IT ALL STARTS HERE

FAMILY DETAILS

Name

School

School Age Care
Family Handbook
2013

PCYC
Welcome to the Police-Citizens Youth Club (PCYC) School Age Care (SAC) program. We trust that you will have a long and compatible association with us. Our aim is to provide a caring and secure environment where each child can develop his or her physical, intellectual, social and emotional skills to become a competent and a confident individual.

Our SAC program has been developed to cater for the needs of the community. We are committed to providing the highest quality care and to implementing sound educational principles to meet the needs of our children and their families. This handbook has been designed to provide you with an outline of the conditions of attendance and the policies associated with the PCYC SAC program.

This service has approval from the Department of Education, Training and Employment (DETE) to operate. Services are regulated by the Office of Early Childhood Education and Care under the Education and Care Services National Law Act 2010 and Regulations 2011. This service must meet the requirements relating to activities, experiences and programs, numbers of educator and children and educator qualifications according to the appropriate legislation.

If considering PCYC SAC, parents/guardians should contact the Nominated Supervisor, member of the office, or educator to discuss the child’s potential attendance and any special care requirements. Parents/guardians need to agree to the conditions set down by the Queensland Police Citizens Youth Welfare Association (QPCYWA), abide by these conditions and sign the parents/guardians agreement before care can commence for any child.

Parents/guardians are invited to discuss the activities and experiences provided as part of the service’s learning programs and the goals achieved through our programs. Please ask the Nominated Supervisor or Educators for more detailed information about your child’s development and our underpinning philosophy of learning that informs our programs.

Should you require to contact the Office of Early Childhood Education and Care for information or to discuss a concern please contact the Child Care Information Service on 1800 637 711 for your local Regional Office, ECEC, Dept. of ET&E.

We trust that the service we provide in caring for your child will give you peace of mind and look forward to meeting with you to discuss any questions you may have.

Queensland Police-Citizens Youth Welfare Association (QPCYWA)
ABN 58 009 666 193
Postal Address
PO Box 3445
Tingalpa QLD 4173

Registered Office
30 Graystone Street
Tingalpa QLD 4173

Phone: 07 3909 9555
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Email: admin@pcyc.org.au
QPCYWA VISION AND MISSION

Vision
Enhancing Queensland Communities Through Youth Development.

Mission
Police-Citizens Youth Clubs – in partnership with the Government, community, business and families – achieving Excellence in Youth Development by encouraging participation in recreational, sporting, cultural and welfare programs.

OUR PHILOSOPHY

The rights of the child are paramount
PCYC SAC believes that each child has the right to be an active member of the community in which they live; to have their individual and cultural identity recognised and respected; to express their opinions and have their views considered in any decisions that may affect them.

PCYC SAC reflects Australia’s commitment to the United Nations Convention on the Rights of the Child and the obligation of all those who work with children to protect children from harm, respect their dignity and privacy and safeguard and promote every child’s wellbeing.

Children are successful, competent and capable learners
PCYC SAC believes that children are active learners from birth, constructing their knowledge, meanings and understanding through their interactions, relationships and experiences. We believe that rich, engaging environments and meaningful interactions, where children’s voices are listened to and acted upon, build on this foundation for successful lifelong learning.

Equity, inclusion and diversity
PCYC SAC believes that in a fair and just society the intrinsic worth of all children and their families, their strengths and their right to equitable access and participation in the community is clearly visible in all aspects of service delivery.

Valuing Australia’s Aboriginal and Torres Strait Islander cultures
PCYC SAC values Australia’s Aboriginal and Torres Strait Islander cultures as a core part of the nation’s history, present and future.

The role of parents and families is respected and supported
PCYC SAC believes parents and families are recognised as the child’s primary nurturers and teachers. They have both a right and a responsibility to be involved in decision making affecting their child. PCYC SAC believes that respectful, collaborative relationships strengthen the capacity and efforts of parents and families and SAC services to support their children and promote each child’s health and wellbeing.

High expectations for children, educators and service providers
PCYC SAC believes that the best interests of children and their right to learn and develop in a safe and nurturing environment is the primary consideration in all decision making at the service and is visible in the actions, interactions and daily work with children.

The key to offering support to children is our belief in and our commitment to the value of the individual child.
GOALS

Our goals are to encourage:

- **Children having a strong sense of identity**
  PCYC SAC aims to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges.

- **Children being connected with and contributing to their world**
  PCYC SAC demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives.

- **Children having a strong sense of wellbeing**
  PCYC SAC aims to teach children to show self-regulation and manage their emotions in ways that reflect the feelings and needs of others by showing care, understanding and respect for all children.

- **Children being confident and involved learners**
  PCYC SAC aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas and theories, collaborate with children and model reasoning, predicting and reflecting processes and language.

- **Children to be effective communicators**
  PCYC SAC aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modelling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

WHO CAN USE OUR SERVICE

Your child must be of school age and enrolled or registered at a school and attends, or in the current calendar year will attend school. However, when allocating places, priority will be given to prep and primary school age children. Our policy of inclusion endeavours to understand and provide for the individual needs of your child. Depending on your child’s support needs, we may need your co-operation and assistance in being able to meet your child’s individual needs.

Some children may have high support or additional needs which have to be met, if they are to safely participate and enjoy the program. High support needs may include children with chronic conditions, disabilities, and emotional or behavioural problems or with different cultural or religious backgrounds. Additional requirements are to be negotiated with the Nominated Supervisor.

The Nominated Supervisor and the educators will do their best to incorporate all children, but cannot jeopardise the safety of the child or other children. If an acceptable level of safety cannot be provided for a child or children, the parent/guardian will be required to assist in the program, or to make other suitable arrangements for that child.

To safely care for all children, and enjoyment in the program, all children need to have some communication and self care skills. Parents/guardians of children with limited self care skills may need to discuss in-care arrangements with the Nominated Supervisor. Parents/guardians may need to provide or arrange extra support for their child during some or all of the activities.

Non-Discriminatory Access

At PCYC we invite families of all cultural and religious backgrounds, children of non-English speaking families and children with special needs to enrol in our Service and experience an anti-biased play and learning environment. Programs are presented so that there is an integration of various cultures and so all children may benefit through individualised play and learning suited to their needs, interests, ethnicity and ability.

Children with Special Needs

The service believes that children with special needs be encouraged to integrate to become part of the service activities. This helps the children to learn appropriate skills from peers and enhance other areas of their development. It is our belief that all children will benefit from this interaction as they learn to accept uniqueness’s, develop empathy and learn co-operation and patience. Before enrolling your child in our program, it will be necessary to discuss the special needs your child may have, and how best we can meet them. Please refer to our policies and procedures manual for further information on policy 2.11 – Including Children with Special/Additional Needs Policy.

Planning for children with special needs requires careful thought and often the assistance of specialists. It is important to know how the specific needs may or may not affect the child’s play and learning and involvement in activities. This information will not only assist us to meet the needs of the child but also assist us when seeking assistance from specialist and support workers (where required). To provide quality care for your child, the service and family need to have the same approach. Providing any information or strategies you have already in place will increased outcomes for the child.
Priority of Access
As outlined above, PCYC is a non-discriminatory Service. The Federal Government has established guidelines for those who can receive priority access into a Service. All Services receiving Child Care Benefit must abide by these guidelines.

Upon enrolment, if your choice of day cannot be accommodated an alternative day will be offered (where available) and your child will be placed on a waiting list until the desired day becomes available.

There are some circumstances in which a child who is already in a SAC service may be required to leave the service. Any SAC service that has no vacant places and is providing care for a child who is a third priority may require that child to leave the service in order for the service to provide a place for a higher priority child.

- **Priority 1** – a child at risk of serious abuse or neglect.
- **Priority 2** – a child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under section 14 of the Family Assistance Act.
- **Priority 3** – any other child.

Within these main categories priority should also be given to the following children:
- children in Aboriginal and Torres Strait Islander families
- children in families which include a disabled person
- children in families on lower incomes
- children in families with a non-English speaking background
- children in socially isolated families
- children of single parents.

Please note, if parents/guardians’ circumstances change so as to reduce the need for care, then their child’s place may be open for review.
ENROLMENT AND CHILDCARE BENEFIT

Enrolment Process
Upon entry to the PCYC, the Nominated Supervisor or an educator will escort you through the service to discuss our philosophy and the various policies of the service. You will be offered a copy of this booklet along with enrolment information.

Parents/guardians are required to complete an enrolment form or an online registration, membership and iDebit details prior to commencement. The enrolment information must be accepted by the service prior to the child attending care. PCYC requires both the child’s and parent/guardians’ DOB and CRN to make a formal enrolment.

Once enrolment is accepted you will be issued with a log-in to update your details. It is your responsibility to ensure the service has up-to-date details to ensure you are readily contactable and avoid unnecessary anxiety for yourself and educator in the event of an emergency. This access will be given to you via your service URL or at hubworks.com.au. PCYC membership is compulsory to participate in any PCYC activity. In accordance with Education and Care Services National Regulations, Part 4.2 (90) – care cannot be provided to a child unless a parent or guardian of the child has given the approved provider medical authorisation for the child.

Fee Assistance
You will need to contact the Family Assistance Office (FAO) to register for the Child Care Benefit (CCB). If you are currently receiving CCB your must notify FAO your child is now of school age. This is the parents/guardians’ responsibility. Once a formal enrolment has been processed for the child, the service will then be notified by the FAO of the family percentage applicable. This amount will then be deducted from the Service fees.

Fee Assistance reduces the amount you must pay for your childcare. The amount of fee relief you receive depends on your income and the number of dependent children you have. You must apply for assessment for Child Care Benefit through the FAO. This assessment must be renewed annually. For further information regarding the Child Care Benefit (CCB) please phone 13 61 50.

All parents/guardians are eligible for 24 hours of Child Care Benefit a week. To be eligible for the 50-hour limit, you will need to be working/studying/looking for work and inform the FAO. If your child is at the service between 50–60 hours a week, you may be eligible for extra assistance for the extra hours actually attended. The percentage of fee relief that will apply to the scheduled fee will be passed onto the SAC Centre via the CCMS process and your fee will be worked out accordingly.

50% Child Care Rebate (CCR)
In addition to Child Care Benefit, families are able to claim a 50% Child Care Tax Rebate. Delivered through the Tax Office, the rebate covers 50% of families’ out-of-pocket expenses for approved SAC, up to $7,500 per child per year. The rebate is indexed each year and is not income tested. The Child Care Rebate is a different payment from Child Care Benefit.

Out-of-pocket expenses are total SAC fees charged for approved child care, less the actual CCB entitlement.

To be eligible for the rebate, families must:
- have used approved child care and
- have received CCB and
- meet the work/training/study test requirements.

Payment process for CCR
- Service provides child care for family.
- Service provides details of weekly usage information on Attendance Record Reports to Centrelink weekly.
- At reconciliation, the FAO works out the families CCTR entitlements based on out of pocket expenses.

CCR paid Direct to Service:
Parents/guardians can choose to have their Child Care Rebate (CCR) automatically sent to the service. The PCYC SAC service will reduce your account by the amount of the Child Care Rebate Entitlement, similar to the way most families have their Child Care Benefit payments made.

Note: If you choose ‘Direct to Service’ method and you are in receipt of Child Care Benefit (CCB) at a legislative rate of more than zero percent, you will have 15% of your Child Care Rebate withheld to reduce your chances of a reconciliation debt with Centrelink. For more information about the Child Care Rebate visit: http://www.deewr.gov.au/EarlyChildhood/OfficeOfEarlyChildhood/ccr/Pages/ChildCareTaxRebate.aspx or phone 13 61 50.
Allowable Absences
Allowable absences occur when the Centre charge a fee for care and claim Childcare Benefit when the child is not present. All families will be eligible for 42 days of allowable absences for each child per financial year (July to June). This includes casual absences and absences caused by holidays or illness.

All allowable absences will be charged at normal rates. When the 42 days have been used full service fees will be charged, as the government will not pay their contribution after this point. If your child attends any other form of Child Care Benefit funded care then the absences from the other services will also be noted by the Government and totalled together when centres send in their quarterly returns.

PCYC Fee Policy
This Service aims to provide a quality service to your family at an affordable price. The Branch Manager will set fees required for the provision of quality childcare in keeping with the Service’s Philosophy Statement and other goals, and these Policies and Procedures.

1. A completed idebit form MUST be returned to the service prior to your child(ren) commencing care. We have a cash free service policy to ensure increased safety for educators and children as well as streamlining administration functions.

2. All parents/guardians using SAC services of the PCYC will pay all fees equal to one week's care prior to first day of attendance. Fees must be kept at least one week in advance at all times. The amount due for payment is always calculated based on any outstanding payments (this may be due to a change in the estimate of CCB, a change in attendance or a failed payment) plus the bookings for the following week.

3. Option 1 idebit payments will be processed on a Friday, either weekly or fortnightly.

4. Parents /guardians are able to view their invoice on line in HubWorks (the upcoming invoice for the following period. HubWorks is our online fee management system) These accounts may be emailed prior to payments being deducted weekly. Parents without email or internet access can request a printed invoice at the beginning of the payment week which indicates what is owing for the coming week in advance from the scheduled payment day. This allows parents time to query the amount or make changes to bookings prior to the payment run.

5. The fee charged is based on the Gap Fee due (this is the amount left owing by the parent/guardian taking into consideration the anticipated Child Care Benefit (CCB) rebate). The rebate amount is linked through our system (HubWorks) which links directly with the Governments Child Care Management System (CCMS). CCMS links directly with parent information via Family Assistance Office (FAO) – which may result in a change to the families CCB %. This in turn will be reflected in your account.

Fee Payment Options available to families

Option 1 Discount Rate
Due to reduced administration time we are able to offer families a discount on fees paid through idebit. This discount is $3 per session for before and after school care and $5 for vacation care. E.g. BSC $12 ASC $16 VAC $45 (Fee rates will always be set locally and vary state-wide).

Payment methods are as follows
Credit Card – this is processed on a Friday, weekly or fortnightly, via idebit
Direct Debit from a bank or credit union account - this is processed on a Friday, weekly or fortnightly, via idebit.

Option 2 Standard Fee Rate
Based on the following example rates BSC $15 ASC $19 VAC $50 as opposed to the discount rates listed above in Option 1. (Fee rates will always be set locally and vary state-wide).

Payment methods are as follows
Centrepay – via Centrelink
BPAY (coming soon)
Other payment types at the PCYC Branch by arrangement

Fee Conditions:
  a. Fees MUST be 1 week in advance at all times.
  b. If you are still waiting for your CRN, full fees must be paid until the CRN has been issued and CCMS validate with the service. Once this occurs your account will be backdated with CCB.
  c. If fees have not cleared for payment they will continue to be scheduled until the payment has been successfully processed.
  d. Care can be cancelled at any time due to non payment of outstanding fees.
  e. PCYC reserves the right to refer any outstanding debt to its appointed external debt collection agency – Collection Advantage. The parent/guardians will pay the PCYC costs and disbursements incurred in perusing any recovery action, or any claim or remedy including liquidated damages and legal costs on an indemnity basis. Liquidated damages are a genuine covenanted pre-estimate of cost of recovery action.
  f. If fees, including PCYC membership are not paid 1 week in advance, a service will not be provided.
  g. An individual payment plan may be negotiated with your Branch Manager.

Procedures
  a. All bookings are permanent which means there is a fee attached whether a child utilizes the program or not. They can be cancelled at no charge if we receive 48 Hrs notice for BSC and ASC.
  b. Fees are charged at sessional rates. Hourly fees do not apply. Fees are subject to change with two weeks notice at any time.
  c. Fees will be paid prior to commencement and 1 week in advance for all days booked.
  d. Vacation Fees increase by $5 a day for bookings made after the closing date. This date will be notified by the service.
  e. Parents are able to view their invoice/statements online via HubWorks using their log-in. Printed invoice/statements are available from the Service upon request.

Indue – idebit our direct debit provider
PCYC does not debit your account or credit card directly. We use a third party provider – idebit, for all of our transactions. This gives you added security and protection with your payments.
Idebet is part of Indue Financial Solution Company. Please go to the websites for more information on Indue and Idebit – www.indue.com.au
www.idebit.com.au

idebit is a fully automated, flexible payment facility utilising a direct debit system. This facility allows you to have the convenience of regular payments taken automatically from your savings, cheque or credit card account to pay your childcare fees. Idebit transactions are safe, secure and accurate.

The system eliminates the risks associated with handling cash in our premises. The process of idebit payment is quite simple.

Parents are required to complete an idebit direct debit request form and the payments will be debited to have the SAC account one week in advance at all times.
  o Parents can make extra payments if they wish which will go towards their Vacation Care booking requirements.
  o Payments will be processed either weekly of fortnightly on a Friday via idebit.
  o This is to ensure added accuracy and consistency in your accounting.
  o Debits can be altered with 24 hours notice.
  o idebit automated transactions are very cost effective. A direct debit from a banking or cheque account will cost you only $0.77 per transaction plus a once off set up fee of $2.20. An automated payment from a Visa or MasterCard is 1.5% plus the set up fee.

PCYC Membership
Children who are enrolled to use our service must become members of the Queensland Police-Citizens Youth Welfare Association. This will afford them protection under the Association’s personal Membership Insurance and is renewable yearly from initial date of enrolment.

Membership fees are set by the Board of Directors each year. Any person applying for membership of the Association is to complete the authorised Membership Application Form in full. A Membership Application Form should be completed and signed initially, and then endorsed each year over the next three years by every member renewing membership.
Cancellations and Refunds
PCYC aims to provide a fair service to families at an affordable price in keeping with the service’s Philosophy Statement and other goals.

**Before School Care and After School Care**
- If a child is not attending a booked session of Before School Care parents must notify the service of the child’s absence before 7.00am on the day of the child’s non-attendance (fee payable).
- If a child is not attending a booked session of After School Care parents must notify the service before 1.00pm of the child’s non-attendance (fee payable).
- There shall be no refunds given for cancellation unless the Nominated Supervisor/Branch Manager decides otherwise.
- If 48hrs notice is given there is no charge.

**Vacation Care**
- Bookings can be cancelled or changed up until the bookings closure date, this date will be specified by the Service. After this date all bookings (and any associated additional excursion fees) need to be paid irrespective of whether or not the child attended the service.

**Cancellation of Care**
- PCYC requires two weeks written notice in advance should you need to voluntarily withdraw your child/children from our SAC services.

ARRIVAL AND DEPARTURE PROCEDURES

**Signing Children In and Out**
Located at a prominent position in all our Centres are the Sign In/Out folders. If dropping your child off for Before School Care or Vacation Care please print name & sign your child in, noting the time. When collecting your child from After School Care or Vacation Care please print parent/guardian’s name, noting the time and then signature. **This is a requirement to gain CCB and may be checked by the FAO at any time.** Accurate recording of which children have been signed in and out is also important in the event of an emergency evacuation of the premises. It is a State regulation that you print your name and sign the In/Out sheets.

An educator must be notified that you are taking your child home. Those nominated on the enrolment form are the only people authorised to pick up your child from the service. Please advise an educator of any changes to your daily contact number (other than those on the enrolment form). This information can be updated through your HubWorks log in. All children need to be brought to (in the case of Before School Care and Vacation Care) and collected from (in the case of After School Care and Vacation Care) the services by a responsible adult.

On arrival the child should be encouraged to place his/her bag in the locker/port rack. The child should be taken to an educator on duty at this time. It is always good to allow a little time to communicate with the educator and to allow the child to relax. In the case of a upset child (separation anxiety) we have found it easier to settle the child at the time the parents/guardians says goodbye and tell the child when they will return. This reassures that the parents/guardians will be back and in the interim their SAC workers are there to look after them.

**Collection of Children and the Late Fee**
If a child is not collected by the time a service closes the educator on duty will attempt to contact the parents/guardians, emergency contact or other people authorised to collect the child. If a child has not been collected within 30 minutes of closing time the Branch Manager will be notified of the situation and educator will continue to contact the parents/guardians and other authorised people. If a child has not been collected 30 minutes after a service has closed and contact with the parents/guardians has not been made, the child will be transported, if not already in attendance there, to the PCYC. If the Club is closed the child will be taken to the local police station.

If you know that you will be late collecting your child, please phone and inform the service, so that the educator can re-assure your child. If someone other than the parents/guardians is to collect the child, it is your responsibility to advise the educator before hand. Children **WILL NOT** be released from the service to an adult who has not previously been nominated by you. In the event of an additional person picking up a child from the service, other than the parents/guardians, the educator will need to see photo identification. Please notify the educator to ensure the appropriate paperwork has been completed. In the event that the appropriate paperwork has not been completed, educators **WILL NOT** release the child until telephone contact is made with the parents/guardians for verbal direction and photo identification is sighted.

If a child is collected after the service’s closing time the family will attract a late fee of $10.00. After the first ten minutes an additional charge of $1.00 per minute will be incurred per child/family.

NATIONAL QUALITY FRAMEWORK
Introduction
The primary aim of all people involved in SAC is to provide quality services for children and their families. We believe the provision of quality care for children requires a continuous cycle of quality improvement. As professionals, to achieve this aim, we are continually reflecting on our interactions with children, expanding our knowledge base, improving practices and developing and maintaining positive relationships with the families that use our service and the local community.

The Australian Government, in partnership with all State and Territory governments, has made important changes to early childhood education and care in Australia. This ensures that Australian children get the best possible start. For more information on the National Quality Standard, see the full standard online at www.acecqa.gov.au. These changes will help providers to improve their services in the areas that impact on a child’s development and empower families to make informed choices about which service is best for their child.

National Quality Standard
The National Quality Standard assists services to provide the best possible level of early childhood education and care by being clear about the factors that best support a child’s needs. It will also give services and families’ confidence in understanding what distinguishes high quality or excellent services.

The National Quality Standard is divided into seven areas that contribute to the quality of early childhood education and care.

These areas have been identified by research and are:
1. Educational program and practice – ‘My Time, Our Place’.
2. Children’s health and safety.
3. Physical environment.
4. Staffing arrangements (including the number of Educators looking after children).
5. Relationships with children.
6. Collaborative partnerships with families and communities.
7. Leadership and service management.

Under each of these areas more detail is provided about what a service can do to provide the highest quality early childhood education and care for a child.

Why do we need a National Quality Framework?
The National Quality Framework (NQF) creates a jointly governed uniform national approach to the regulation and quality assessment of education and care services. It replaces existing separate state and territory licensing and quality assurance processes.

National Quality Framework for Early Childhood Education and Care

ACECQA – An independent statutory body
ACECQA provide national leadership in promoting quality and continuous improvement in early childhood education and care and school age care in Australia. Further information can be found at their website: www.acecqa.gov.au. We will be monitoring and promoting the consistent application of the Education and Care Services National Law across all state and territories.

One of the many roles of ACECQA is to provide education and raise awareness across the sector and the community. ACECQA commits to undertaking research to ensure governments and the sector are up to date with the latest developments and to enable policy and practice in Australia to be informed by the most current research.

National Assessment Rating System
Each service will be assessed on their performance across the seven quality areas that make up the new National Quality Standard and given one overall rating. This overall rating is determined by the rating for each of the seven quality areas. This will provide an overall picture of the quality of a service.

All services will need to display their approval and rating information. Ratings will also be available on the internet. For the first time this will provide families with consistent information to help them compare services and work out which service is best for their child. It will also help services know where they need to improve.

National Quality Standards
There are five levels against which services across Australia will be assessed based on the National Quality Standard.

Indicates that a service is not meeting the National Quality Standard and
Significant improvement required

the regulator is working closely with the service to immediately improve its quality (otherwise the service's approval to operate will be withdrawn).

Working towards National Quality Standard

Indicates that a service is working towards meeting the National Quality Standard.

Meets National Quality Standard

Indicates that a service is meeting the National Quality Standard.

Exceeds National Quality Standard

Indicates that a service is exceeding the National Quality Standard.

Excellent

Indicates that a service demonstrates excellence and is recognised as a sector leader.

Support for families

The Australian Government understands the effect of early childhood education and care on the family budget. That is why the Australian Government provides Child Care Benefit (CCB) and Child Care Rebate (CCR) to help families with the cost of these services.

Where can I find out more?

For more information on these changes you can:

Call: 1800 181 088

Email: ECECQualityReformEnquiries@deewr.gov.au

Visit: www.mychild.gov.au

RESPECT FOR CHILDREN

PCYC believes that there should be strategies in place to foster respect and support all children's participation in a service's program. It is this Service's belief that when educators show an interest in children's lives and respect children, they feel valued, capable and more confident in their ability to express themselves, work through difficulties, learn new things and take calculated risks. We also believe that respecting children promotes children's self esteem and enhances the children's enjoyment of the program.

EDUCATORS INTERACTIONS AND RELATIONSHIPS WITH CHILDREN

Educators share a commitment to fostering professional, harmonious relationships amongst themselves and with children to ensure the environment meets the play and care needs of school aged children. We believe a successful team communicates openly, shares knowledge and understanding, embraces diversity and demonstrates mutual respect and professional ethics. We feel it is vitally important that educators create a responsive and inclusive atmosphere within the service. This is achieved through educators taking time to foster friendships with children: seeking to understand them, develop trust and interact in positive ways. It is our belief that educators also need to guide children's behaviour in positive ways, helping them to express a range of emotional responses.

PARTNERSHIP WITH FAMILIES

PCYC supports the notion that the relationship between the child's family and educators is crucial to the child's wellbeing, development and progress. It is believed that children benefit most when this is a trusting and mutually supportive partnership. Further, our responsive programs reflect community values, attitudes and utilises community resources.

Our Open Door Policy

At PCYC, we have an 'Open Door Policy' and parents/guardians are welcome at any time to visit and participate at their convenience. We would encourage parents/guardians to share their time, varied talents, cooking experiences, cultural background and to assist with excursions. By establishing and maintaining partnerships with parents/guardians, educators can learn more about the particular needs, abilities and interests of each child as well as ensuring that play and learning programs are inclusive for all cultures. Throughout the year we will hold a number of information and social events. These events will provide parents/guardians with an opportunity to discuss their child's needs with educators in an informal setting.

It is always important that as parents/guardians you relay to the educator when your child is off colour or behaving differently or when for some reason things are not normal at home. This information is important as it helps us to understand any changes in behaviour.

Parents/Guardians Code of Conduct

- Parents/guardians are responsible for their children's behaviour whilst the parents/guardians are on the premises.
- If parents/guardians have any concerns regarding their children they are to report this to the Nominated Supervisor.

We encourage you to communicate frequently with your child's educators, as we believe that working together is in the best interest of your child.
• At no time is a parent/guardian to confront another parent/guardian or child attending the service. All enquiries or problems should be reported to the Nominated Supervisor.
• Parents/guardians are expected to behave in an appropriate manner whilst on the premises.
• If inappropriate behaviour is witnessed, parents/guardians may be asked to leave the PCYC service and will be informed in writing of their suspension from the Service.
• This suspension may stay in place for any amount of time deemed necessary or desirable for the purpose of guaranteeing the welfare or minimising danger to any child or children attending the Service.

Procedures for Dealing with Concerns

If you have any concerns regarding the care and education of your child whilst attending the service, please approach your child’s Nominated Supervisor to discuss the matter. At PCYC we encourage parents/guardians to discuss issues or concerns as soon as they arise. In this way any issues can be resolved quickly and easily. If your concerns have not been addressed, or that you feel uncomfortable discussing these concerns with your child’s Nominated Supervisor, please contact the services Branch Manager.

Similarly, we encourage children to let us know if they have a concern so that it can be dealt with quickly. Children can use the suggestion box or “Concerns Forms” if they do not feel comfortable speaking with an educator.

The Office for Early Childhood Education and Care (OECCEC QLD) is the regulartory authority which administers the legislation and has a quality assessment role under the National Quality Framework. Authorised Officers are those appointed by the Regulatory Authority under s195 of the Education and Care Services Nation Law. If you have any concerns about the quality of care and education your child is receiving, please contact Office of Early Childhood Education and Care on 1800 637 711 for the contact number of your local Authorised Officers.

Confidentiality

All records and information provided to PCYC relating to childcare programs are kept strictly confidential, in accordance with the Commonwealth Privacy Act 1988.

CURRICULUM PLANNING AND EVALUATION

Our Philosophy and Goals
The service’s philosophy and goals provide an important framework within which the curriculum decisions are made. We believe effective curriculum planning should also take into account feedback and observations from all the service’s stakeholders – most importantly from the children themselves. Further, we believe an effective curriculum must take into account contextual issues. Such issues include venue location and design, child and family characteristics, educator’s backgrounds, available resources and group dynamics.

Flexibility
High quality SAC services have flexible curriculums. Adaptability ensures curriculum meets the individual and group needs of the children in care. Our curriculums have a variety of opportunities for children to pursue their current interests and develop new ones. As far as possible, our curriculum allows children to make their own choices based on individual interests, needs, strengths and energy levels. Our philosophy of “the importance of play” is reflected in our curriculum guidelines.

Evaluation
To achieve positive outcomes for the children in care, educators share in the planning and evaluation of the curriculum. However, while educators have their own views on curriculum outcomes, their views are considered alongside feedback from children and families. Our curriculum evaluation is motivated by a genuine desire to improve the content and environment for the children’s participation.

Homework Time
Children will be given the opportunity during the afternoon session to do their homework.

Extra Activities, Excursions and Services
Many of the services have received funding to provide the Active After School Care program one or two afternoons a week at no cost to families. The program provides funding to provide coaches and equipment for a range of activities including – hockey, AFL, Tennis, Dancing, Tae Kwon Do etc.

We enjoy having visitors to our service, and there are many excellent shows that travel to SAC services to perform. In these cases, parents/guardians are required to pay the charge when children are booked in to attend the show.

Children may attend extra curricular activities during the SAC session that may require a PCYC educator escorting them to and from activities. The Service will work with the family and activity provide to assist with this, however the service needs to take into consideration legislative implications, ratios and the impact it may have on the program.
Often the service will take children on excursions. Parents/guardians will be given prior notice regarding excursion dates, times. A permission form will be distributed to parents/guardians. This form will include a description of the excursion and the requirements the children are asked to bring. Parents/guardians interested in assisting during excursions should contact the Nominated Supervisor. While on excursions our educator/child ratios are: 1 adult for 8 school aged children. When swimming the ratio is 1 adult for 5 school age children. This ratio can be higher if the service has an approved risk assessment.

Under the National Quality Standard there are no set ratios for SAC excursions. PCYC will continue to follow recent practices of 1 adult for 8 school age children unless a Risk Assessment has been completed by the Nominated Supervisor to alter the ratios. The service completes a Risk Assessment for all excursions prior to parents receiving their booking details.

Valuables
Children are asked not to bring valuables to the service (phones, iPods, mp3, computer games, etc). The service will not be responsible for lost, stolen or damaged items. If any of these items are brought to the service they can be given to the Nominated Supervisor on arrival and collected when going home.

Clothing
Parents/guardians are asked to dress their child in suitable clothes for SAC programs to enable uninhibited play. Children enjoy playing with paint, clay, sand, water and mud, which can be quite messy at times. Educators will take care to see that the children wear aprons where appropriate. However, they cannot guarantee clothes will remain unmarked at all times.

All children are required to have a hat, which will be clearly marked with your child’s name. This hat must be worn during outdoor activities. We also require children to wear closed in shoes and a sun smart top. Singlet tops are not acceptable.

The Importance of Play
We support the notion that an effective SAC service recognises the unique requirements of each child and makes an effort to meet these needs. One of the primary objectives of our program planning is to support the natural play that children initiate and engage in spontaneously. The child’s right to play and the value of child-initiated play are acknowledged in the way the environment and programs are structured and in the expectations adults have about how children will spend their time. Creative, self-directed play should not be viewed as wasted time but rather as the medium for some of the riches experiences and most powerful learning of childhood. In this context we provide children with a safe, stimulating environment and the time to explore, create, experiment and express themselves.

Behaviour Management
Behaviour management is encouraged. It sets the limits for children to learn the difference from right and wrong. We believe that children’s learning is enhanced when they have a basic set of ‘rules for living’ and when the ‘significant others’ in their lives provide consistent guidance. Through consistency comes a warm, mutual respect between educator and children, a relationship based on trust and built on security.

Our Behaviour Management Policy encourages children to cooperate, to use their social skills appropriately, and to enhance their self-esteem. All children have different needs so the ability to interact and express one self individually should be assisted, guided and understood by the educator. When managing difficult behaviour all expectations are based upon age appropriate behaviour patterns. We set reasonable limits and explain the reasons for these limits.

Our beliefs and aims are:
- Positive reinforcement – for appropriate behaviour.
- Self-discipline – which allows children ‘thinking time’ to realise actions.
- Self expression – allows children to explain what has happened.
- Safety – explaining to the children the safety aspects.
- Understanding, gentleness, caring, individuality.
- Firmness – what pleases some children and angers or hurts others in social interaction.
- Communicating with parents/guardians – forming a partnership in relationship to behaviour management.
- Educators will provide a well planned developmental and age appropriate program – to satisfy children’s needs to create and explore.

All behaviour management policies are inline and consistent with the schools they service.
Working with Parents/Guardians

We believe that it is very important that behaviour management techniques be consistent with those used at home. This will ensure that the child does not become confused and always knows where they stand. Educators will work closely with parents/guardians when dealing with difficult behaviour in the hope the problem is only short term. Educators will keep parents/guardians informed as to their child’s progress and it is hoped that parents/guardians will provide similar feedback to educators.

Common Problem Behaviours

- **Swearing…** Children often use swear words because it gets an immediate response and makes them feel powerful. The secret is to remove this power by ignoring it and to make the child feel powerful in more acceptable ways. Some parents/guardians are concerned that their children will learn unacceptable language from other children at our services. The reality is that most children hear these words outside the service from older children, adults in the community and the media.

- **Aggression…** A certain amount of aggression is normal in young children. Many children cannot control their strong feelings and act impulsively. They are not able to understand the consequences of their action. We try to empower children with skills in dealing with aggression. Acknowledging this is a learning development if the child is constantly aggressive and endangering children safety at the service will not be tolerated.

- **Dealing with problem behaviour…** Educators deal with persistent behaviour in the following ways: redirecting behaviour in a positive way; children are encouraged to think about their behaviour and its effects on those around them. We promote the use of conversation in conflict resolution rather than the use of physical aggression. Action is taken immediately rather than left for later attention, as children forget their actions and reasons for the action. If a child’s behaviour poses a threat to the other children then they will be removed from the situation for a short period of time. The child will be encouraged to use this time to think about their actions and calm down. An adult will accompany them.

The following behaviours will not be tolerated:

- Obscene language.
- Bullying of other children.
- Biting.
- Continual disobedience of educator’s instructions.
- Damaging of PCYC equipment.
- Aggressive behaviour towards educators or other children.

For serious or continuous behavioural infringements a written three warning system will apply. These warnings involve a ‘Notice of Warning’ being issued and signed by the child, educator and parents/guardians. Three of these warnings may result in the child being refused admittance until the Nominated Supervisor and educators are satisfied that there is not likely to be any further behavioural problems. It is in the interest of all that any difficulties that your child may have, be brought to our attention, so some allowance may be made of the exhibited behaviour.

HEALTH, NUTRITION AND WELLBEING

Our Responsibility

As educators it is our responsibility to have in place strict policies in regard to health, wellbeing and hygiene. Such policies are designed to protect the health and safety of all children and adults attending the service. Management and educators share a responsibility to keep up to-date with, and inform families of, current information on research and practices recommended by health and nutrition authorities. Further, we are sensitive and responsive to each child’s daily nutritional needs, eating patterns, food preferences and dietary requirements. Cultural differences in relation to health, nutrition, food preparation and handling must also be considered and accommodated.

Information on File

In order to ensure the health and safety of each child attending the service, it is important that certain information about the child be kept on file. Parents/guardians are able to update their information using the HubWorks program. Parents/guardians are asked to ensure that all information is updated on a regular basis to ensure that it is made readily available to the service.

This information will include:

- Any allergies the child may have.
- A health plan/emergency medical plan, if required.
- Past significant illnesses or operations.
- Physical disabilities.
- A record of immunisations.
- Name and phone number of family doctor.
• Telephone numbers of parents/guardians and other persons to be contacted in an emergency.
• Written permission for the Nominated Supervisor/Branch Manager to remove a child by ambulance in the case of serious accident or illness.
• Written permission for the Nominated Supervisor/Branch Manager for a child’s photo to be taken for media use.

Incidents and Injuries
A record is kept of all incidents and injuries concerning the children in our care. Parents/guardians will be informed of these should their child be hurt or injured while in our care. Parents/guardians will be asked to sign an incident report in regard to this. Please ensure we have an emergency contact number in case of this unlikely event.

If a child becomes ill while at the service
As soon as educators become aware that a child is unwell, the parents/guardians will be contacted. We do not have the facilities or educators to properly care for sick children for any length of time, and it is not possible for us to isolate sick children from the group. As infection spreads quickly, it is important that sick children are collected as soon as possible. The Nominated Supervisor/Branch Manager reserves the right to contact the ambulance in the case of an emergency. Parents/Guardians will incur the cost if it is not covered by Qld. Community Cover (www.ambulance.qld.gov.au).

Immunisation
PCYC supports the immunisation of all children but we believe that parents/guardians should be able to make their own choices regarding this issue. It is important that parents/guardians inform the service after each immunisation has been given so that records are kept up to date. Non-immunised children will be excluded from the service if there is an outbreak of any of the immunisable diseases. Children are now required to have up to date immunisation for parents/guardians to claim the Child Care Benefit (Federal Government Regulations). Parents/Guardians are asked to please make sure that correct information has been updated regularly.

Administering medication at the service
• Details of any medication should be recorded on a Medication form.
• Educators will not administer medication, which is not labelled with the pharmacy label containing the child’s name and dosage. This includes ‘over the counter’ preparations. All medications must be currently in date when being administered.
• All medication is stored in the room out of the reach of children.
• All medication should have a pharmacy label, which is to show the patient’s name, the name of the medication, dosage, frequency of administration, the date of dispensing and the expiration date of the medication.
• Educators will not administer any medication via injection or suppository (unless discussed).

When Should a Child be excluded?
It is imperative that a child suffering any of the following conditions be excluded from the service until they are no longer infectious, and well enough to participate in all programmed activities. In all cases a clearance letter signed by a doctor must be presented before a child can be readmitted to the service.

FEVER: A temperature of 38 degrees Celsius or higher is considered to be dangerous.
BRONCHITIS: Exclude until appropriate medical treatment is given and the child is feeling well.
CHICKEN POX: Exclude until the child has fully recovered and each blister has dried.
COLD SORES: Exclude until sores are dry and cover with a waterproof dressing
CONJUNCTIVITIS: Exclude until discharge from the eyes has ceased.
CROUP: Exclude until fully recovered.
DIARRHOEA: Exclude until there has not been any loose bowel motions for 24 hours.
HAND, FOOT & MOUTH DISEASE: Exclude until the blisters have dried.
HEAD LICE: Exclude until treated. Parents/guardians will be called to collect their child if lice is found on their child’s head at the service.
INFLUENZA: Exclude until the child feels well.
IMPETIGO: Exclude until the child has received antibiotic treatment for at least 24 hours
MEASLES: Exclude from at least four days from the appearance of the rash.

RUBELLA: Exclude for at least four days after onset of rash and until the child feels well.

Reference: “Staying Healthy in Childcare. Edition 4

Infection Control
Strict practices are in place to ensure that cross infection is kept to an absolute minimum.

- All toys and equipment are regularly disinfected.
- The service is cleaned and sanitised each evening.
- Gloves are worn when dealing with cuts, abrasions or broken skin, cleaning blood and other body spills.
- Tissues, band aids, clothes used for wiping up body fluids and first aid equipment disposed of in a special container and not in the rubbish bin.
- Lesions on educator and children must be covered.
- Good and frequent hand washing.

Asthma
The service will follow the 4 step Asthma Aid Plan. This will be our guide for managing an asthma attack. Educators will be informed of the recommended procedures involved in treating an asthma attack and managing children with asthma in care.

Diabetes
The service will follow the guidelines set down by Diabetes Australia and that prescribed by the child’s doctor. Educators will watch for symptoms of Hypoglycaemia (low blood sugar) and be aware of emergency action that may be required.

Nutrition
Good food is essential for good health throughout life. It is especially important that young children appreciate a wide variety of nutritious foods. Nutrition is important to each child’s physical, mental, emotional and social development. Parents/guardians are encouraged to supply only healthy, nutritious foods for children’s lunches, morning and afternoon teas. Chocolates, cakes, sweet biscuits, chips, lollies and soft drinks are discouraged. Educators are only too happy to give you some ideas and suggestions for your child’s lunch box. Water is always available to children. Once the children have finished eating their lunch they are encouraged to take a drink of water. If for medical reasons your child requires a restricted diet, please inform your child’s Nominated Supervisor as well as noting it on the enrolment form. Careful attention will be taken regarding your requirements.

Anaphylaxis
This service recognises the increasing prevalence of children attending services who have been diagnosed with anaphylactic reactions. Such reactions may be the result of severe allergies to eggs, peanuts, tree nuts, cow milk, shell fish, bee or other insect stings, latex, particular medications or other allergens as identified through professional diagnosis. Parents/guardians are requested through the initial enrolment process to ensure that the service is made aware of any allergies that their child may be suffering.

The service will ensure that at least one educator with a current Anaphylaxis Management qualification is available at the service at all times as required by the Education and Care Services National Regulations 2011.

Allergy
PCYC recognises the increasing number of children attending who have been diagnosed with allergies and may suffer allergic reactions. Parents/guardians are requested through the initial enrolment process to ensure that the service is made aware of any allergies that their child may be suffering.

Our services are conscious of the children who have allergic reactions to nuts and will endeavour to provide an environment which is allergy aware as realistically possible to ensure the safety and wellbeing of all children in care.

If there is a child attending the service with severe allergies or anaphylaxis a notice will be displayed at the service. We would appreciate your support in keeping the environment safe and ensuring your child’s lunch box does not contain any of the allergens noted.

Smoking
Smoking will not be tolerated on the premises or anywhere that the service utilises at any time. This is in accordance with Child Care Regulations.
PROTECTIVE CARE AND SAFETY

The Importance of Safety
The safety of children is paramount at all times. With this in mind, management and all educators are required to exercise a duty of care. This means they have a legal and moral obligation to ensure the safety and wellbeing of all children.

Occupational Health and Safety
The service believes that in exercising a “duty of care” both management and educators must take reasonable care to protect children from foreseeable risk of harm or injury. Therefore, our service ensures appropriate safety measures are applied to avoid dangerous situations. Procedures for identifying, handling and reporting accidents, building hazards and faulty equipment are in place.

Our Educators
We aim to bring children together in a friendly, secure and aesthetically pleasing environment. Our service structure consists of a Nominated Supervisor who is responsible for the organisation and overseeing of the day to day running of the service. Senior educators and educators are responsible for the day-to-day care of the children. Educators in all of our services hold a range of relevant qualifications to work in a SAC service. In addition, each educator holds a current First Aid Certificate and a Working with Children Suitability Card (a ‘Blue Card’). We endeavour to employ educators who are experienced in working with children. Educators are encouraged to attend in-service development courses and conferences and are given time off work to do so.

Nominated Supervisors & Certified Supervisors
The Education and Care Services National Law 2010 requires that all services must have a Nominated Supervisor – this is an ongoing obligation. The service must identify the Nominated Supervisor. The Nominated Supervisor is responsible for the day-to-day management of the service and is responsible for educational programs, supervision and safety of children, entry to and exit from the premises, food and beverages, health and hygiene practices.

PCYC SAC services will also appoint Certified Supervisors who can be placed in the day-to-day charge of the service in the absence of the Nominated Supervisor.

Child Abuse
At PCYC all educators are committed to the prevention of child abuse and to the protection of children. Educators are committed to ensuring that all children feel safe and secure in the childcare environment. The Management Team will ensure that individuals working in our services have an awareness about and knowledge of child abuse. Educators will ensure that all suspected cases of child abuse are responded to in a professional manner, which will keep the child safe and protected. Educators will endeavour to protect children from abuse through encouraging and maintaining parents/guardians involvement with in-service activities and responding to their concerns in a sensitive way.

Fire and Evacuation Drill
The service’s Evacuation Procedure is displayed in every room. A regular evacuation drill is performed so that educators and children are well practiced at such procedures. Please follow educator’s directions if you are in the service during a fire drill or emergency. The evacuation area is displayed at each service.

Sun Safe Policy
As children spend a large portion of their time outside it is important that they are protected from the harmful effects of the sun. The following precautions must be taken:

- There should be shady places outside.
- Children are encouraged to wear a full brim hat or legionnaires cap whenever outside.
- Educators model the wearing of hats.
- Protective clothing to be worn. No tank tops.
- Educators check that children apply sunscreen before outdoor play
- Adhere to a strict NO HAT, RESTRICTED PLAY policy.

Bus Safety
If applicable, children attending Before School Care Service will be transported to their respective schools by PCYC buses. Buses depart the Before School Care service in time to ensure children arrive in time for school registration. Again, if applicable, children attending an After School Care service, not on the child’s school grounds, will be collected from their school by a PCYC educator and will either walk to their After School Care Service or be transported to their After School Care Service by a PCYC bus. Procedures are put in place to ensure the correct children are collected each day. Bus rolls are produced and the names of children getting on and off the bus are checked. If a child whose name appears on a bus roll fails to arrive at the bus stop ten minutes after the bell has rung, the school will be contacted to ascertain if the child attended school that day. If it is discovered that the child did attend school the parents/guardians of the child will be contacted to identify whether or not alternative arrangements have been made to collect the child.
PCYC adheres to Queensland Transport’s Code of Conduct for School Bus Travel. This Code of Conduct is a set of behavioural guidelines for students to follow when travelling on buses. It also includes procedures for bus operators/drivers to follow when managing children’s behaviour associated with bus travel. The Code helps ensure a comfortable, pleasant and safe ride for all.

The Code and children’s responsibilities:
- Wait well back from the bus until it stops.
- Treat other people and their possessions with respect.
- Follow the bus driver’s and supervisor’s directions without argument.
- Do not interfere with bus property, equipment, shelters and signs by marking or damaging them in any way.
- Sit properly on a seat.
- Store school bags under the seat.
- Speak quietly and create unnecessary noise.
- Wait until the bus stops before standing to get off.
- Alight from the bus in a quiet and orderly fashion.

Children must not:
- Bully other students.
- Place feet on seats.
- Fight, spit or use offensive language.
- Throw any article around or from the bus.
- Consume food or drink, or play music without permission of the driver.
- Allow any proportion of their body to protrude out of the bus.

If children do not abide by this Code, action may be taken. This may range from a caution, to refusal to travel, dependent on a number of factors including: the threat of safety of passengers on the bus and the nature of the incident; the age of the child; whether the breach was a first or one of a series of repeated incidents about which the child has been previously cautioned; or the extent to which the breach distracted the driver. A copy of Queensland Code of Conduct is available at our services.

MANAGING TO SUPPORT QUALITY

Management’s Role & Policies and Procedures
Management’s role is to chart the direction of the service and to ensure its overall management and operation is smooth, effective and conducted within all relevant laws and regulations. Written policies and procedures are used to inform and guide the decisions and actions of all service personnel. The development and evaluation of such policies and procedures involved consultation with all stakeholders. This course of action ensures that Management decisions, polices and procedures are more likely to meet the needs of the service, be understood by all concerned and more likely to be implemented. If you would like a copy of any of the policies please ask the Nominated Supervisor who will be only too happy to oblige. Each year we review our policies and welcome feedback from parents/guardians.

Conclusion
We are committed to providing the community with a high quality SAC service. Should you have any questions, queries or problems regarding any aspect of the service of your SAC then please contact the Nominated Supervisor or the Branch Manager immediately.