



Joondalup Health Campus

# Vacation Care

## Handbook

Updated November 2008

## ***INTRODUCTION***

This handbook has been produced to provide Parents/Guardians with information on the Vacation Care Program at Joondalup Health Campus. If there is anything parents are unsure about, please contact the coordinator or staff at the JHC Vacation Care program.

We hope your children enjoy attending the JHC Vacation Care program as they participate in a variety of activities and challenges throughout the holidays. *(For any clarification regarding procedures within this JHC Vacation Care handbook, please refer to the JHC Vacation Care Policy and Procedures Book).*

### ***OUR PHILOSOPHY:***

Our service aims to provide a program that supports and encourages all children regardless of age, gender, religion, culture and ability.

We acknowledge that all children are different, and encourage and celebrate this uniqueness. Our service provides a safe and secure environment in which children may feel confident enough to challenge themselves, to explore and to grow.

Our program provides activities and experiences that stimulate children's development, having fun while they learn.

Experiences are provided within a flexible environment to allow the participation of all regardless of ability.

Those with special needs are welcomed, with opportunities available within all experiences and activities so as encourage full participation.

Children will be given choices and encouraged within the process of decision-making. Emphasis will be placed on problem solving skills, along with other life skills that impact greatly upon this age group.

Children will be encouraged to respect all others as an important part of their team, staff using team games to further promote this necessary life skill.

Our professional, caring staff will provide continuity between home and vacation care making the transition an easier one for both parents and children.

### ***AIMS OF THE VACATION CARE PROGRAM***

1. To provide an in-house service to all staff, whilst supporting parents and the local communities.
2. To provide a service while maintaining a high level of care and security.
3. To provide a safe and fun environment for those children requiring supervision whilst parents are at work during school holidays. This program is for school aged children of all backgrounds, stages and abilities.
4. To provide a program suitable for all ages and abilities of children attending the program taking into consideration the following guidelines:
  - (a) Safety for the children.
  - (b) Educational for the children.
  - (c) A choice of activities at all times.
  - (d) Introduction to new ideas and expanding social and cognitive skills.
5. To provide a quality program that develops their needs.
6. To provide participants with well-organised skilled and friendly staff.

7. To recognise that every child is a unique individual with particular physical, intellectual, social and emotional potential.
8. To operate a program that complies with our funding and service agreement and the National Standards for Outside School Hours Care.

### ***ACCESS TO THE SERVICE***

Access for families and children to the JHC Vacation Care program will be non-discriminatory. Children's access to safety and care at the service will be ensured, and the custodial rights of parents to access the service will be protected. Other members of the community, professionals and students will be provided access to the service where they can enhance the program's quality, the protection of the welfare and rights of children and staff, or the provision of training and experience to people within the children's services field.

### ***Hours of Operation:***

The Vacation Care program is open during school holidays from 6.30am to 6.30pm, Monday to Friday and public holidays (*if numbers support*). Half day access to the program is either 6.30am to 12.30pm, or 12.30pm to 6.30pm. The program will close on Christmas Day, but maybe open on Public Holidays provided Vacation Care staff is available and that a suitable number of Joondalup Health Campus working parents require care on those days mentioned.

### ***Enrolments:***

Each family must complete an enrolment form for each child and renewed for every holiday period. Enrolment forms are available via the administrative manager (executive office reception) and it is the responsibility of a parent to notify the coordinator/ administrative manger of any changes to family circumstances. The updating of enrolments is a legislative requirement ensures all information is current and correct (*Children and Community Services (Outside School Care) Regulations 2006 - Regulation 47 (1)& (2)*).

### ***Bookings:***

Bookings are made by completing and signing an enrolment form. Children may not attend Vacation Care without a completed enrollment form (*Children and Community Services (Outside School Care) Regulations 2006 - Regulation 50 (1)*). Children can be booked into the Vacation Care program either prior to or after program commencement.

As specified by government regulations the Vacation Care is limited to 45 places daily, so book early for the days you require.

To assist with program organisation, families are asked to pay their Vacation Care fees at the end of Vacation Care program. An account will be sent to you via the accounts department. If you require a mid holiday update on your account, please ask the coordinator. It is a legislative requirement that children are signed in and out of the vacation care program by a parent/guardian/authorised person on the provided attendance sheet.

### ***Fees:***

The JHC Vacation Care Program aims to provide a quality Vacation Care program at an affordable price to parents who work at Joondalup Health Campus. Subsidised by Joondalup Health Campus the fee per child per day is \$30.00 and \$20.00 for half a day. This includes morning and afternoon tea and the cost of excursions. Upon receiving an account fees must be paid directly to the accounts department within 14 days. Cash, cheques or credit cards are accepted. Fees must be paid to ensure the acceptance of future bookings.

Parents experiencing financial difficulties are encouraged to call the accounts department or Kelly Whittle on 0413 844 034.

***Child Care Benefit:***

Family Assistance Office - 13 61 50 (8am-8pm)

Joondalup Health Campus provider number 406 951 443S

Many families are eligible to claim a discount on their fees through the Child Care Benefit Scheme (CCB). This may be claimed immediately against fees or as a lump sum at the end of the financial year. All families are eligible to claim the government initiative of 50% refund for out of pocket expenses. Paid quarterly this is sent directly to a nominated account. To claim this refund families are required to have a child care customer reference number and must have signed the record of daily attendance. Please see the back of your enrolment form for further information.

***Late collection:***

Parents, who are unavoidably detained, must telephone the Vacation Care program to advise of their lateness and expected time of arrival (*Phone 08 9400 9197*). If unable to collect your child before closing time, please arrange for an authorised adult to collect the child and advise the program of this arrangement. If other than an authorised person is collecting the child please advise in writing if possible. If the parent has not contacted the service and the child has not been collected 15 minutes after the closing time, the service will attempt to telephone the parent, before telephoning the emergency contact people listed on the child's enrolment form to arrange for the child's immediate collection.

***HEALTH AND SAFETY***

The Vacation Care program aims to provide a healthy environment in which children can grow and be safe. Preventative measures through an infection control process, will be followed by everyone in the Vacation Care program at all times.

***Immunisation:***

Proof of immunisation is required to enrol or a letter from a medical practitioner to provide medical evidence as to why immunisation has not taken place (*Children and Community Services (Outside School Care) Regulations 2006 - Regulation 47 (2k)*).

Immunisation is a FaHCSIA requirement when claiming CCB.

Parents are encouraged to immunise their child against all diseases appropriate to the Child's age. In accordance with the National Health and Medical Research Council exclusion guidelines, children who are not immunised may be excluded from care during outbreaks of some infectious diseases, even if the child is well.

***Exclusion:***

Children and staff with infectious diseases will be excluded from the program in accordance with departmental Administrative Instructions and Guidelines (AIGs) and National Health and Medical Research Council guidelines. If a child is unwell at home, parents are asked where reasonably possible, not to send the child to the program, but to make alternative arrangements for their care.

In the case of infectious diseases, serious ill health or hospitalisation, a child or staff member may require a medical certificate from their medical practitioner or specialist, verifying that they are sufficiently recovered to return to the service.

***Management of un-well children:***

If a child becomes unwell while at the service, the parents will be notified and asked to collect the child. The child will be made comfortable and separated from the other children until the parent arrives or until the child recovers. When a parent cannot be contacted, staff will phone emergency contacts. If a child requires immediate medical aid, the program staff will secure that aid and notify the parent. If medication is required in an emergency and there is no prior consent of the parent, the program staff will obtain consent from a registered medical practitioner, if possible the family's preferred medical practitioner.

***Accidents and Incidents:***

All accidents and incidents and the treatment given for these will be fully recorded on an accident form (*Children and Community Services (Outside School Care) Regulations 2006 - Regulation 49 (1: a & b)*).

Parents, whose children have had an accident or have been treated for an injury, will be asked to sign the form when collecting their child/ren. For serious injury, parents will be notified by phone.

***Medication:***

Vacation Care staff will assist with children's medication if:

- (a) it is prescribed by a doctor and has the original label detailing the child's name, required dosage and storage requirements;
- (b) it is an over-the-counter medicine that has been authorised by the child's parent; and
- (c) the parent has completed and signed the Vacation Care program Medication form.

All medication should be given directly to the staff member in charge, not left in the child's bag.

Where medication is required for the treatment of long-term conditions or complaints such as asthma, epilepsy or ADHD, the service will require a letter from the child's medical practitioner or specialist detailing the medical condition of the child, the correct dosage and how the condition is to be managed. If children are receiving medication at home but not at the service, the service should be advised of the nature of the medication, its purpose and of any possible side effects it may have on the child.

***Allergies:***

Where a child has a known allergy it should be recorded on the enrolment form and all staff made aware of it. Children who require medication for serious allergies (such as anaphylaxis) will not be accepted for care unless the correct medication is provided to staff. Up to date action plans for medical treatment should also be provided to staff, so that immediate and accurate medical attention can be given.

***Sun protection:***

To ensure all children attending the program are protected from skin damage caused by harmful ultraviolet rays of the sun, the following will apply:

1. Children will be required to wear a hat which protects their face, neck and ears whenever they are outside. (*To minimise the spread of infections such as head lice, impetigo and ringworm, children will not share hats*).

2. Children who do not have their hats will be asked to play in an area protected from the sun.
3. Children who do not have their hats WILL NOT BE PERMITTED TO PARTICIAPTE IN OUTDOOR ACTIVITIES INCLUDING EXCURSIONS.
4. Sunscreen no less than SPF 30+ broad-spectrum water-resistant sunscreen will be applied before going outside into the sun.
5. Children with sunscreen allergies are required to bring their own.

***Valuables:***

While all due care is taken, neither JHC Vacation Care, its supervisors, assistants, or anyone connected with the running of the program can be held responsible for loss of money or property.

Spending money is not required at Vacation Care so it is best left at home. Any valuables should not be brought into the program. All belongings should be clearly labelled with the child's full name.

***MANDATORY REPORTING***

The JHC Vacation Care program has an obligation to all children attending the service to defend their right to care and protection. To support this right, the service will follow set procedures when dealing with any allegations of abuse or neglect of children, to ensure the child's and other children's protection to its employees to defend their right to confidentiality unless allegations against them of abuse are proven (*Children and Community Services (Outside School Care) Regulations 2006 - Regulation 21 (1: c)*).

***NUTRITION***

Children attending JHC Vacation Care program will be encouraged to eat food that is nutritious and varied. Morning and Afternoon tea is provided for all children attending the program. Healthy eating habits will be encouraged with lunch orders and are available on non-excursion day. These must be ordered and paid for when children are signed in. Children must bring a refillable drink bottle every day.

***CHILDREN'S PROGRAM***

The JHC Vacation Care program will provide a program developmentally appropriate to the leisure needs of the children attending the program, and will provide for the development of each child's social, physical, emotional and intellectual potential, including language skills and creativity, without substituting for the care they receive from their parents. Children will be actively involved in all program planning, implementation and evaluation processes.

***Activities:***

A wide variety of indoor and outdoor activities are provided for the children that range from sports and games to art and craft. Participation within both team and individual activities will be encouraged. Our Vacation Care program is available via your team manager or the administrative manager (executive reception) 3-4 weeks prior to the start of the school holidays. This contains a detailed list of all daily activities and excursions to be offered.

***Facilities:***

Successful operation of the Vacation Care program requires the use of a number of program areas both indoors and outdoors. The Conference room, Suite 110, the outdoor grassed area and small playground near Mental Health are all used in program delivery at JHC Vacation Care.

***Staffing:***

The staff: child ratio within the JHC Vacation Care is 1:13, with the exception of excursion days the ratio will be 1:10 and on swimming days the ratio will be 1:5 (*Children and Community Services (Outside School Care) Regulations 2006 - Regulation 80 (1: a, b, c & d)*).

***Equipment:***

All equipment and toys purchased for the JHC Vacation Care program will meet Australian Standards and be appropriate to the developmental stages, interests and culture of the children in care. All staff members will ensure that all equipment and toys are kept in a thoroughly safe, clean and hygienic condition and in good repair at all times, and stored in a safe manner.

***Excursions:***

Excursions are an integral part of the children's program at the JHC Vacation Care program and will be arranged to provide a broad range of experiences for children. Signed parental permission (on the enrolment form) is necessary for all excursions, which will be organised to comply with departmental OSHC Standards. On excursions there will be ratio of 1:10 at all times. The service uses public transport or charter buses supplied by a reputable charter company.

***What to bring:***

The children are required to bring their lunch and drinks on excursion days. Please ensure that your child wears comfortable clothing and footwear (preferably sneakers/sandshoes) that will allow for easy participation in activities. Drink bottles must be brought each day and will be refilled by staff if needed. Please leave valuables and money at home. Please ensure that your child has a hat, t-shirt each day and brings a jacket during winter months.

***BEHAVIOUR MANAGEMENT***

JHC Vacation Care has both behaviour management and non-bullying policies (*refer to management policies*) designed to encourage children to interact in a sociable and safe way towards other children and staff members. We encourage children to be responsible for their own behaviour and to think about why inappropriate behaviour is unacceptable. Any ongoing unacceptable behaviour will be discussed with the parent/guardian. If inappropriate behaviour continues the child may be asked to leave the service.

***PROGRAM EVALUATION***

Feedback from both parents and children in relation to program delivery and organisation is very valuable to centre management and all staff involved in the program's daily operation. Surveys are used to provide feedback and we encourage all families to complete these, as your feedback will only aid in improving our program and benefit your family in the long run. Verbal feedback is also always welcome within our service.

## ***PRIVACY AND CONFIDENTIALITY***

The JHC Vacation Care is committed to protecting private personal information collected from all stakeholders. This information is confidential and should only be used for the purposes in which it has been intended. Clientele of the JHC Vacation Care programs and services must give their informed consent should their personal information be required to be given to other staff for any other purpose other than for use in the JHC Vacation Care program.

All personal information received by the JHC Vacation Care program from the Family Assistance Office or from parents/guardians of a child is considered private and confidential.

## ***HELPFUL HINTS FOR THE CHILDREN***

1. Listen to what the staff and leaders are saying.
2. Join in with all the games and activities. You'll have a great time.
3. Stay with the group you are in at all times.
4. Stay within the boundaries when we are outside on the grass or on an excursion.
5. Ask a staff member go to the toilet and always take a partner with you.
6. Play sensibly with the other children and take care of the equipment.
7. If you need anything, tell one of the staff leaders - they can always help.
8. Look out for other children. Be kind to each other and work at playing together.
9. Look after your own things –leave your toys and valuables at home.
10. On excursions, stay with the group at all times and be on your best behaviour.
11. Most importantly - HAVE A FUN TIME.

Parents are asked to discuss these Helpful Hints with their children prior to attending the program.

We look forward to seeing you at the JHC Vacation Care program!