



We live here too



# Outside of School Hours Care



# Windermere's Before and After School Care and School Holiday Care Services are designed to meet the needs of your family and your school.

## ABOUT WINDERMERE

Windermere is an independent community service organisation, working across south eastern Melbourne and Gippsland, to help those who need it most. With a history spanning 160 years, we work to build a stronger, connected and supported community.

Our support comes in many forms; we work together to find the best solutions for the varied and complex issues faced by children, families and individuals in our community.

With a focus on intervention and prevention, we aim to get in early and make a difference in the areas of:



**Family Wellbeing** to create positive behavioural changes, respond to violence and/or neglect to enable people of all abilities to actively participate in their community.



**Development & Early Childhood Education** including support to individuals and children with disability & developmental delays and a range of childcare services.



Assistance and support for **victims of trauma, assault and/or violent crime.**



**Community Strengthening** designed to respond quickly to relevant and emerging needs.

## 3 great reasons to choose Windermere

We know that it is not always easy to organise your schedule around school drop offs and pick ups, so we offer a warm, fun and safe environment for your child during non school hours. Our OSHC program is:

### 1. INCLUSIVE OF ALL CHILDREN

We respect, welcome and support children of all cultural backgrounds, abilities and developmental levels. This includes children with disability or social, emotional or behavioural difficulties.

### 2. EXTENSIVE EXPERIENCE WORKING WITH CHILDREN

Windermere have been supporting children for more than 160 years. We run a broad range of child-focussed programs, not just Out of School Hours Care (OSHC). This includes an Early Learning Centre as well as a broad Family Day Care services, which means we have extensive experience in child care, including all aspects of regulation and compliance.

We value secure and respectful relationships and recognise children's rights to play and be active participants in all matters affecting their lives. We support them to be:

- Seen as competent, capable, knowledgeable and with a sense of agency (Being).
- With a right to play, explore and participate (Belong).
- Empowered and supported through challenges (Becoming).

### 3. WE ARE PART OF YOUR COMMUNITY

Our OSHC programs reflect the needs of the local communities in the South East Melbourne and Gippsland regions, where we are based. As a not for profit organisation we have worked for many years to strengthen and support your community in many ways. We understand the benefits of working collaboratively on a local level with schools to support families to better connect with their community.

Every day we work with local children, families and individuals to meet varied and complex needs in the areas of family services, early childhood development, education and care.

### BASED ON THE EARLY YEARS LEARNING FRAMEWORK

Our curriculum and environment for your child's learning, development and care is based on the principles outlined in the Early Years Learning Framework (My Time, Our Place) and offers:

A welcoming and safe environment for all children



A child centred program with age appropriate activities



Healthy snacks



Fun, structured play and learning program



## Children are encouraged to explore, invent and create

### BEING, BELONGING & BECOMING

Our community based child care services are committed to providing quality education and care that supports positive early learning opportunities for all families in our communities.

Children's interests drive learning and discovery; through the provision of open ended experiences and natural materials. Children are encouraged to explore, invent and create; having the opportunity to experiment and take supported risks. Allowing children to develop the long lived skills and strengths needed to support them as they grow as happy, self-confident and capable people.

Fundamental to the framework is a view of children's lives as characterised by being, belonging and becoming.

Quality education develops each child's dispositions and abilities to their fullest potential. It encourages children to respect their families, their cultures and other cultures.

We focus on **five key learning outcomes** which are designed to capture the integrated and complex learning and development of all children across birth to five age range.

These include:



Children having a strong sense of **identity**



Children are **connected** with and contribute to their world



Children have a strong sense of **wellbeing**



Children are **confident** and involved learners



Children are effective **communicator**.



### SUPPORTING FAMILIES

You should feel supported in your child's learning journey. We want you and your child to feel that we are an extension of your home and part of your community.

We value open communication and regularly exchange information to ensure the continuity of care for your child.

Windermere welcomes all families in our community and respects every child's right to an education regardless of their race, creed, colour, family structure, ability or financial status.

This is supported by the United Nations Convention on the Rights of the Child which states that:

1. The Convention applies to everyone whatever their race, religion, abilities, whatever they think or say and whatever type of family they come from, and;
2. Children have the right to an education

Windermere encourage family involvement in developing policies, procedures and making contributions to the curriculum. Educators design and promote a learning environment where children, families and educators work together in shared thinking to create a stimulating learning environment that is based on the principles outlined in the Framework for school aged children in care in Australia (My Time, Our Place).

Families input and participation with their child's environment is valued. We are committed to ongoing learning, reflective practice and continuing improvement. We believe that all our decisions need to be made with the children's interests put first.

### UNDERSTANDING INDIVIDUALITY

Children are given the opportunity to participate in incursions and excursions where they have the chance to explore, learn about and become part of their wider community, as these relationships are greatly valued.

We treat children, families & people in our community and each other with consideration, respect, impartiality and fairness.

We value secure, respectful and reciprocal relationships. Windermere recognises children's rights to play and be active participants in all matters affecting their lives as we support all children to be:

- Seen as competent, capable, knowledgeable and with sense of agency (Being)
- With right to play, explore and participate (Belong)
- Empowered and supported through the challenges (Becoming)

### COMMUNITY COLLABORATION

We hold the highest expectation of ourselves as members of the service; we are committed to supporting research in the early childhood sector and participating in ongoing professional development.

We respect the original designs of our home and centre based environments and will continue to develop professionally ensuring that we use these unique environments to their full potential supporting children's learning and creating a space for creativity and imagination.

**We will collaborate with our community to create:**

- Opportunities for learning and connection
- Opportunities to support children to reach their full potential
- Partnerships that support research and inform our practice
- Supportive networks

Everyone is someone  
in our community  
and we welcome  
all families

## OSHC program

The Windermere OSHC program will be informed by the approved learning framework (My Time, Our Place) and provide opportunities for children to collaborate with educators through meaningful interactions in play and leisure.

Educators will engage with children in a cycle of planning that includes gathering information, analysing, planning, implementing and evaluating learning opportunities

All planned experience will align with the national frameworks outcomes of supporting your child's development through a strong sense of identity, connection and contribution to their world, have a strong sense of wellbeing, become confident and involved learners and support effective communicators.

These experiences will include a large variety of activities aimed at children's developmental needs as well as their interests. Typically this will include:



Opportunities for small and large group games



Cooking groups



Art and Craft Activities



Construction, wood work



Books and Literacy



Science, Nature, and Technology



Group sports games



Project work and homework help.

Activities will be planned according, implemented and reflected on daily and in accordance to the child's interests, input and needs. Our Educators understand that the children have been at school all day and will endeavour to make this an enjoyable and productive part of their day.

### STAFFING AND STAFF RATIOS

Windermere Outside School Hours Care programs are licensed by the Department of Education and Training. We follow a ratio of 1 staff: 15 children for on-site care. Our staff hold relevant qualifications in accordance with the Education and Care Services National Act and Regulations. The name of the person responsible for the service (Lead Educator) will be on display each day at the service.

### WINDERMERE BEHAVIOUR GUIDANCE

In order for the program to run smoothly and safely, we expect that all families and children will act in a safe and sensible manner whilst participating in activities and excursions

Having supportive relationships with the educators and staff members enables children to develop confidence in their ability to express themselves, work through differences, learn new things and take calculated risks.

Please inform staff at the time of enrolment or booking if your child requires any assistance with settling or behaviour guidance so we can ensure our inclusive program meets their individual needs. A time to complete a behaviour management plan with educators will need to be organised to formally document your child's needs and agreed strategies to be implemented if required



### PROCEDURES

A full list of Windermere's Procedures relating to Outside of School Hours Care Service is available upon request and on our website.

### FEEDBACK

Feedback from children and their families is welcomed and valued by all of our team involved in our OSHC service's operations. All feedback gained through this process is communicated with the OSHC leadership team and is considered in future planning and professional development of our team.

[feedback@windermere.org.au](mailto:feedback@windermere.org.au)

### COMPLAINTS, GRIEVANCES AND APPEALS

In line with our Complaints Policy, any concerns regarding your child and/or the program should be discussed with the Lead Educator at the OSHC service. Any other concerns or any issues that you feel remain unresolved after meeting with the Lead Educator should be referred to

Andrea Carmody  
Early Childhood Education and Care Services  
Team Leader  
[andrea.carmody@windermere.org.au](mailto:andrea.carmody@windermere.org.au)

### CONFIDENTIALITY

Windermere collects sensitive information for enrolment records, with family consent. This information is stored on our data base, shared with the school and in secured filing cabinets. Windermere does not disclose this information without consent.



## Enrolments

Families enrolling for the first time must complete the following forms;

- Enrolment Form
- Anaphylaxis, Allergy, Excema, Asthma and Diabetes Medical Management Plans (if applicable)
- Court Orders (if applicable)
- Medical diagnosis letters (if applicable)

All forms must be submitted to [OSHC@windermere.org.au](mailto:OSHC@windermere.org.au)

Confirmation of your enrolment will be sent back via email.

## CHILDREN WITH MEDICAL CONDITIONS

To best support children with medical conditions, there are some plans that our team will create as part of the child's enrolment. These are created in consultation with the family, so you may receive a phone call, or it may be requested that you attend a meeting prior to bookings being made.

## CHILDREN WITH ADDITIONAL NEEDS

To best support children with additional need on enrolment we will:

1. Require Information regarding your child/ren's needs.
2. Contact families to discuss these needs.

Our friendly and supportive team will work with families to create an environment that is inclusive of your child/ren's needs.

## CHILDREN WITH SPECIFIC CARE NEEDS

Sometimes children will have some additional care needs that do not fall into the above categories, such as specific cultural practices, family beliefs or personal lifestyle choices. Respect for diversity is very important at Windermere, and to ensure that these needs are met with the knowledge and respect they deserve, staff may contact families prior to bookings being made in order to discuss these needs. This may take place over the phone, or a meeting may be requested.

### Please note:

- Our team at the programs are not able to accept a child until the enrolment forms have been submitted and the child has been booked into the program.
- Parents are responsible for ensuring that details and authorisations on the enrolment form are kept current.

## Changes to care arrangements

If there is a change to care arrangements made during the school day, it is the family's responsibility to contact both the school general office and OSHC educator prior to 1pm to notify of the change in care arrangements.

In the event that a child/ren presents to After School Care and they are not on the attendance list, our team will refer the child to the school office. School staff will contact parents and obtain information as to where the child/ren should be. At this point the duty of care remains in the hands of the school.

In the event that a child/ren presents to a Before School Care session and they are not on the attendance list, the Before School Care Team will ask that the parent/guardian stays until the child is booked and signed into the venue. Please note that students will only be booked in on the morning of a Before School Care session if staffing arrangements can already be met.

## Cancellations

Same day cancellations for permanent and casual boeing incur a full session fee.

Seven days notice is required for all cancellations. Please refer to the OSHC payment of fees policy for further details.

If you are aware of an absence ahead of time due to holidays, extended illness etc please inform the before and after school team.

To change or cancel a permanent booking seven days notice must be provided.

Casual bookings can be removed without charge 24 hours, or more, before absence.

## Signing in and out

Please note that only individuals identified on a child's enrolment form are authorised to sign them in or out of a service. Written permission must be given for children to be collected by anyone not already identified on the enrolment form. ID may need to be shown upon pick up. Under no circumstances will any of our team member allow a child to be removed from the centre by an unauthorised person.

After school care educators will sign students in upon arrival at the venue. Preps will be collected from their classrooms by one of our team at the end of each school day for Term 1. All other children are required to walk directly to After School Care facility. Children must be signed out by an authorised person upon pick up.

## Custody information

If there is any custody information that our educators need to be aware of, please notify accordingly, and provide copies of all legal documents to staff. We appreciate any information you can provide in caring for your children and will maintain complete confidentiality. Please note that our team cannot legally refuse the release of a child into the care of a parent without a provided court order.



# Windermere is committed to the safety and wellbeing of all children and young people

## CHILD SAFE STANDARDS

Windermere is committed to the safety and wellbeing of all children and young people accessing its programs and services. Windermere supports the rights of the child and will strive to deliver a child safe environment at all times.

Windermere also supports the rights and wellbeing of our educators and encourages their active participation in building and maintaining a safe environment for children.

## Our commitment to children and young people

- We are committed to providing children with positive and nurturing experiences
- We will support families and communities to promote children's healthy development and well being
- We will take action to ensure that children and young people are protected from all forms of abuse
- We will take action to ensure that children are not exploited, abused or harmed during the time they are involved with any or our programs; services or facilities
- We will listen to children and address any concerns they raise with us

## Our commitment to parents and carers

- We are committed to supporting parents and carers to protect their children
- We will offer assistance that builds in a family's strengths and empowers them to meet the changing needs of their children
- We are committed to communicating honestly and openly with parents and carers about the safety and wellbeing of their children
- We aim to be transparent in our decision making with parents and carers as long as doing so does not compromise the safety of children or young people

## Our employees will:

- Conduct themselves in a manner consistent with their position as a positive role model to children and young people
- Adhere to the Child Safety policy
- Be committed to the safety and wellbeing of all children and young people attending Windermere programs
- Have read, understood and formally agreed to abide by Windermere policies and guidelines around the safety of children
- Support the rights of the child and strive to deliver a child safe environment at all times
- Remain alert to the risk indicators of child abuse and promptly report suspected incidents to their Supervisor and where required by law, to the relevant authorities



## Medical & Emergency Management

### MEDICAL CONDITIONS

To ensure the best care for all children, we ask that families communicate with us regarding medical conditions and provide any relevant details that will assist in providing a safe and informed environment.

If your child has a diagnosed medical condition you will need to provide a full, coloured copy of their management plan, signed by their doctor or specialist. In addition, a Medical Conditions Risk Minimisation Plan and Medical Conditions Communication Plan will be developed by our team in consultation with families prior to booking.

### MEDICATION

Families are asked to sign in all medication required for your child. Full details, including dosages, times, child's name, doctor's name and expiration date must be provided and our educators will co-sign once medication has been administered. Medication must be in its original container, bearing the original label with the name of the child to whom the medication is to be administered, and be within its expiry date. All medicines will be kept in a secure location, out of reach of children. The medication register can be found when signing children in/out. Please ask one of our team for assistance.

### INCIDENT, ILLNESS, INJURY AND TRAUMA

All incidents, injuries, illnesses or traumas and the treatment given for these will be recorded on our Incident, Injury, Trauma and Illness Record. Authorised contacts of children may be notified by phone and will be asked to sign the form when collecting the child.

In the case of an emergency, an ambulance will be called, and you will be contacted immediately.



Parents are requested to ensure that the daily telephone contact number and the contact details on the enrolment form are correct and up to date. If either parent cannot be contacted, emergency contacts will be called.

The cost of the ambulance or any medical expenses will be covered by the child's family.

### EMERGENCY AND EVACUATION

Individual Emergency Management Plans are in place at each OSHC venue. Evacuations will be rehearsed each term with the children at the service.

### INFECTIOUS DISEASE EXCLUSION

In the case that any infectious diseases occur at the Service, affected child/ren may be excluded for the communicable period of the disease, or until they have satisfied conditions to return to the service. This exclusion is necessary for the protection of all children and to reduce the risk of further infection. If a parent reports that their child has contracted a contagious disease the program will put up a notice to advise parents.

Please refer to the latest edition of 'Staying Healthy: Preventing infectious diseases in early childhood education and care services' published by the Australian Government: National Health and Medical Research Council for information on exclusion periods. This document is available from [www.nhmrc.gov.au/](http://www.nhmrc.gov.au/)



## What to bring

Children will need to bring the following items when attending our services;

- An appropriate Sunhat (Sun Smart recommends broad-brimmed, legionnaire or bucket-style hats) for outside play. Hats must be worn from September 1st to April 30th. Children without hats will have outdoor play restricted.
- Personal Sunscreen if allergies exist
- A refillable drink bottle
- Clothing should be;
  - Suitable for weather conditions (warm coat, raincoat, long sleeves etc.)
  - Comfortable and allow for easy participation in activities
- All belongings should be labelled.

Please note, to avoid disappointment, valuables and money should be left at home. Windermere will not accept any responsibility for lost, damaged or stolen valuable personal possessions brought to the program.

## SUNSCREEN

Sunscreen will be supplied by the program and applied when going outdoors. Please provide your own product if required.

## LOST PROPERTY

Families are requested to take home children's property and artwork at the end of each day. We also encourage families to label any items brought from home with the potential to be misplaced (hats, jackets, toys, lunchboxes etc.).

Lost property will be displayed at each venue and it is recommended that you browse through this regularly regardless of whether you are missing something or not, to ensure that an item has not been lost unknowingly.

Any items that remain unclaimed for one month will be used by the service or donated to charity.

## SNACKS

Afternoon snacks will be provided, with a focus on health and nutrition. Typically snacks will include:

- Fresh fruit
- Cut vegetables
- Bakery items (e.g. savoury rolls & muffins)
- Water

Windermere has a **NO NUTS** policy. We can also accommodate individual dietary requirements as notified. If your child has a special diet or develops an allergy after you have enrolled please remember to advise the staff and update your enrolment form.

## Fees & Charges

### LATE COLLECTION POLICY

When children are collected after closing time, the account holder will incur a late fee. The fee is charged at \$5 per every 5 minutes. CCS cannot be claimed against this amount. Windermere OSHC will first make contact with parents/guardians and Windermere at 6.36pm to seek direction. If parents/guardians cannot be reached, emergency contacts will be called. However, if parents/guardians or emergency contacts cannot be reached by 7pm, the police and child protection will be called and arrangements made for the care of the children.

### DIRECT DEBIT

Direct Debit is the required fortnightly payment method for all families.

Login details for HubWorks, our online information portal, will be provided to all families on completion of enrolment.

## Child Care Subsidy

Parent/guardians are required to register for the Child Care Subsidy (CCS) through their myGov account and provide supporting documents.

Families who are eligible for CCS are required to confirm their enrolment by logging in to their myGov.

CCS is paid directly to the service, and families will be invoiced for the gap fee on a fortnightly basis.

### CHILD CARE SUBSIDY RECORD OF ABSENCES

#### Allowable and Approved Absences

In accordance with the Department of Education, Skills and Employment guidelines, payment of Child Care Subsidy will be paid for a child's absence from care for up to 42 days per financial year. If a child is absent on the day where Child Care Subsidy is claimed the parent is required to notify their absence to the OSHC service.

CCS can not be paid if a child starts or exits care on an absence.

Please refer to the Windermere OSHC payment of fee policy for further details.

For any further clarification on the above, please refer to Services Australia.





## **PROGRAM CONTACTS**

### **Outside of School Hours Care Direct**

OSHC@windermere.org.au

### **Windermere Head Office General**

Phone: 1300 946 337

Fax: (03) 9796 7650

Email: info@windermere.org.au

### **Enrolment enquiries**

enrolmentsOSHC@windermere.org.au

### **Day to Day enquiries**

Please contact your OSHC Educator directly.