

To claim CCB, and also the child care rebate, you need to be registered and provide your service with the following:

- Parents and Child's Dates of Birth
- Family and Child's Customer Reference Number (CRN)

If you do not know your CRN or are not registered for CCB, you need to phone the:

Family Assistance Office on: 13 61 50.

Please note that the Child Care Rebate is not based on family income, but you need to be registered for CCB (even if your % is 0) to be able to claim CCR through this system.

Complaint & Compliments

Please let us know if you are not satisfied with any aspect of the service we provide for you and your child, through effective communication we can work together.

If you are happy with what we do, then we would love to hear that too!

We welcome all parent feedback, as this will help us to improve the services we provide.

All concerns or complaints will be dealt with in a prompt, professional manner.

Any compliments will be received with joy from our hard working staff.

So how can you have your say?

- Add comments into Educa about your child and the activities we do
- Add ideas and suggestions when we conduct surveys
- Feedback Forms are available at Reception
- Nominate a staff member for recognition, Form 46 located at reception
- Speak to a senior staff member
- Write any concerns or comments down and hand them to a senior staff member
- Email or speak to the coordinator if you feel your concerns are not being dealt with
- Write directly to the Centre's Manager