Sacred Heart Primary School
Thornlie
Outside School Hours Care

Family Handbook

Phone Number: 9251 3015
Mobile Number: 0417 091 296
Email Address: oshc@shthorn.wa.edu.au

Contents

Welcome	**3**
Statement of Philosophy	**4**
Management of the Centres	**5**
Lines of Accountability	**6**
Family Participation & Confidentiality and Records	**7**
Important Information- includes enrolment, hours of operation, Priority of Access, Children with Additional Needs, Non Attendance Guidelines, Government Fee Assistance	**8**
Fee Schedule	**11**
Arrival and Collection of Children- includes Signing in and Out, Late Collection, Family Access, Communication with Parents, Children's Safety on the Roads, Termination of Care	**12**
Health and Safety Issues – includes Hygiene, Immunisation, Exclusion, Unwell Children at the Centre, Medication, Occupational Safety and Health, Sun Protection, Safety Drill, Accidents, First Aid Qualifications, Supervision and Excursions	**13**
Early Learning Centre Program – includes orientation, settling in, NQF, NQS, EYLF, BBB, Arrival Routine, Educational Program, Centre Routine, Meals, Sleep Time, Nappies and Toilet Training, What should your child wear, Personal Toys, Special Events, Birthdays, Guiding Children's Behaviour, what to bring	**17**
Useful Links	**25**
Additional information – useful links and Medical Conditions policy	**26**
Staffing	**29**

Welcome to the Outside School Hours Care (OSHC)

We wish to acknowledge the Traditional Owners of the land on which our Centre stands and to pay our respects to Elders past and present.

We hope this information will assist you in settling your child into the Centre and answer any questions you may have. If you require more detailed information, please do not hesitate to consult with the Centre Director or a staff member. The Centre's Policy File is available for you to view at any time.

Sacred Heart Primary School commenced Child Care operations in 2006 with the opening of an Outside School Hours Care service for 60 places. The Centre was originally located in the Special Education Centre, and in 2008 it relocated to the purpose built Loreto Child Services Centre.

In 2009, Sacred Heart commenced Long Day Care for 30 children aged 2 to 5 ½, incorporating the highly successful and established Pre-Kindergarten program.

In 2010 the OSHC service relocated to the vacated Year 7 classrooms, paving the way for the newly named Early Learning Centre to extend its licensed hours to 6.30 pm. Also during 2010, the Loreto Child Care Services building was extended, allowing the Early Learning Centre to increase the number of licensed places from 30 to 45. In 2012 the license was further increased to the current 56 places.

The beginning of 2020 saw further changes with the OSHC service relocating to the main rooms in the school Hall.

The Outside School Hours Care Service (OSHC) is assessed under the National Quality Framework for Early Childhood Education and Care, which the Australian Children's Education and Care Quality Authority administer. The OSHC was rated as *Meeting National Quality Standard* in all quality areas in October 2023.

Families are encouraged to participate in all aspects of the services and to consult with the Centre Director or a staff member for more information about the assessment and rating process, or visit http://acecqa.gov.au.

Claire Siaus
OSHC Director

Our Story

Sacred Heart School Thornlie was founded by the Loreto Sisters in 1965. Initially the school was located at Tonbridge Way and was operated as a single stream school. During the early 1980's a decision was made to move to the present site in order to accommodate a double stream school.

At the beginning of 1988 the Junior Primary classes were established and by 1994 the school had grown to a full double stream school with a Special Education Centre. Our purpose built child care facility was opened in 2008.

The Loreto Education Mission Statement is formed on belief in God who creates each person with endless potential and with equal right to participate fully in our world.

Loreto Education Mission Statement

"To offer a Catholic Education which liberates, empowers and motivates students to use their individual gifts with confidence, creativity and generosity in loving and responsible service."

Sister Mary Ward, founder of the Loreto Sisters, believed "that each one of us can have free and open access to God and can find God in the ordinary experiences of each day, if we but reflect on them."

Our Philosophy

At Sacred Heart School Child Care Services we believe that learning is a lifelong process and recognise families as children's first and most influential educators. We celebrate the dignity, values, knowledge, skills, cultural experiences and God given gifts of each child, their family and their community. We respect each child as a sacred gift from God and support all children to develop a sense of love and respect for themselves and others based on Gospel values.

Building Relationships

Meaningful, safe and secure relationships form the foundation of the services at Sacred Heart. We value;

- Open and honest communication
- Positive, constructive and encouraging interactions between children, families and staff
- Diversity, respect and equality
- The culture, traditional practices, heritage and ancestral knowledge of the children, families, staff and traditional custodians of the land
- The opinions and feedback received from children and families
- On-going relationships formed with the local community

Programs and Learning Environments

We believe children learn through play. We provide a fun, safe, inclusive and well supervised learning environment where children are free to play, observe, question, experiment, create and explore. We believe children learn and develop at their own pace and have the right to reach their full potential. We support this by;

- An holistic approach to planning which includes play based and intentional learning opportunities in line with EYLF and MTOP
- Providing programs that are child led and appropriate for each individual child's learning, development and sense of agency
- Documenting, evaluating and responding to children's unique capabilities, strengths, interests and cultural experiences
- Providing opportunities for leadership and peer mentoring in our multi age grouping
- Providing both natural and built learning environments to enrich children's awareness of the environment, sustainability and a sense of connection to the natural world around them

Professionalism

Our programs are delivered by professional and ethical educators who are committed to working within the National Quality Framework. We believe in providing the highest quality care and in protecting and advocating for the rights of children. Our educators will commit to;

- Getting to know each child and developing trusting relationships
- Creating a positive atmosphere through modelling respectful and courteous language and behaviour
- Maintaining a safe environment and active supervision of children
- Building a harmonious, equitable and non-discriminatory workplace
- On-going reflective practice and professional development

Management of the Centre

The Centre is operated by the Sacred Heart Primary School Board under the license held by Catholic Education Western Australia Limited who are the Approved Provider.

The Centre is managed on a day to day basis by the Children's Services Director and is supported by a Management Committee comprising the School Principal, Assistant Principals, Assistant Directors and an Administrative Assistant.

Parental involvement is very important to ensure the service is meeting family needs. The Parent Representative Group is responsible for raising issues on behalf of the families who use the services. All families are eligible to be nominated for the Parent Representative Group and are welcome to provide input, through this group, into the operations of the services at any time.

Approved Provider
An approved provider is a person or an entity who holds a Provider Approval granted under the Education and Care Service National Law. This approval authorises the Approved Provider to operate an approved education and care service. **Our Approved Provider is Catholic Education Western Australia Limited**

Nominated Supervisor
The Nominated Supervisor is the person with responsibility for the day to day management of an approved service. The National Law requires that Approved Providers must not operate a service without a Nominated Supervisor. In the absence of a Nominated Supervisor, a Certified Supervisor will be appointed. **Our Nominated Supervisor is Claire Siaus.**

Responsible Person
Under the National Law, a responsible person must be physically present at the centre at all times. A responsible person can be the Approved Provider, Nominated Supervisor or a certified supervisor who has consented to be placed in day to day charge of the service.

Educational Leader
The role of the Educational Leader is to lead the development and implementation of the educational curriculum in the centre. **Our Educational Leader is Tayla Hartzer.**

Staffing
All staff employed by Sacred Heart OSHC hold or are working towards a minimum Certificate III in Children's Services, Education Assistant or Bachelor Degree.

At least one staff member with current first aid, asthma and anaphylaxis training will be present at the service at all times.

We believe in providing the highest quality and staff will commit to ongoing improvement through reflective practices and professional development.

Lines of Accountability

If a parent has a concern about an issue at the centre, the matter should be discussed with the relevant staff member or nominated supervisor. Concerns about the implementation of the program or the care of a child should be referred to the educator responsible for the program or the certified supervisor in charge.

If the parent still believes action is necessary after discussion with the educator/responsible person, the matter should be referred to the centre director. The matter can be referred to the director either in person or in writing.

The centre director is responsible for initiating a process to resolve any dispute or complaint within the centre.

In cases where the matter cannot be resolved between the centre director and the parent, the Child Care Manager will be asked to provide support. Where a dispute or complaint involves the centre director, the matter may be referred to the school Principal directly.

Complaints or concerns relating to non-compliance with the *Education and Care Services National Regulations (WA) 2012* can be referred to the Education and Care Regulatory Authority at Level 1, 111 Wellington Street, East Perth, WA 6004. Telephone (08) 6551 8333.

Lines of Accountability

AUSTRALIAN CHILDREN'S EDUCATION AND CARE QUALITY AUTHORITY
http://acecqa.gov.au

EDUCATION AND CARE REGULATORY UNIT
www.dlgc.wa.gov.au

CATHOLIC EDUCATION WESTERN AUSTRALIA LIMITED

APPROVED PROVIDER NUMBER PR-40021735

SACRED HEART PRIMARY SCHOOL

Operated on behalf of the School Board by:
Children' Services Director (Nominated Supervisor)
Principal

SERVICE APPROVAL SE-00013083 (OSHC)

NOMINATED SUPERVISOR/
CHLDREN'S SERVICES DIRECTOR
Or RESPONSIBL PERSON

Child Care Educators	**Parent Representative Group**	**Support Staff Students and Volunteers**

Family Participation

Families are our biggest support. Their encouragement and assistance, in whatever way, such as coming to a family event, collecting bits and pieces, help with fund raising and at busy bees, is of invaluable assistance.

OSHC has a written Quality Improvement Plan (QIP) which is always on display. Please take the time to review it and let us know your thoughts.

You are also encouraged to become involved with the program and your ideas and suggestions will be greatly appreciated. We are always happy to have people come into the centre with interesting things to show, sing, teach and make with the children, especially activities of a multicultural nature. You are also welcome to come in and visit at any time.

You can be involved by explaining your child's temperament, stages of development and likes and dislikes to the educators. Even though a parent's life is very busy, we would appreciate a few minutes to talk about how your child is progressing. Tell the staff the little things they need to know e.g. changes in sleeping patterns and any development you observe. You can also add comments and messages directly onto your child's Story Park account.

To give the children the best opportunity for development, educators and parents work hand-in-hand. We want children to gain the best that is possible from our Centre, so please do keep in touch and discuss your joy, problems, concerns and feelings with us.

Confidentiality of Records

Sacred Heart OSHC protects the privacy, dignity and confidentiality of individuals by ensuring that all records and information about individual children, families, educators and management are treated with discretion, are kept in a secure place and only accessed by or disclosed to authorised people who need the information to fulfil their responsibilities at the service or have a legal right to know.

The service has a duty to keep adequate records about staff, parents and children in order to operate responsibly and legally. The Centre will protect the interests of the children and their parents and educators including appropriate privacy and the service will also protect the integrity of business records by keeping appropriate and accurate records for the required time periods set down by law. All records kept at the service will be protected from unauthorised access in accordance with service Confidentiality and Storage of Records policy. Prescribed information will be displayed in accordance with the Education and Care Services National Law Act. Archived records will be stored in a safe and secure manner.

Important Information about the OSHC

The following information will help you to understand the administrative requirements of enrolling your child and the operational policies that you need to know.

Hours of Operation
The Centre is open 50 weeks of the year, closing for public holidays and two weeks between Christmas and new Year. The Centre may be closed at other times for staff training and devlopment days, however families will be notified in writing of any closures.

The following sessions will be run in the Centre throughout the year:

- Before School Session – 6.30am – 8.30am
- After School Session – 2.30pm – 6.00pm
- Vacation Care and Pupil Free Days – 6.30am – 6.00pm

Enrolment
Should you wish to enrol your child, you will need to be aware of the following enrolment procedures **(note: it is not sufficient to have provided information to Sacred Heart Primary School. All information must be provided to the OSHC).**

- Attend a centre tour
- Submit a completed enrolment form
- Provide any necessary documentation, e.g. child's birth certificate, custodial papers, court orders, medical conditions, etc.
- Provide information regarding your child's health
- Name all persons who may deliver or collect your child from the Centre. These persons must be over 18 years of age. It is your responsibility to ensure your nominated people are responsible and available when required. Persons between the ages of 16 and 18 will need to be discussed with the Nominated Supervisor prior to confirmation
- Apply for Child Care Subsidy through Centrelink
- Provide an opportunity for parents/guardians, child/ren and educators to get to know each other and undergo the orientation process

The details required on the enrolment form are needed by our staff to help them take the best possible care of your child. It is also a licensing requirement. All information is strictly confidential. If any of the details on the enrolment form change, you are asked to advise the Centre Director immediately.

Once we have received your enrolment form and confirmed your booking, we will liaise with you regarding suitable days and times for orientation and/or settling in strategies before your child's start date.

Children with Additional Needs
Our Centre caters for children with additional needs.

Children with additional needs that cannot be catered for within the usual Centre routine will be integrated into the whole group with additional support from an Inclusion Support Facilitator. Referral to the Inclusion Support Facilitator or other professionals is made by the Centre Director, in conjunction with parents, once permission is given by the parent. Where possible, support will be obtained prior to the commencement of care. This will ensure transition into care is successful for all concerned. *We also welcome your child's therapists to visit the centre and liaise with staff.*

Non Attendance Guidelines

All families MUST advise the Centre if their child will not be attending their session. All messages of non-attendance of children can be left on the answering machine on 92513015 or via email oshc@shthorn.wa.edu.au. **Please do not phone the school office.**

Allowable Absences – each family is entitled to 42 days of absence per year while claiming child care subsidy. An absence may be defined as: a sick day, holiday or occasional absence. Once the 42 day allowable absence have been taken, full fees will apply for subsequent absences, as child care assistance cannot be claimed for these additional days. ***Parents need to ensure that absences are signed for on the attendance record next time they visit the Centre to remain eligible for C.C.S.***

When all allowable absences have been used, CCS entitlements are payable on all approved absences. These must be recorded with the adequate documentation eg. medical certificate.

Government Fee Assistance

The Australian Government is committed to ensuring that Australian families are able to access affordable, flexible and high quality child care. The Government provides a number of subsidies and programs to help with the cost of child care, with the Child Care Subsidy being the main type of assistance that most families will use.

Eligibility Requirements

To be eligible for the Child Care Subsidy the following requirements must be met:

- the child must - be a 'Family Tax Benefit child' or 'regular care child' and

– be 13 or under and not attending secondary school and

- meet immunisation requirements

- the person claiming the Child Care Subsidy, or their partner, must

- meet residency requirements and

- meet the Child Care Subsidy activity test (or be eligible for an exemption) and

- be liable to pay for care provided under a Complying Written Arrangement (their written agreement) with their child care provider

- child care must be provided by an approved provider in Australia and not be part of a compulsory education program, for example school. There are exemptions for individuals who genuinely cannot meet some eligibility requirements.

How much can a family receive?

The level of subsidy a family receives will depend on three factors:

- Income – a family's (both partners) combined income
- Activity test – what activities the individual and their partner undertake or exemptions that might apply and
- Service type – the type of approved child care service used, for example Centre Based Day Care.

How will the Child Care Subsidy be paid?

Child Care Subsidy will be paid directly to child care providers to pass on to families as a fee reduction so that their fees are reduced at the time they use child care. Families will pay their provider the difference between their subsidy and the fees charged. Families will not be able to elect to receive their subsidy as a lump sum at the end of the financial year. Families will need to make a claim for Child Care Subsidy when (or before) each child starts attending care. Any Child Care Subsidy owed to families following the end of year reconciliation process will be paid directly to families as a lump sum. If a family has been overpaid Child Care Subsidy during the year the family may have to repay some Child Care Subsidy (a debt).

Child Care Subsidy Withholding

Child Care Subsidy withholding is designed to help families avoid or minimise debts at reconciliation, which could occur due to changes in circumstances throughout the year (for example, changes to family incomes or activities). Parents can request their percentage of withholding be adjusted up

or down through Centrelink. However, withholding is important as it helps protect families from possible debts. After reconciliation any outstanding subsidy is returned to the family. Five per cent of all families' Child Care Subsidy will be withheld by the Government, however, withholding will not apply to Additional Child Care Subsidy payments.

Additional Child Care Subsidy

The Additional Child Care Subsidy is a top up payment in addition to the Child Care Subsidy which will provide targeted additional fee assistance to families and children who need extra support. The Additional Child Care Subsidy has four elements:

- child wellbeing
- grandparents
- temporary financial hardship
- transition to work.

Further Information

- Visit the Department of Education and Training Child Care Package website at education.gov.au/eccc
- Visit the Department of Human Services Child Care Subsidy website humanservices.gov.au/childcaresubsidy

Fee Schedule

A copy of the current fee schedule can also be found on the Centre notice board. Our fees are reviewed on a bi annual basis. Our Centre's operation is dependent on maintaining fees. Please read the following information carefully.

BEFORE SCHOOL CARE 6.30 am-8.30 am	AFTER SCHOOL CARE 2.30 pm-6.00 pm	VACATION CARE & PUPIL FREE DAYS 6.30 am-6.00 pm
$30.00	$45.00	$100.00 per day includes excursions

Bookings

It is the family's responsibility to apply for Child Care Subsidy (CCS). Families will be charged full fees upon enrolment if they are not currently registered for CCS.

Families eligible for CCS and who have paid full fees prior to notification will receive a credit through the Childcare Management System (CCMS) once CCS notification has been received. Full fees will also be charged if Child Care Subsidy is suspended for any reason.

Child Care Subsidy eligibility applies only if attendance records are accurately completed and signed by the responsible person and all other eligibility requirements are met.

Families pay for a place and may elect to book a full-time, part-time or casual place for Term time. Permanent and part time bookings will be given preference and casual bookings will be subject to availability. Vacation Care and Pupil Free Day bookings will be released prior to each time and will be taken on a first in, first served basis.

Families will be charged for non-attendance on pre booked days. Cancellations must be submitted in writing in the Centre or by email to the Centre Director (oshc@shthorn.wa.edu.au).

Once a place has been booked, payment is required whether a child attends or not.

Cessation of Care: Fees will be charged for the final two weeks of care, regardless of attendance. CCS can only be applied up until the last attendance so full fees will apply after this day.

No refund applies for missed bookings, including children away due to illness. Families are asked to notify the Nominated Supervisor if their child is going to be away from the service.

Before and after school activities for children attending OSHC (e.g.: sports training) may be subject to late cancellation due to unforeseen circumstances. If care is required on these days children will need to be booked on a permanent basis as casual places may not be available to offer. Children involved in these activities will need to be taken to the OSHC by the supervising teacher after the activity. These arrangements can only be accommodated if the activity is a school run event supervised by teachers or staff employed by the school. Community activities held on the school grounds will require an authorized contact on your child's enrolment for to collect/ deliver the child to the OSHC service.

Payment of Fees

All fees are charged one week in arrears and are due to be paid to the Centre on the Friday following the invoice. A dated receipt, in accordance with Commonwealth guidelines, will be provided for each payment and a regular statement of usage provided as per government requirements.

An invoice will be emailed to families each Tuesday. Families are required to pay by direct debit.

Anyone experiencing difficulties in meeting their fees can speak to the Centre Director, administration or the School Principal to make mutually agreeable arrangements. Failure to do so may result in the cancellation of your child's place.

Arrival and Collection of Children

Our primary concern is the welfare and safety of your child. We therefore request that you comply with the following requirements.

Signing In and Out

Signing children in and out of the Centre is a daily requirement. It is also legal requirement of the Education and Care Regulatory Unit and the Department of Human Services. If you do not complete these records, you may not be eligible to claim Child Care Benefit.

Only parents or persons nominated on the enrolment form may pick up/drop off the child. No child will be allowed to go with an adult unless they have been nominated or the Centre notified in writing. If an unauthorised person arrives to collect your child, the child will not be released until your authorisation has been obtained. Please note that photo identification will be required if the person collecting the child has not been to the service before and/or if the person is not known to the staff on shift.

NO child under 16 will be authorised to collect children from the OSHC. Persons between the age of 16 and 18 will only be able to collect children with written consent and authorisation from the child's parents and the Centre Director.

Late Collections

If you are unavoidably detained and unable to collect your child at the agreed time, you must telephone the Centre and advise of your expected time of arrival. If you need to arrange for another person to collect your child, you must provide full details about this person to the Centre. If you have not contacted the Centre and your child has not been collected by the agreed collection time, the Centre will attempt to telephone you, or if this is not successful, the emergency contact people listed on your child's enrolment form, to arrange for his/her immediate collection.

The Centre has a policy of charging a fee to parents who are late to collect their children from the Centre. This fee is to cover the costs of staff overtime hours. The Centre's policy requires that Crisis Care and the Department of Local Government and Communities are contacted to advise them of the situation if a parent is more than 30 minutes late without explanation and no-one else can be contacted.

Family Access
We will work in partnership with families at all times and welcome your input and access to the service according to the following guidelines:

Communication with Parents/Guardians
Educators at the Centre are supportive of children and their parents. Both parents of the child will be treated equally. Without legal documentation, staff cannot act as though one parent is more fit than another to the legal rights of their child. Parents may visit the Centre at any reasonable time whilst their child is in care. You are requested, however, to give consideration to the time of day so that other children are not disturbed e.g. rest time. Any concerns you have may be discussed with your child's educator or the Centre Director at any reasonable time. All information about your child will always be treated with the utmost confidentiality.

Where a child attending the Centre is not living with both parents/guardians, or where disputes arise in relation to responsibility of the child, the following will apply:

- Parental responsibility remains with both parents/guardians jointly and individually, except where it is altered by an order of the Family Court of Australia. In the absence of such an order, the child will be released to either parent/guardian who is an authorised person to collect the child on the enrolment form.
- Where a non-enrolling parent cites an Order of the Family Court giving him/herself lawful access to the child, the Nominated Supervisor will contact the enrolling parent to confirm the existence of the order.
- The child will only be released into the care of the enrolling parent/guardian, or other person specifically authorised by the enrolling parent/guardian, except when Department of Local Government and Communities or Police specifically direct otherwise under the provisions of the Education and Care Services National Law WA Act 2012.

Children's Safety on the Roads
In the case of a parent or guardian arriving at the Centre to collect their child in a visibly intoxicated or unfit state to drive, they will be encouraged to contact an alternative adult to drive them and the child home, or the Centre will offer to call a taxi at the expense of the parent/guardian.

- **Where human life is at risk, any part of the above may not be able to be complied with and in such circumstances, the police will be immediately informed. In such circumstances the Centre staff will follow the Centre's Critical Incident Plan.**

Termination of Care
In extreme circumstances, it may be necessary 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:

- Professional advice confirms a child is in psychological danger as a result of an unusually prolonged inability to settle into care away from the parent.
- A child puts the majority of children at risk through inappropriate behaviour.
- The parent continually fails to observe Centre hours of operation and/or fails to pay the required fee.

Health and Safety

Hygiene

In group care situations, one of the most troublesome problems is controlling the spread of infections among the children and staff.

The application of universal hygiene procedures will be followed at the Centre at all times to control the spread of infection. Staff model a high level of personal hygiene at all times and place emphasis on the children learning and understanding why hygiene is important. Hand washing is central to this system and children will be introduced to washing their hands before all clean tasks (i.e. meals) and after all dirty tasks (i.e. after using the toilet) as soon as they are developmentally ready.

Immunisation

Immunisation of children who attend the Centre will help to limit the spread of infection. Children who are not immunized will not be able to be enrolled in the centre.

We encourage parents to immunise their children against all diseases appropriate to the child's age. A record of your child's current immunisation status will be kept at the Centre. Children who are not immunised will be excluded from care during outbreaks of some infectious diseases in accordance with Staying Healthy in Child Care guidelines, even if the child is well. This is to limit the spread of infection and protect unimmunised children.

All children with infectious diseases will be excluded from the Centre in accordance with the Staying Healthy in Child Care guidelines. A clearance certificate from your child's doctor is required to pronounce the child fit for child care, before your child can return to the Centre.

Unwell Children at the Centre

The Centre is not able to care for children who are ill. If your child is unwell at home, please do not bring him/her to the Centre. Children who have more than a slight cold should not be brought to the Centre and may not be accepted at the Director's discretion. Fevers, vomiting, diarrhoea or unexplained rashes are some of the indications that a child should not be brought to the Centre.
It is important that the Centre Director or the child's educator be notified if your child has been unwell or received an injury since last attending the Centre.

In the event your child becomes ill whilst at the Centre, you will be contacted and asked to collect your child. Where the Director has asked you to seek medical advice regarding your child's health, you will be given details about your child's symptoms and information of any illnesses that have recently affected children and/or staff at the centre to relay to the doctor. The doctor will need to provide a Clearance Certificate that pronounces your child fit for care before they can return to the centre. On your child's enrolment form you have given approval for an ambulance or doctor to be called if urgent medical attention is required. 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.
In the event of an outbreak of a communicable disease at the Centre, families and the Health Department will be notified.

An exclusion period of 24hrs applies without the need for paracetamol after a child has had a fever and 48hrs after the last vomit/ diarrhoea for children who have had vomiting/ diarrhoea.

Anaphylaxis and Asthma and Special Health Needs

Please also refer to the Medical Conditions Policy included at the end of this handbook.
Where medication is needed for long term treatment (eg. asthma, epilepsy, ADD), or your child has severe allergies (anaphylaxis) the Centre will need you and your child's doctor to complete a

Medical Action Plan. It is extremely important that this information is provided to the Centre even if you have already given it the school.

Medication
The giving of medication to children will be strictly monitored to ensure the child's safety and welfare.

Wherever possible, medication should be administered by parents/guardians at home. However, we are aware that this is not always feasible. Therefore, to ensure children's safety and welfare, the giving of medication at the Centre will be strictly monitored. Parents/guardians should consider whether the child who requires medication is well enough to be at the Centre and to keep the child home if they are unwell.

Medication will only be administered by Centre staff if:

1. It is prescribed by a doctor and has the original pharmaceutical label detailing the child's name, the name of the medication, the required dosage, the date of dispensing and the expiry date; OR
2. It is still in the original pharmaceutical packaging (ie. Non-prescription medication), indicating the name of the medication, the dosage, age appropriateness and the expiry date; AND
3. The parent has completed and signed an authority to give medication form on the day that it is to be administered.

Note: You must never leave medication in your child's bag.
You must inform the Centre Director and complete an Authority to give Medication Form. At the end of the day you must collect the medication from the Centre Director.

The Centre will provide you with a list of ointments, creams and applications used at the Centre, such as sunscreen and insect repellent. You will be required to sign your consent that these applications can be applied to your child, or provide an alternative brand for your child's use. Any other creams or applications will require completion of an Authority to give Medication Form in line with the Medication and Medical Conditions policies.

If a child is receiving medication at home but not at the Centre, the Centre should still be notified of the purpose of the medication, its nature and the possible side effects it may have on the child while they are in care.

Occupational Safety and Health
In the interest of Occupational Safety and Health and the well-being of the children, the Centres are smoke-free zones. This includes all indoor and outdoor play areas and anywhere within the school grounds. 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.

Sun Protection
To ensure all children attending the Centre are protected from skin damage caused by harmful ultra-violet rays of the sun the following applies:

Children will be required to wear a hat which protects the face, neck and ears whenever outside i.e. legionnaire or broad brimmed style hats, no caps. SPF 30+ broad spectrum water resistant sun cream will be provided and applied to children at least 20 minutes before going outside. Outdoor play will not occur in extreme heat. It is recommended that children wear loose fitting clothing that covers their neck, back and shoulders.

Safety Drills

Safety drills will be practiced to ensure that children and staff are familiar with the procedures should an emergency occur. Safety drills involving educators and children will be regularly practiced randomly without warning and at different times of the day. Evacuation procedures are displayed on exits and in the reception area. Parents are asked to familiarise themselves with these procedures.

Accidents

Despite every precaution, accidents will occur at the Centre from time to time. The following policy will be implemented to protect your child and keep you informed should an accident occur.

You are required to provide written authority (included in the enrolment form) for staff of the Centre to seek medical attention for your child if required. In the case of a minor accident, educators who are qualified in First Aid will attend to the injured child and apply First Aid. Depending on the injury, you will be contacted at the time of the accident or informed about the incident when you arrive to collect your child.

If a moderate accident occurs, parents will be notified and required to collect their child for further observation or to seek medical advice.

If a serious accident occurs which requires more than simple first aid treatment, you will be contacted immediately or, if you cannot be contacted, your emergency contact person will be phoned. Your child's injuries will be assessed and either an ambulance will be called or your child will be taken to a local clinic or medical practitioner for medical treatment. A staff member will accompany your child until you are able to be there. You will be asked to sign an accident report completed by the person in charge at the Centre at the time of the accident and be provided with a copy of this report.

First Aid Qualifications

It is a requirement that at least one staff member with a current First Aid and CPR qualification, Allergy and Anaphylaxis Management Training and an approved Emergency Asthma Management qualification is on duty at the Centre at all times where children are on the premises.

First Aid will only be administered by qualified First Aiders in the event of minor accidents or to stabilise the patient until expert assistance arrives.

A fully equipped First Aid Kit is maintained at each Centre.

Supervision

The Centre will maintain high levels of supervision of children at all times and will ensure staff supervision of children is appropriate to the activities children are engaged in, the characteristics and developmental level of the children, the setting in which the activities are taking place, the potential risks to children's safety and the experience, knowledge and skill level of staff**.**

The educator:child ratios contained within the Education and Care Services National Regulations will be strictly adhered to at all times. These ratios are:

1 staff member for every 13 children (unless Kindy children are in attendance, then the ratio is 1:10)

Excursions

Excursions are considered to be an integral part of the children's Vacation Care Program and will therefore be arranged from time to time, to provide a broad range of learning experiences for children. For all excursions written permission will be sought from parents and details of the outing provided in writing. All excursions will comply with the National Standards of Operation Guidelines for Out of School Services.

Risk assessments and risk management plans are in place for all excursions to ensure the safety and wellbeing of the children and are approved by the Approved Provider prior to being released to families.

OSHC Programs

National Quality Framework

The National Quality Framework is a government initiative which sets a National Standard and Benchmark. The aim is for greater consistency between services and to continue to improve the level of education and care provided. The National Quality Standard is a key aspect of the National Quality Framework.

The National Quality Framework aims to raise quality and drive continuous improvement and consistency in education and care through:

- A National Legislative Framework
- A National Quality Standard
- A National quality rating and assessment process
- A National body called the Australian Children's Education and Care Quality Authority

National Legislative Framework

The National Legislative Framework is established through an applied laws system and consists of:
- the Education and Care Services National Law
- the Education and Care Services National Regulations.

National Quality Standard

The National Quality Standard sets a national benchmark for the quality of education and care services. The National Quality Standard is divided into seven Quality Areas:
1. Educational program and practice.
2. Children's health and safety.
3. Physical environment.
4. Staffing arrangements.
5. Relationships with children.
6. Collaborative partnerships with families and communities.
7. Governance and leadership.

National Quality Rating and Assessment Process

Services will be assessed and rated against each of the seven Quality Areas of the National Quality Standard and the National Regulations. They will also be given an overall rating. The rating and assessment process aims to drive continuous quality improvement at services and provide families with better information for making choices about their children's education and care.

Quality Improvement Plan

All services are required to develop and maintain a Quality Improvement Plan in relation to the seven quality areas. Our Quality Improvement Plan (QIP) is available in the foyer and highlights our strengths and areas that we have identified to continue to improve on. For more information regarding the National Quality Framework please speak to one of our educators or visit the website www.acecqa.gov.au

My Time Our Place Framework (MTOP)

The My Time Our Place Framework is a National Framework for school age children. Educators use the framework in partnership with families, children and the community to develop programs that provide opportunities for school aged children to participate in leisure and play-based activities that respond to their needs, interests and choices.

The Framework has five learning outcomes:

1) Children have a strong sense of identity
2) Children are connected and contribute to their world
3) Children have a strong sense of wellbeing
4) Children are confident and involved learners
5) Children are effective communicators

The Australian Government's My Time Our Place Framework – Belonging, Being and Becoming describes the principles, practices and outcomes essential to support and enhance school age children's learning.
https://www.acecqa.gov.au/sites/default/files/2023-02/MTOP-2022-V2.0.pdf

BELONGING

Experiencing belonging – knowing where and with whom you belong – is integral to human existence. Children belong first to a family, a cultural group, a neighbourhood and a wider community. Belonging acknowledges children's interdependence with others and the basis of relationships in defining identities. In early childhood, and throughout life, relationships are crucial to a sense of belonging. Belonging is central to being and becoming in that it shapes who children are and who they can become.

BEING

Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the here and now in children's lives. It is about the present and them knowing themselves, building and maintaining relationships with others, engaging with life's joys and complexities, and meeting challenges in everyday life. The early childhood years are not solely preparation for the future but also about the present.

BECOMING

Children's identities, knowledge, understandings, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. Becoming reflects this process of rapid and significant change that occurs in the early years as young children learn and grow. It emphasises learning to participate fully and actively in society.

Settling your child into the Centre

OSHC educators will discuss your child's individual needs and requirements to assist them to settle into the centre. Children may be paired up with a 'buddy' who they may already know from school to show them around and help them to settle in.

We suggest bringing your child into the OSHC service on a day/ session they will be attending so that they are able to become familiar with the setting and we can show them the meeting points and any special routines/ transitions they may need to be aware of.

Arrival Routine

On arrival at the centre, please assist your child to;

- Put their bag on a hook
- Wash their hands
- Apply suncream
- Find an activity/ area to play if they require settling

You will also need to wash your hands, sign your child in for the day and pass on any messages to the educators about your child's night or needs for the day.

Educational Program

Our educators are supportive and encouraging, and communicate with the children in a friendly, positive and courteous manner to establish a warm and caring relationship with each child in their care.

You will find your child's program displayed in the Centre and in their portfolios. We invite you to have input into program development. Any suggestions you have can be discussed with the educators, added to your child's portfolio or written directly onto the program.

We will provide a program that is developmentally appropriate to the needs of the children attending the service, which stimulates and provides for play and leisure and being part of their community.

The program is developed as a result of observations made by the educators, children and families during the time the children are at the Centre as well as any outside events and influences. Children are encouraged in a positive and supportive manner to explore their environment and try new experiences.

Both the MTOP Framework and the National Quality Standards (NQS) support putting children's interests at the Centre of any program. We encourage child-initiated experiences, where children use their personal choice to direct their own learning. This is considered 'best practice' and allows children to be leaders in their own learning. We truly value play and the physical, social, emotional and cognitive benefits it provides children. We facilitate many types of play including:

- Dramatic (eg. pretending to be doctors, using the play-kitchen)
- Sensory/manipulative (eg. playdough, puzzles)
- Exploratory (eg. using magnifying glasses to look at insects, treasure hunts)
- Physical (eg. obstacle courses, running, playing with balls)
- Rule-based (board games, circle games, outdoor games)

Please take time to have a look at our curriculum to see what the children are currently exploring.

Role of the Educators

The educators are responsible for creating an atmosphere and environment which is responsive to the physical, emotional, intellectual, social and special needs of each individual child and to the group as a whole, which reflects the philosophy of the service. The program is child centred and takes a 'hands on' approach, with educators acting as facilitators who create an environment and experiences which are stimulating, safe, nurturing and fun. The program will include indoor and outdoor learning experiences, quiet and active times, individual, small group and large group times, time for individual educator/child interaction, group interests, children's special interests, and be flexible enough to allow for spontaneity and the unexpected.

Centre Routines

The activities that take place at the Centre are built around the daily routines. Children need routines to help them to settle and feel comfortable in the Centre. Please discuss your child's routines with our educators.

Routines are built around the regular events of the day, i.e. arrival, group times, snacks/drinks, resting and departure and take into account the developmental needs of individual children, children's attendance patterns, climate and physical environment, the numbers and ages of children within a given group, children with special needs, new children entering the group and parents expectations.

Flexibility is built into routines so that children's involvement in activities and any special needs are accommodated.

Meals

Meals form a significant part of the daily routine. Meal times will provide positive learning experiences for children who will be encouraged to develop healthy eating habits. Parents/guardians will be expected to provide lunch and a morning snack to meet each child's nutritional needs whilst they are at the Centre, however the Centre will provide breakfast for children who are present before 8.00 am an afternoon snack for children who are present after 2pm (this time is flexible). Fruit and vegetables will also be available to children at all times if they are hungry.

Due to allergies, we request that NO peanut products are brought into the Centre. A notice advising that children who have been diagnosed at risk of anaphylaxis are being cared for at the service is on display at the Centre entrance and we ask that you assist us to minimise the risk of exposure to the known allergens listed by not bringing them into the centre.

The Centre is unable to heat meals for your child so please ensure you pack something that doesn't require heating and that an ice brick is placed in your child's lunch box to keep it cool during the day.

When your child is attending, they will require:

* A bottle of **water,** labelled with your child's name.
* A lunch box, clearly labelled with your child's name, containing a healthy snack for both the morning and lunch times – fresh or dried fruit, vegies and dip, small sandwich, cheese and crackers, yoghurt (no nut products). Chips, sweet biscuits, chocolate or chocolate yoghurt, roll-ups, lollies and fast food should be provided as a treat only.

Please make sure that any food allergies, strong dislikes and special dietary requirements your child might have, are recorded on the enrolment form and discussed with the Centre Director who will ensure that documentation is completed.

Sleep Time

Educators will provide an opportunity for children to sleep/rest within the Centre's routine. All bedding supplies will comply with Red Nose recommendations.

Clothing (Vacation Care and Pupil Free Days)

It is important that children are dressed in comfortable clothes that do not restrict their enjoyment or participation at the Centre. During Vacation Care and Pupil Free Days the Centre recommends that children wear loose fitting clothing that protect as much of the skin as possible for outdoor activities. Shirts that cover the shoulders and have collars and sleeves and longer style skirts and shorts are most suitable. Darker colours are recommended as they are less likely to reflect UVR on to the skin.

Please dress your child suitably for play activities in clothes that you do not mind getting grubby with paint, mud, sand or glue. We do provide aprons but clothes can still become stained. Children need to have a pair of shoes and a large brimmed hat (no caps), both clearly marked with their name.

You will also need to provide an extra set of clothes in your child's bag to change into should the need arise.

Footwear that is comfortable and supportive should be worn. **Thongs and slip on shoes are not appropriate to be worn. Children will be required to take their shoes off if climbing.**

Your child's bag and all personal items should be clearly labelled with your child's name. This helps to minimise loss of items.

Personal Toys
We understand that many children would like to bring toys to the Centre, however, 'sharing' these with other children can be a difficult concept for a child to grasp and lost or broken toys can cause distress. We believe it is better to leave personal toys at home and ask that you support and encourage this policy.

Sometimes children accidentally put Centre toys into their bags and take them home. Please return these toys to the centre.

Ipads
Children who have a 1:1 Ipad for school will be required to store the Ipad in the locked OSHC cupboard before and after school. Children will NOT be able to have their Ipad for homework or leisure purposes. Centre Ipads will be available under educator supervision should children wish to access them for homework or research purposes.

Screen/ technology time will be limited to ensure children are getting enough outdoor and physical activity time. We are an accredited ACTIVIATED OSHC service! More information can be found here: **https://activatedoshc.org.au/about-activated-oshc/**

Special Events
Special events, traditions and celebrations which occur during the year provide an excellent learning and socialising opportunity for the children.

Programs will reflect the cultural differences of all families using the service. The Centre will celebrate special events, traditions and celebrations with the children that reflect the cultural heritage and ethnic origins of children attending the service.

We welcome families to share with us their traditions and special events.

Birthdays
Children's birthdays are special and we enjoy celebrating that day with them.
If parents wish the Centre to celebrate their child's birthday they may provide cupcakes or small treats. The treats will be placed on the bench at pick up times for children to take home with them. The staff will encourage the children to sing 'Happy Birthday' at a group time and the staff and children will present the birthday child with a special card.

Interactions with Children and Addressing Bullying
You are encouraged to read the Interactions with Children and Addressing Bullying policies, the purpose of which are to:

- encourage acceptable forms of behaviour by using strategies that build children's confidence and self-esteem
- provide children with support, guidance and opportunities to manage their emotions and develop ways to appropriately control their own behaviour
- promote collaborative approaches to behaviour guidance between the service's stakeholders and/or external agencies

Behaviour guidance is a process that focuses on the 'whole' child. The centre will provide secure, loving and stimulating environments which encourage children to co-operate enhance their self-esteem and encourage their ability to interact with others, and where acceptable behaviour is promoted and any recriminations are kept to a minimum. The educators will endeavour to build relationships with children based on mutual respect and trust.

Educators will encourage children to talk about any concerns they may have, and will ensure the programs reflect and encourage core values such as friendliness, acceptance, respect, kindness, tolerance and co-operation. Educators will always listen and respond to children when incidents of bullying, violence or harassment are reported or observed, and will act to eliminate such incidents at the service. Where a child continues to behave in an unacceptable manner, families will be consulted to establish behaviour management strategies, which ensure that children are treated with the same respect and empathy as an adult would expect.

You are encouraged to discuss your child's behaviour with the educators to ensure consistent behaviour expectations between home and the Centre. Limits to children's behaviour will always be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way.

Developing a supportive relationship with the children encourages them to learn skills in self-discipline. Punishing a child stops the negative behaviour for a while, but does not teach the child self-restraint. The consequences of negative behaviour will be discussed with the child and will be consistently followed through. A 'cooling off' period may be needed so the child can calm down before discussing what happened and sharing their feelings with the caregiver. At no time will a child receive any form of corporal punishment e.g. smacked, be placed in a room alone, made immobile, frightened or humiliated in any way, nor will food or drink be withheld as a form of punishment.

If children consistently display unacceptable behavior, an educator will ensure:

- The expectations of the child's behaviour are realistic and appropriate to their developmental level.
- The child understands the limits.
- There is no conflict between Centre and home expectations.
- The child's needs are being met.
- The child has no impediments which may cause the unacceptable behaviour e.g. dietary problems, poor hearing, poor co-ordination, communication difficulties, illness or emotional distress.
- Events at the Centre have not encouraged the behaviour.
- Consequences of the behaviour do not encourage it to persist.
- Strategies are consistently followed by all caregivers in contact with the child.

The OSHC uses the 'Zones of Regulation' in line with the school to assist children in recognizing their feelings and managing their actions and behaviours accordingly.

If children require assistance in managing difficult behaviours, a behavior management plan will be developed in consultation with the family, school and any outside agencies that may be relevant (e.g. child's therapist).

Rules and Limits

The educators and children discuss and implement rules and limits into the program. These are displayed in relevant areas.

MEDICAL CONDITIONS POLICY

POLICY STATEMENT

All children have the right to experience quality education and care in an environment that provides for their health and safety. Sacred Heart Primary School Child Early Learning Centre is a community that welcomes and supports all children, including those with ongoing medical conditions and health care needs.
Our nominated supervisors and educators will work in partnership with families and medical professionals to understand and meet the ongoing health and medical needs of children attending the services. All health care needs will be treated sensitively and attended to respectfully.

Families of a child with a specific health care need or medical condition will be provided with a copy of the *Medical Conditions Policy* and the *Medication Policy* upon enrolment or when their child is first diagnosed with a medical condition or specific health care need.

RATIONALE

We rejoice in each child as a precious and sacred gift from God and aim to ensure that each child is treated with the dignity and respect God intended for them.
It is important to us that all children develop a sense of belonging, where they feel accepted and where they trust those who care for them. When children have a sense of safety and belonging and their health needs are met sensitively they are better placed to engage with life's joys and complexities and to meet the challenges of everyday life.

PROCEDURES

Children's medical needs

Special health care needs relate to specific care requirements, intervention, assistance or supervision, either on an ongoing or intermittent basis, due to the presence of a known medical or physical condition or significant intellectual impairment.
On enrolment, families are required to provide full details about their child's health and medical requirements. It is important to provide all details to Sacred Heart Primary School Child Care, even if this information has already been provided to Sacred Heart Primary School.
The nominated supervisor will assess whether educators are appropriately trained to manage the child's health care needs.

Staffing

Children who require a care regime that includes medical procedures will be accepted into the service only once educators are appropriately and professionally trained and feel confident with the training and process for administering medical assistance.
Where the service cannot provide sufficient numbers of adequately and appropriately trained educators who are comfortable and confident to perform medical procedures or administer medication to a child, it may be agreed that the parent or another authorised person will come to the service to administer the medical procedure or medication.
Where deemed necessary by the nominated supervisor, awareness sessions will be conducted to ensure all educators are aware of a particular medical condition and the associated needs of children.

Medical Plans

Where children require medication or have special medical needs for long term conditions or complaints, the child's Doctor or allied health professional and parent/guardian must complete a *Healthcare Plan* which includes an *Emergency Action Plan and Special Diet Form*. Such a plan will detail the child's special health support needs including administration of medication and other actions required to manage the child's condition.

Sacred Heart Primary School Child Care will also consult with the child's family to develop a *risk minimisation plan*. This plan will assess the risks relating to the child's specific health care needs, allergy or medical condition; any requirements for safe handling, preparation and consumption of food; notification procedures that inform other families about allergens that pose a risk; procedures for ensuring educators/staff/volunteers can identify the child, their medication and Emergency Action Plan.

Children with specific medical needs must be reassessed in regard to the child's needs and the service's continuing ability to manage the child's special needs, on a regular basis, depending on the specific child's medical condition.
If a child's medical, physical, emotional or cognitive state changes the family will need to complete a new Healthcare Plan and the service will re-assess its ability to care for the child, including whether educators are appropriately trained to manage the child's ongoing special needs. Where a child is also enrolled in Sacred Heart Primary School Parents/Guardians are required to inform both the service and the school of such changes.
The family will be provided with a copy of the Administration of Medications and the Medical Conditions policies if/when their child is first diagnosed with a specific health need or other medical condition.
If an enrolled child with special health needs presents for a session of care at the service without their medication, they will not be accepted by the nominated supervisor until their prescribed medication is available.

Anaphylaxis - ***refer also to the Anaphylaxis Management Policy***
At least one educator with an ACECQA approved anaphylaxis management training will be on the premises at all times.
Whenever a child with severe allergies is enrolled at the service, or a child is newly diagnosed as having a severe allergy, the nominated supervisor will inform all relevant educators of the child's name, the contents of the child's risk minimisation plan (if appropriate), where the child's *Emergency Action Plan* will be located, where the child's adrenaline auto-injector is located and which educators are responsible for administering the adrenaline should it be required.

The service will notify all families that a child who has been diagnosed as at risk of anaphylaxis is enrolled at the service and depending upon the allergens, families will be advised of allergens to avoid bringing into the service and any other precautions that may be required.

In an anaphylaxis emergency, educators will follow the child's *Emergency Action Plan*. If a child appears to be having an anaphylactic response but does not have an adrenaline auto-injector, educators will only administer adrenaline if the service has an adrenaline auto-injector for general use. Another child's adrenaline auto-injector will not be used.

Educators administering adrenaline will follow the instructions on the ASCIA Action Plan stored with the device and an ambulance will always be called.

In all emergency situations the parent/guardian will always be contacted at the earliest opportunity.

Asthma – ***refer also to the Asthma Management Policy***
At least one educator with an ACECQA approved Emergency Asthma Management training will be on the premises at all times.
Whenever a child with asthma is enrolled at the service, or a child is newly diagnosed with asthma, an *Asthma Management Plan* completed by the child's medical practitioner must be provided in addition to a *Healthcare Plan.*

As recommended by the National Asthma Council, a child experiencing acute respiratory distress, whether known to have asthma or not, will have the Asthma First Aid Plan applied immediately.

An asthma emergency first aid plan will be displayed at the service.

Asthma reliever medications (Ventolin, Asmol, Airomir, Epaq) will be stored out of reach of children, in an easily accessible central location.

Reliever medications together with a spacer, will be included in the service's First Aid kit in case of an emergency situation where a child does not have their own reliever medication with them.

In all emergency situations the parent/guardian will always be contacted at the earliest opportunity.

Diabetes
Whenever a child with Type 1 diabetes is enrolled at the service, the child's current *Individual Diabetes Management Plan* prepared by the child's diabetes medical specialist team must be provided in addition to the completion of the *Healthcare Plan*.

A communication plan will be developed to inform all relevant educators and other service staff of the child's name and the contents of the child's *Individual Diabetes Management Plan.*

Educators will comply with the requirements of the *Individual Diabetes Management Plan* at all times but particularly in relation to meal and exercise times. Consideration will be given to children's dietary requirements when planning celebrations that incorporate food.

Each child's diabetes management plan will be reviewed prior to an excursion with additional advice provided by the child's Diabetes Medical Specialist Team and/or parents as required.

Useful Links
For information about:

CCS or family support go to,
http://www.humanservices.gov.au

Information about financial support for WA / overseas families
http://www.humanservices.gov.au/customer/payment-finder/?q=150000000000000000000000000
Child disability support
www.humanservices.gov.au/customer/services/centrelink/child-disability-assistance-payment

Child Support Info Service on 131 107 for information about Child Support payments 24 hours a day

Other government and community support services:

1800RESPECT is the national family violence and sexual assault counselling service. It is a free, confidential service available 24 hours a day, seven days a week. Call **1800 737 732** to speak to a professional counsellor.

Family Relationship Advice
The Family Relationship Advice Line provides information and advice on family relationship issues and parenting arrangements after separation. It can also refer callers to local services that can provide assistance. Call **1800 050 321** between 8 am and 8 pm, Monday to Friday, or 10 am to 4 pm on Saturday (local time), except national public holidays.

Kids Helpline
Kids Helpline is a free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25. Call **1800 55 1800** 24 hours a day, seven days a week.

Lifeline
Lifeline provides crisis support services. Call **131 114** 24 hours a day, seven days a week.

Support for Dads
Lifeline - http://www.lifelinewa.org.au/separateddads/
Dads in Distress - http://www.dadsindistress.asn.au/www/home/

Thank you for taking the time to read our Family Handbook.
Please speak with your Centre Director if you require any further clarification.

Phone Number: 9251 3015
Mobile Number: 0417 091 296
Email Address: oshc@shthorn.wa.edu.au