



**EDGEWATER  
OSHC**

**Edgewater OSHC**  
Parent  
Handbook

# Acknowledgement of Country



Edgewater Out of School Care Centre Inc acknowledge the Traditional Owners and first peoples of this land, the Whadjuk people of the Perth region from the Noongar nation and their Elders past, present and emerging.

We acknowledge, recognise, respect and seek to learn from their continuing culture and the contribution that they make to the life of this city and this region.

## TABLE OF CONTENTS

Welcome to the Edgewater Out of School Care Centre .....	3
Our Educators .....	3
Our Philosophy, Values and Mission .....	4
Core Values .....	4
Conclusion.....	4
Mission Statement .....	5
Purpose Statement .....	5
Management of the Centre .....	6
Service Information .....	7
Priority of Access .....	9
Payment of Fees .....	10
Child Care Subsidy.....	11
Complaints Procedure .....	13
Educational Program .....	15
Policies and Procedures .....	16
Families and Visitors Code of Conduct .....	17

# Welcome to the Edgewater Out of School Care Centre

Edgewater Out of School Care Centre (Edgewater OSH) is a non-profit community-based organisation that has assisted families in the Edgewater and surrounding areas since 1988.

Our priority is to provide exciting and affordable programs within a happy, safe, caring play environment for school aged children requiring care before or after school and those looking for some fun activities during the school holidays.

## Our Educators

Our educators take an holistic approach into each child's individual learning, development and wellbeing. They use their knowledge of the children to plan an engaging and exciting program that caters to the needs and interests of all children.

**Centre Coordinator:** The Centre Coordinator has qualifications and experience appropriate of School aged children and is responsible for the day-to-day operation of the service and educators.

**Administration:** The administration assists with enrolments, fee collecting and receipting, payroll and other administrative duties.

**Qualified Educator:** the qualified educators have trained or have experience working with school aged children. They support the Coordinator with day-to-day running of the service.

**Educator:** Educators support the coordinator, and qualified educators provide care to the children.

**Volunteers and Students:** We encourage volunteers and students to further their knowledge and experience in Out of School Care. All volunteers and students are always supervised by staff.

All employees hold a current Working With Children Check, follow our Code of Conduct and the UN Convention of the Rights of the Child. Our staff have completed their child protection training and follow our Child Protection Policy.

# Our Philosophy, Values and Mission

At Edgewater Out of School Care Centre, we believe in providing a nurturing and stimulating environment where every child feels valued, respected, and empowered. Our philosophy is rooted in the understanding that childhood is a precious time of growth, exploration, and discovery. We are committed to supporting children's holistic development by fostering their physical, emotional, social, and cognitive well-being.

## Core Values

1. **Inclusivity:** We celebrate diversity and promote inclusivity, creating a welcoming environment where children from all backgrounds feel a sense of belonging and acceptance.
2. **Safety:** The safety and well-being of every child are paramount. We maintain high standards of safety through rigorous supervision, adherence to regulations, and regular risk assessments.
3. **Respect:** We uphold respect as a fundamental value, teaching children to respect themselves, others, and the environment. Respectful communication and interactions form the foundation of our community.
4. **Holistic Development:** We recognize the uniqueness of each child and strive to support their holistic development. Our programs are designed to nurture children's physical, emotional, social, and cognitive skills through engaging activities and experiences.
5. **Learning through Play:** We believe that play is a powerful tool for learning and development. Our play-based approach encourages curiosity, creativity, and problem-solving skills, fostering a lifelong love for learning.
6. **Partnership with Families:** We value open and collaborative partnerships with families, recognizing them as essential partners in their child's learning journey. Regular communication and involvement opportunities ensure that families feel supported and informed.
7. **Environmental Responsibility:** We are committed to environmental sustainability and teach children the importance of caring for our planet. Through eco-friendly practices and nature-based activities, we instill a sense of responsibility and stewardship for the environment.
8. **Empowerment:** We empower children to become confident, independent, and resilient individuals. By offering opportunities for decision-making, leadership, and self-expression, we foster a sense of agency and empowerment.
9. **Continuous Improvement:** We are dedicated to continuous improvement and strive to deliver high-quality care and education. Through ongoing reflection, evaluation, and professional development, we seek to enhance our practices and outcomes for the benefit of the children we serve.

## Conclusion

At Edgewater Out of School Care Centre, we are committed to creating a supportive and enriching environment where every child can thrive. By embracing our core values and philosophy, we aim to inspire a love for learning, promote positive relationships, and empower children to reach their full potential.

# Mission Statement

Our mission at Edgewater OSHC nurture children in a safe, enriching environment.

We promote holistic development, social connection, and empowerment. Through engaging programs and inclusive practices, we inspire learning, celebrate diversity, and foster belonging. With dedication to excellence, we aim to positively impact children and families, helping them thrive and grow.

## Purpose Statement

Edgewater OSHC is a not-for-profit organisation committed to providing quality care for school-aged children within the Edgewater and surrounding communities.

### Goals

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By pursuing these goals, we aim to create a positive and enriching experience for every child at our Australian Out of School Care Centre, laying the foundation for their future success and well-being.

## Management of the Centre

As we are a not-for-profit service, we are run by a volunteer committee comprising parents, guardians and community members. For more information, please see our Management Committee Handbook.

# Service Information

## Opening Hours

Our service is open Monday to Friday, excluding Public Holidays and Christmas Closure.

**Before School Care:** We open at 6:30am. School drop offs commence around 8:30am. Please ensure you have dropped your child off by 8:15am as these times can vary day to day

**After School Care:** After school care begins at school pick up and runs until 6:30pm

**Vacation Care and Pupil Free Days:**  
The Centre is open 6.30am – 6.30pm every day during school holidays

**Public Holidays:** Normal fees will be charged for Public Holidays during the school term. Public Holidays that fall within the School Holidays will not be charged.

Please note a late pick-up fee will be charged if children are not signed out by 6:30pm

## Signing In/Out:

The Department of education and the Regulatory Authority require that your child's arrival and departure times are recorded at our centre, through the tablet that will be located at the parent information desk.

Please contact us if your child is unable to attend the service on any given day.

Please advise the Centre Coordinator or Administrator on any upcoming holidays or scheduled absentees.



### Arrival and Departure:

The safety of your child is of utmost importance; therefore, we will not permit your child to depart the service with anyone without your prior permission.

It is the responsibility of the legal guardian to nominate who brings or collects your child. If you require someone to collect your child, we require written notification via email/writing. Over the phone permission will only be accepted in the case of an emergency.

For the safety of your child, if we have not received a change of instructions, we will not release your child.

Please always have ID on you when collecting your child from care. If an educator has not met you, they may ask for ID to make sure you are authorised to collect.

### Cancellation of Care:

We require 2 weeks' written notice to satisfy CCS requirements.

### Termination of Care:

In extreme circumstances it may be necessary for the Centre to terminate a child's care.

Exclusion of children from the service will only occur after all other avenues of communication and support have been exhausted and when:

- A child puts other children or staff members at risk through inappropriate behaviour.
- The parent continually fails to observe Centre hours of operation and/or continuously fails to pay the required fee.

## Priority of Access

The Commonwealth Government has set specific priorities of access to childcare services.

The Commonwealth Government requires the Centre to provide access to the service according to the following priorities. 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.

First priority:           Children at risk of serious abuse or neglect.

Second priority:       Children whose parents satisfy the work/training/study test under section 14 of the Family Assistance Act

Third priority:         Any other child

## Payment of Fees

Fees must be paid one week in advance. Parents pay for a place, therefore, if they are booked in, payment is required whether their child attends or not. Fees are payable on public holidays during the school term. Casual bookings cannot always be guaranteed a place in the service.

Your outstanding fee balance is available through the Xplor Home App any time that you access it. Fees must be paid on a weekly basis to ensure the viability of the service. Our preferred method of payment is via automatic Direct Debit through Debit Success (you can set this up on your Home App), or if prior approval is given, you may direct deposit into the centre's bank account.

Details of individual family's accounts and all completed forms are confidential and may only be accessed by the family concerned and those Centre staff who need to access the information.

If you are experiencing difficulties in meeting your financial obligations, you may contact the Administration Manager who can authorise a mutually agreeable repayment arrangement. If your fees are more than three weeks overdue and you have not made arrangements to pay, or have not kept to arrangements made, your child's place may be forfeited.

Please inform the Coordinator/Supervisor in writing if your child is going to be away for longer than one week. Any child not attending the Centre for one week without notifying the Coordinator/Supervisor (in writing if possible), of the reason, shall be regarded as having withdrawn, and their place at the Centre will be forfeited.

Parents and/or legal guardians are to notify the Centre if a child will not be attending during their booked session as soon as this is known, or at the very latest by 8.00 am of the morning of attendance.

Absentee notifications can be done via the Home App, or telephone the Centre on 08 9405 4150 or 0419 983 437.

## Child Care Subsidy

All families who meet Australian residency requirements are eligible for Child Care Subsidy (CCS).

Some families can get Additional Child Care Subsidy. Centrelink will pay it on top of Child Care Subsidy to provide extra support with childcare fees.

There are 3 different types of Additional Child Care Subsidy that you can apply for. You can apply if you're either:

- a grandparent
- transitioning to work
- experiencing temporary financial hardship.

You can apply for these payments, which may reduce your childcare fees, or entitle you to a lump sum payment at the end of the financial year, via your MyGov login (through the Centrelink link).

CCS entitlements are payable on 42 standard absences per year. These can be for any reason and will not require proof and include public holidays. You cannot claim absences if your child has not started care or has stopped care.

If you reach your allowable absence limit, you may be able to get additional absences. You may get additional absences if any of these apply:

- your child is ill
- your child's carer or their partner or another person your child lives with is ill
- your child is attending preschool
- alternative arrangements have been made for your child on a pupil-free day
- your child hasn't been immunised against an infectious disease and the absence occurs during an immunisation grace period
- your child is spending time with a person other than their usual carer as required by a court order or parenting plan
- your child's childcare service is closed because of an event for which a CCS period of emergency has been declared
- your child can't attend because of an event for which a CCS period of emergency has been declared
- your child's carer chooses not to send the child because of an event for which a CCS period of emergency has been declared.

## Fee Reduction Families

Family income is assessed and used to determine the amount of CCS. Families must register for CCS with Centrelink and provide the centre with Centrelink Customer Reference Numbers and dates of birth for the enrolling parent and each child to enable the centre to formally enrol the child into the CCS system.

## Lump Sum Payment Families

Families who wish to receive a lump sum payment at the end of the financial year, instead of having their fees reduced during the year, need to have a Customer Reference Number. You need to complete a request form for a CRN for the parent claiming the Benefit, and one for each child attending care at the centre. The service needs to have this number at the very beginning of the year, before the first statement, as the payment will not be backdated.

Please note: The forms that you sign for the purposes of CCS are legal documents, and we are asked to remind you that giving false information is a criminal offence.

It is your responsibility to notify Centrelink if your circumstances change.

# Complaints Handling Procedure

We are committed to creating a safe, inclusive, and respectful environment for children, families, staff and the community. We take all complaints seriously and handle them professionally, fairly and confidentially.

## **Who can make a complaint?**

Anyone – including children, families, community members, staff, students, volunteers and visitors – can raise a concern or complaint at any time.

## **What can complaints be about?**

Complaints and concerns might relate to:

- Our service's actions or decisions
- Breaches of our Code of Conduct or policies
- Child safety or wellbeing concerns
- Bullying, discrimination or harassment
- Unlawful or inappropriate behaviour
- Unsafe environments or practices
- Staff conduct or working conditions

## **How to raise a complaint**

- Try first to resolve minor issues directly and respectfully with the person involved.
- If not resolved or if serious, speak to a senior staff member, the nominated supervisor or the approved provider.
- For serious concerns (e.g. child harm or criminal activity), contact:
  - Mandatory Reporting Service on 1800 708 704 or Central Intake Team on 1800 273 889
  - Police on 131 444 or 000 if there is an immediate risk to safety
  - Department of Communities, Education and Care Regulatory Unit on (08) 6277 3889 or [ecru@communities.wa.gov.au](mailto:ecru@communities.wa.gov.au)
  - Reportable Conduct Scheme on 1800 117 000 (approved provider and staff only)
  - **STOPline (Whistleblower hotline):** 1300 304 550

Contact details for senior staff are displayed at the entrance of the service

You can make a complaint in person, over the phone, by email, or with help from someone at our service. Anonymous complaints are accepted but may be harder to investigate.

### **What happens next?**

- We will acknowledge your complaint within 24 hours and explain what happens next
- We will assess the complaint to decide whether an investigation is needed
- If required, we will conduct a fair, thorough and confidential investigation. Everyone involved can bring a support person
- We will explain the outcome to you and the actions we've taken
- If you disagree with the outcome, you can request a review or external referral (e.g., Fair Work Commission, ombudsman, education and care regulatory authority)

### **Child safety comes first**

If a complaint involves harm or risk of harm to a child, we must report it to authorities and follow our **Child**

**Protection Policy.**

### **Privacy and record keeping**

All complaints are recorded securely and handled with respect and confidentiality. We only share information if required by law or to protect someone's safety.

**We want everyone to feel safe speaking up. If you have a concern – no matter how small – please tell us.**

# Educational Program

Our educators use the Early years Learning Framework (0-5 years) and the My Time, Our Place (school aged children) Framework as well as their knowledge of your child to plan and implement a fun and engaging educational program.

## National Quality Standards

The National Quality Standards (NQS) sets a high national benchmark for early childhood and outside school hours care services in Australia.

The NQS consists of 7 quality areas that are important outcomes for children:

- Educational program and practice
- Children health and safety
- Physical environment
- Staffing arrangements
- Relationships with children
- Collaborative partnerships with families and communities
- Leadership and governance

This framework ensures all Australian children will be given the opportunity to have the best possible start in life through high quality early childhood and school age services.

## Excursions

Excursions are a key part of learning for children and an integral part of the program we provide. Excursions will be offered during the Vacation Care program based off our learning from the term as well as input from children and families. Written permission is required for all children to attend on excursion days.



# Policies and Procedures

## Sun Safety

Edgewater OSHC follows the recommendations of the Cancer Council to ensure all children are protected from skin damage caused by harmful UV rays. These include:

- Children and educators are encouraged to wear a hat which protects the face, neck and ears, when outside. Children who do not have their hats will be encouraged to play in shady areas or indoors.
- Children are encouraged to wear clothing that gives them protection from the sun.

## Allergen Aware Centre

We do not provide food containing nuts, however, some foods we provide may contain nuts. Please be mindful of nut allergies when packing your child's lunch.

## Emergency Evacuation Procedures

Detailed copies of our Emergency Evacuation Procedure are available upon request. Educators and children participate in emergency drills on a regular basis to ensure the process is effective, safe and fast.

## Medical Action Plan

Please inform the Centre Coordinator if your child suffers from any medical conditions or illnesses that require immediate medical treatment.

## Medical Conditions

Our service requires a Medical Management Action Plan, filled out and signed by a Doctor, for a child suffering from any medical condition (including asthma, diabetes, allergy or anaphylaxis). This plan will be followed by all staff to ensure the safety of your child. Please note, a copy of the plan will be displayed within the service for all staff to see.

# Families and Visitors Code of Conduct

**A full version of our Families and Visitors Code of Conduct is available at the centre near the sign-in kiosk at the entrance to the Centre.**

## **PLEASE:**

- Be respectful – speak politely, listen to others, and use appropriate language
- Support our educators in caring for your child – work collaboratively and raise concerns respectfully
- Help us maintain a child-safe environment – act appropriately around children and report any safety concerns
- Follow our health and safety rules – keep your child at home if they're unwell, follow staff instructions, and help keep our service safe for everyone
- Follow our policies and procedures – including those for drop-off, pick-up, fees, health, hygiene, medication, food and drinks, clothing, and enrolment updates
- Be fair and inclusive – treat all members of our community with kindness and respect, regardless of their background or abilities
- Keep our service alcohol, drug and tobacco and vape free

## **PLEASE DON'T:**

- Act aggressively or offensively towards anyone
- Threaten, bully, harass, or discriminate against anyone
- Gossip or make negative comments about staff, families or children
- Physically discipline any child at the service, including your own
- Take or share photos, videos or recordings of children, families or staff without permission
- Share the private information of staff, other families or children
- Smoke, vape, or consume/be affected by alcohol or illicit drugs at our service
- Offer staff money or any gift valued at more than \$500

Thank you for taking the time to read our Parent Handbook.  
Please speak with the Coordinator/Supervisor if you require any  
further clarification.

