



# Family Handbook

*The Y Canberra Region*

**Children's Services**  
Y Canberra Region

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*"We are influenced by a global mission to provide opportunities for all to grow in body, mind and spirit. The Y's of Australia are guided by a belief in the power of inspired young people."*

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# Welcome To the Y Canberra Region!

**YMCA Canberra Region has been working with young people ever since we became a part of the Canberra community in 1941.**

We passionately believe in the power of inspired young people. At our Y Canberra Region Children's Services, we are committed to enriching the lives of Children and Young People by providing a warm and secure environment where they can thrive.

It has long been said that "it takes a village to raise a child" and we couldn't agree more. The partnerships that we form as parents/guardians, Y People and with the wider community are integral pillars of each Child and Young Person's sense of self and ability to thrive.

We look forward to being partners in the wonderful journey that is childhood. The future is in our hands.

## Mission Statement

The YMCA's of Australia work together to provide opportunities for all people to grow in body, mind and spirit.

## Our Values

The YMCA's of Australia are guided in our values:

- The whole person, consisting of body, mind and spirit;
- Diversity of people, communities and nations;
- Equality of opportunity and justice for all;
- Healthy communities based on relationships characterised by love, understanding and mutual respect; and
- Acceptance and personal responsibility.

## Our Commitment

The Y Canberra Region is committed to the provision of quality childcare and we implement the following:

- Quality assurance systems which take into account participant requirements and satisfaction, high performance levels measured against set standards and a process of continuous improvement.
- Monitoring and review of the service to our children, young people, parents/guardians to ensure efficient, effective and responsive delivery use of resources.







Image above: YMCA OSHC Services



## Children's Education & Care Assurance (ACT) / Early Childhood Education & Care Directorate (NSW)

The Children's Education & Care Assurance (CECA) and Early Childhood Education & Care Directorate (ECECD) are responsible for administering the National law and regulations including:

- Licensing Children's Services in the ACT & NSW e.g. Early Learning and Outside School Hours Care;
- Auditing and compliance;
- Announced and unannounced visits to services regularly to ensure they are operating in accordance with the legislation;
- Advice and support for parents/guardians, Children's Services and the community;
- Investigating complaints or concerns lodged with ACECQA;
- Professional advice on planning, design and establishment of new services.

## ACECQA

The Australian Children's Education and Care Quality Authority works with all governments to provide guidance, resources and services to support Children Services to improve outcomes for Children and Young People.

## Early Childhood Australia Code of Ethics

The ECA Code of Ethics is a set of statements about appropriate and expected behaviour of early childhood professionals.

Designed especially for early childhood education and care environments, and based on the principles of the United Nations Convention on the Rights of the Child 1991, the ECA Code of Ethics reflects current pedagogical research and practice, providing a framework for reflection about the ethical responsibilities of early childhood professionals who work with or on behalf of children and families in early childhood settings.

## National Quality Framework

The National Quality Framework (NQF) provides a national approach to regulation, assessment and quality improvement for Early Childhood Education and Outside School Hours Care across Australia.

## National Curriculum Framework

The council of Australian government has developed the My Time, Our Place and Early Learning Years Framework to assist educators to provide Children and Young People with opportunities to maximise their potential and develop a foundation for future success in life.

All children have the best start in life to create a better future for themselves and for the nation.

Investing in the Early Years  
Council of Australian Governments



*Quick Tip*



**Storypark**

**Engaging families in supporting children and young people's learning together**

*Learn more at [www.storypark.com](http://www.storypark.com)*

*See your team about signing up to Storypark today*

## Children Services Objectives

We aim to achieve the following:

- To work in partnership with parents/guardians and the community to provide quality care and offer opportunities for participation.
- To provide a caring environment that is accepting of diversity, is complimentary to a Child or Young Person's home and community life, and creates a sense of freedom, trust and security.
- To respect the parents/guardians by promoting their participation in the planning, development and evaluation of the service.
- To foster the development of each Child or Young Person's self esteem and pride in their cultural heritage.
- To encourage Children and Young People to be active, enthusiastic and creative explorers of their environment.
- To encourage and support individuals to express themselves creatively.
- To support independent, confident and inquisitive learners, considering the needs of the Child or Young Person as an individual and as a member of the group.
- To provide a service that is flexible and responsive to the changing needs of the Children and Young People, and their parents/guardians.
- To foster non-discriminatory, anti-biased environments that are inclusive of all children, young people, parents/guardians.
- To provide and support opportunities for the professional and personal development of our Y People.

## Our Y People

We recognise the provision of quality care requires Y People who are skilled, experienced, caring and knowledgeable about development. This includes:

- Actively supervising Children and Young People at all times;
- Consistent communication;
- Complying to policies and procedures;
- Promoting positive interactions and learning;
- Undergoing Safeguarding and Mandatory Reporting training;
- Holding a Working With Children Check and/or a Working With Vulnerable People Card;
- Complying with Child Ratios:
  - Under two years - 4:1
  - Two to three years of age - 5:1
  - Over 3 years - 11:1



Image above: YMCA Belconnen Early Learning Centre

# Safeguarding Children & Young People

**The Y Canberra Region recognises that we are an organisation which works extensively with Children and Young People.**

Therefore, we have a fundamental role to play in the health, wellbeing, physical and social development of the vulnerable within our community.

The Y Canberra Region is committed to achieving the safeguarding vision of the Australian Childhood Foundation (ACF). This is achieved by participation in the independent ACF review process.

Y People consider any form of abuse including emotional, physical and sexual abuse, family violence or neglect as intolerable under any circumstances. We have a legal, moral and mission-driven responsibility to protect Children and Young People from harm. All incidents of suspected abuse are promptly and appropriately dealt with.

***Y People are mandated to report any form of suspected child abuse.***



## Safe Environments

The Y Canberra Region creates a safe culture that empowers Children and Young People. Our leadership and governance promotes safeguarding in all that we do at the Y.

As an organisation, we obtain and provide:

- WWVP Card / WWCC
- National and International Police Checks
- Recruitment Screening Procedures
- Safeguarding and Safe Behaviours Training
- Child Protection Training

Safe environments are our highest priority. We believe in the power of inspired young people and want Children and Young People to hear our message of “Feel Safe, Be Safe” in our services and programs. To accomplish this, we are guided by the National Y Safeguarding Framework and Vision and licencing standards.

Children have the right to say what they think should happen when adults are making decisions that affect them and to have their opinions taken into account.

The Y Australia has a strong commitment to the United Nations Convention on the Rights of the Child, amplify the child's voice and ensuring they are truly heard.

## Quick Tip

Please see our Safeguarding Children and Young People Policy for further information:

<https://bit.ly/3fOEcdH>

## UN Rights of the Child

Developed in 1989, world leaders came together and made an historic commitment to the world's Children and Young People. They made a promise to every child to protect and fulfil their rights by adopting an international legal framework - the United Nations Convention for the Rights of the Child. They believed that children are not just objects who belong to their parents and for whom decisions are made, or adults in training. Rather, they are human beings and individuals with their own rights. The Convention says childhood is separate from adulthood, it is a protected time in which children must be allowed to grow, learn, play, develop and flourish with dignity. The Convention went on to become the most widely ratified human rights treaty in history and has helped transform children's lives. 196 countries have signed up to the UN Rights of the Child since 1989, with Somalia, South Sudan and the United States being the only countries to have not embraced the treaty.



# Customer Care

**The My Family Lounge portal is where you can update your enrolment details and contact information, manage your permanent bookings or request changes to enrolments and bookings.**

My Family Lounge is also available to download as an easy-to-use app on Apple or Android phones and tablets. Your My Family Lounge account can manage multiple children, across our different programs, including Early Learning, Before and After School and Vacation Care programs.

All requested information and authorisations is mandatory to enable us to provide the best care for your Child or Young Person. We understand flexibility is important to our parents/guardians and are able to offer both permanent and casual bookings where available.

Head to our website to register: [www.ymcacanberra.org.au/early-learning-care/enrolments](http://www.ymcacanberra.org.au/early-learning-care/enrolments)

## Permanent Bookings

Permanent bookings ensure a guaranteed place and helps give them a sense of stability and belonging in the environment.

Once you have created your My Family Lounge account, head to 'Create a Booking Request' and select your preferred start date along with the days you would like your Child or Young Person to attend. Pending availability, we will send you an 'Offer of Place' within 4 weeks of your preferred start date. Once you accept the offer your Child or Young Person will be officially enrolled and our Y team will be in touch with you to discuss orientation options.

Permanent days cannot be swapped. A request in writing should be submitted to your nominated supervisor / Customer Care Team. Please note, 2 weeks notice is required and the request is not guaranteed until confirmed by our Y team.

## Casual Bookings

To ensure the safety of Children and Young People in our care, we are unable to operate above the licensed number of places for each service.

Bookings are limited to one service or room and not across multiple services.

Casual bookings are subject to availability. Permanent bookings are recommended if you wish to secure your preferred day.

For information on availability of casual places or to make a casual booking please contact your nominated supervisor (ELC) or the Customer Care Team (OSHC).



Image above: YMCA Jamison Early Learning Centre

## Custody / Care & Protection Orders

Parents/guardians have legal access at all times unless a Court or Parenting Order, Restraining Order or information / documentation is supplied by the police or regulatory body relating to the Child or Young Person states otherwise.

Parents/guardians are to ensure they provide a copy of current and relevant documentation to their service.

If a parent/guardian is experiencing problems associated with custody and access, please discuss this with your service's nominated supervisor. A copy of any current Care and Protection Orders are required on enrolment and any updates should be provided to the service.

## Orientation Procedure

Orientation visits are strongly recommended prior to commencing care. This will assist your Child or Young Person in becoming familiar with the service.

A visit will be organised with parents/guardians once enrolment forms are returned and a deposit has been paid. A visit must be prearranged, this allows:

- Parents/guardians to become familiar with their service and environment;
- An opportunity to become familiar with the team, peers, routines and experiences;
- An opportunity to ask questions and share information with Y People.

## Signing In & Out

Parents/guardians are required to sign their Child or Young Person in and out of the service at the time of arrival and departure. QikKids iPads are at each service for parents and guardians to sign in and out daily.

Parents/guardians are required to notify a Y Person of their arrival and departure for safety reasons. Children and Young People will only be released to people authorised by the parents/guardians on their enrolment form. Persons unknown to staff will be asked for photographic identification to be checked against enrolment.

## Cancellation Policies

Two weeks' prior notice in writing must be received by your nominated supervisor or the Customer Care Team for any changes or cancellation to bookings.

## Fees

Fees are payable two weeks in advance. Accounts are emailed fortnightly on the Wednesday of government pay week, with payment due on the Friday of government pay week. Additional days for part-time bookings will be added to your account. Full payment is required for all absences, including illness and vacations. Fees are NOT payable for the days between Boxing Day and New Year's Day when the Y Canberra Region observes a shutdown period.

## Overdue Fees

When fees are one week overdue, customers will receive a phone call to request payment. After an account becomes two weeks in arrears, customers will be advised in writing of their booking being cancelled if the account is not settled within 7 days.

## Immunisation

It is a requirement upon enrolment that immunisation certificates are uploaded prior to acceptance of enrolment.

To find out more about the legislation in relation to Child Care Subsidy entitlements and immunisation requirements, visit the Department of Health and Human Services websites.

In the case of an outbreak of a vaccine preventable disease the nominated supervisor may direct any unimmunised Children or Young People to be excluded from the service for the duration of the outbreak. Fees are still payable.

## Family Assistance & Childcare Subsidy

Y Canberra Region's services are approved child care providers. For information regarding your Family Assistance and Child Care Rebate (CCR) visit: [www.familyassistance.gov.au](http://www.familyassistance.gov.au) or please phone the Family Assistance Office (FAO) on 136150.

It is the responsibility of the parent/guardian to register and provide the details to the service. Without this information subsidies cannot be deducted from your account. Until notification of details you will be charged full fees.

## Late Collection of Children

A late fee of \$5 per child, per minute will apply if children are not collected by 6pm. If a child has not been collected by 6.30pm (approximately 30 minutes after closure) and all listed contacts have been exhausted, the Y People will inform police / Office for Children, Youth and Family Support - Care and Protection Services or the Department of Community Justice.





Image above: YMCA Holt Early Learning Centre



# Inclusion & Diversity

**The Y Canberra Region is committed to promoting an inclusive and accepting community that values the dignity and intrinsic worth of all people regardless of age, gender, ethnicity, belief or other difference.**

Our primary role is building strong people, children, families and communities. We aim to enhance connections, increase access, build social inclusion and encourage individual empowerment and participation in our community. Y People will create environments that support and promote inclusive attitudes and practices.

Inclusion is also about creating a workplace where individuals can feel free, comfortable and safe to be who they are, and where the diversity that a person brings to a workplace or team is celebrated.

***"Diversity is a fact. Inclusion is a choice" - Justin Trudeau***

## Core Objectives

- To acknowledge, include and respect Children and Young People, parents/guardians, participants and Y People regardless of their age, gender, LGBTQIA+ preferences, culture, beliefs or abilities.
- To encourage inclusive attitudes and practices
- To ensure Children and Young People, parents/guardians, participants and Y People are treated with dignity and respect
- To uphold and advocate the principles and values of social justice.
- To work towards removing barriers to full participation in community life and advocating for social change.
- To provide quality environments which are inclusive and responsive to the needs of the participants using them.

**The Y Australia values the individual worth, uniqueness and diversity of all people.**

We seek to remove barriers to participation in programs and activities that will enable all people to meet their full potential, and experience meaningful involvement in The Y Movement and the community, according to the Mission statement and values The Y Australia.

YMCA Australia  
Commitment to Social Inclusion Statement







## Collaborative Approach

We promote a culture of respect for all parents/guardians and Y People. The program will present positive experiences for the Children and Young People which reflect gender equity and diversity. We aim to create an atmosphere in which all Children and Young People feel comfortable, secure and happy.

We will engage the support of advisory agencies, visiting entertainers, members of the community, parents/guardians to support the program and enhance Children and Youth's understanding of diversity. While not directly involved in the management of the centre or service, all parents/guardians are encouraged to participate in other ways such as excursions, program planning, and experiences with the Children and Young People, including the sharing of any special skills, talents or cultural diversity that will enhance the interactions and activities at the service.

We encourage parent/guardian involvement and communication. Some of the ways this is achieved is through surveys, feedback forms, meetings, and social functions, input into programs, menus and policies and procedures.

Regular newsletters, digital messages, as well as information displays are all means of trying to keep parents/guardians informed.

## Commitment to Reconciliation Practices

The Y Canberra Region acknowledges that our programs take place on traditional Aboriginal land across Canberra, Queanbeyan and surrounding regions. Specifically, the Ngunnawal, Ngambri, Ngambri-Guumaal, and Ngarigu Peoples. We pay our respects and share knowledge with the local and national Aboriginal and Torres Strait Islander community to enhance and guide our practices. Educators, Children and Young People at the Y Canberra Region "respect the multiple ways of knowing, seeing and living, celebrate the benefits of diversity and have the ability to understand and honour differences"

### **The Y acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community.**

We pay our respect to their elders past and present and extend respect to all Aboriginal and Torres Strait Islander peoples today.

The Y recognises Aboriginal and Torres Strait Islander peoples as the first peoples of this continent and the islands of the Torres Strait. In doing so, we acknowledge our shared history; recognise the right to self-determination and the importance of connection to country. We acknowledge and respect the distinct Aboriginal and Torres Strait Islander cultural differences, beliefs, values and languages.



# Policies & Procedures

**The Y Canberra Region's Policies and Procedures have been developed in accordance with the Education and Care Services national law, regulations and professional standards.**

Full versions of our policies are available at: <https://ymcacanberra.org.au/policies/>

## Emergency Response

To ensure the safety of all Children, Young People and staff, emergency responses will be practiced on a regular basis. These include evacuations and lockdowns. If parents/guardians are present at the service during an emergency procedure they are required to participate.

Emergency evacuation procedures are displayed at all exit points. In the event of an emergency the priority is to remain calm, and ensure participant's safety in the service. Please follow the direction of your Y People and assemble at the assembly area where staff will conduct a head count to ensure all are present.



Image above: YMCA Holt Early Learning Centre



Image above: YMCA Holder Early Learning Centre

## Sun Safety

The Y Canberra Region is committed to the education, promotion and practice of positive sun protection through the implementation of SunSmart behaviours across all Y services and programs. This is to protect the health and safety of Y People, volunteers and participants from the long term harmful effects associated with over-exposure to solar ultraviolet radiation (UVR).

This is achieved through:

- Providing and applying SPF30+ Broad Spectrum sunscreen;
- Implementing outside play during low UVR times;
- Following Sun Safe practices - Slip, Slop, Slap. Seek and Slide;
- Ensuring Children wear the recommended sun safe hat (broad-brimmed, legionaire and bucket options)



Image above: YMCA OSHC Services

## Medical Conditions

If a Child or Young Person requires medication whilst in care, parents/guardians are required to complete on enrolment

- Authority to Give Medication form;
- Medical Conditions and Dietary Requirements form

If all forms are not filled in correctly, medication will not be administered. If the form is not filled in correctly medication will not be administered, this form must be signed and dated.

Please note all medication:

- Is required to be handed to a Y Person;
- Is required to be in its original packaging;
- Needs the time of last dosage to be recorded;
- Requires the pharmacy-issued sticker clearly visible with child's name and dosage;
- Administration will follow the prescribed dosage and time;
- That is not in original packaging or past expiry will not be administered;

- That is non-prescription medication must be accompanied by medical authorisation in order to be administered.

Also note that Children and Young People are unable to attend their centre or service for 24 hours after commencing an course of antibiotics.

For medical conditions such as asthma, anaphylaxis and diabetes, etc. please provide a current medical action plan from a medical practitioner. If there is a need for long term or emergency medication the service will require additional information from parents/guardians.

**All medical forms and action plans are required to be reviewed annually.**

## Hygiene

Hand washing is one of the most effective ways of controlling infection. Parents/guardians are asked to wash their Child or Young Person's hands on arrival and departure from the service. Please take advantage of our hand sanitiser at the entry of each service.



## Illness, Accident & Infectious Diseases

When a Child or Young Person becomes unwell at a service the parents/guardians will be contacted. If they are not able to be contacted, the emergency contact person will be notified.

In the event of an accident/incident occurring, first aid will be provided by a first aid qualified staff member. A courtesy call will be given if a Child or Young Person receives a head injury. They may not need to go home; however, the parent/guardian may decide to seek further medical advice. Staff will continue to monitor closely whilst at the service.

If the parent/guardian is not contacted at the time of the accident/incident, they will be informed when they arrive to collect their Child or Young Person. Details about the accident will be written on the first aid register which parents/guardians will be asked to read and sign.

## Exclusion Periods

In order to protect the health of our Y People, Children and Young People, it is necessary to minimise the risk of cross-infection by infectious diseases. Anyone with an infectious condition are not permitted into the service.

A list of infectious diseases and their appropriate exclusion period is on display at each service.

If a Child or Young Person has been sent home due to a suspect illness, we require a doctor clearance before they can return to the service. If unwell at home, they should not attend that day.

The Y Team under the guidance of the nominated supervisor, reserve the right to ask the parent/ guardian to collect their Child or Young Person if they feel they are unwell.

## Food & Nutrition

We believe that healthy, nutritious food is essential in supporting Children and Young People to learn, develop and lead a happy life. Our services provide meals prepared fresh daily using seasonal produce by our qualified food services team.

Our menus are reviewed regularly and guided by Y Canberra Region's Nutrition Policy. We cater for dietary requirements including allergies, cultural and religious preferences.

To support healthy relationship with food we aim to do more than provide nutritious meals. We include food education in our programs and provide opportunities to have positive interactions with food through cooking experiences.

## Excursions, Incursions and Regular Outings

Excursions, incursions and regular outings are opportunities offered to provide a broad range of learning for Children and Young People.

Parents/guardians will be given prior notice of these opportunities which may require an additional consent form for participation. The consent form will provide parents/guardians with details about travel arrangements, destination and experiences provided. Children and Young People will not be able to participate in these opportunities without authorisation.

## Smoke & Alcohol Free Environments

The Y Canberra Region services and buildings, including outdoor areas and car parks are smoke and alcohol free environments.

# Privacy Policy

**Our services protect the confidentiality and privacy of its participants by ensuring records about Y People, Children and Young People, and parents/guardians are kept in a secure place.**

This information is only accessed by or disclosed to those people who need the information to fulfil their responsibilities at the service or have a legal right to know. All confidential conversations will be conducted in a quiet area away from Children and Young People, parents/guardians and staff. The service is required to keep records about Y People, parents/guardians, Children and Young People to fulfil their legal responsibilities. Personal forms and information will be stored securely.

## Photography & Videography

Photographs and videos will only be taken of Children and Young People at service with parent/guardian permission. On enrolment you are requested to authorise whether you allow photos or videos to be taken.

Photos and videos are used internally to document and record your Child or Young Person's learning and development.

If we wish to use imagery for external marketing and promotional purposes, the Child or Young Person's enrolment form will be consulted prior to this occurring.

Parents/guardians, Y People, visitors are asked to not take photographs or videos of Children or Young People while at the service with personal cameras or mobile phones.



Image above: YMCA St Michael's OSHC Service





Image above: YMCA Kaleen OSHC Service







# Early Learning Care (ELC)

## Early Learning is a place where every experience presents an opportunity to grow.

Your child will be encouraged to take on challenges, try new things and have fun within a safe and supportive environment. Our early learning programs allow your child to explore and learn in an environment that is designed to support their needs, interests, learning and developmental areas.

### Hours

The Y Canberra Region Early Learning Centres are open Monday to Friday from 7am-6pm. They close on all official ACT public holidays and for an additional shut down period between Christmas Day and New Years Day each year. This Christmas to New Year shutdown period does not incur fees, however fees are charged to parents and guardians on public holidays in accordance with our fee and enrolment policy. Our centres operate at the following locations:

YMCA Early Learning Centre - Jamison

YMCA Early Learning Centre - Belconnen

YMCA Early Learning Centre - Holder

YMCA Early Learning Centre - Gungahlin

YMCA Early Learning Centre - Holt



### What to Bring

- Change of clothes appropriate to the season.
- Hat and coat suitable for cold weather.
- Shirt with elbow length sleeves for outdoor play.
- Bed linen (fitted cot sheet and blanket) in a cloth bag e.g. pillow case.
- If applicable: clean bottles, formula or breast milk (cow's milk is provided).
- Drink bottle.

Please label everything that comes to the Centre with your child's name.

### What We Provide

- Nappies
- Meals including breakfast, morning tea, lunch, afternoon tea and snacks.
- Sunscreen
- Bucket Hat
- Milk or milk alternatives.
- Learning and educational resources.
- Incursions and excursions.

## Education

At Early Learning we provide a safe and supportive space for your child to develop independence, confidence, communication and social skills which will benefit them throughout their life.

We know learning occurs naturally and that your child will thrive and learn best when their interests are incorporated into their time spent with us. To encourage this development, we plan our programs to complement your child's passions and needs.

## Key Program Elements

Some key elements featured in our programs include:

- Child Initiated Learning - allowing your child to guide their own learning, supporting their ideas and interests helps them feel valued, develops their individuality, communication skills and builds an enthusiasm for learning.
- Learning through play - through play, your child will organise and make sense of their world while being engaged with people, the environment and tools for learning.
- Risk-based play - creating opportunities for your child to explore and test their capabilities in an environment that encourages them to take on challenges and develop new skills.
- Nature play and appreciation - being able to get outside and explore nature is a big part of childhood. Outdoor play and immersion in nature are essential to the health and wellbeing of your child.
- Indoor / Outdoor play - all of the rooms in our centres open out to our outdoor play space and we aim to keep these doors open most times of the day.
- Creative Play - gives children the opportunity to explore objects and materials such as sand, water, chalk, paint, playdough and paste in an exploratory and unrestricted way without being constrained by the one right way to use them.
- Sensory Play - Sensory experiences such as these enables your child to understand how things feel, smell and taste while supporting their physical development, curiosity, imagination, experimentation and concentration.

## Early Years Learning Framework

The Early Years Learning Framework (EYLF) describes the principles, practice and outcomes essential to supporting and enhancing young children's learning from birth to five years of age, as well as their transition to school. The Framework has a strong emphasis on play-based learning, as play is the best vehicle for young children's learning providing the most appropriate stimulus for brain development. The Framework also recognises the importance of communication and language (including early literacy and numeracy) and social and emotional development.

The Learning Outcomes of the Framework:

- Children have a strong sense of identity.
- Children are connected with & contribute to their world.
- Children have a strong sense of wellbeing.
- Children are confident and involved learners.
- Children are effective communicators.

Working in partnership with parents and guardians, educators use the Learning Outcomes to guide their planning for children's learning. In order to engage children actively in learning, educators identify children's strengths and interests, choose appropriate teaching strategies and design the learning environment. Children thrive when parents/guardians and educators work together in partnership to support young children's learning.





Image above: YMCA Jamison Early Learning Centre







# Outside Hours School Care (OSHC)

## Starting in Outside School Hours Care (OSHC) programs is another big step in your young person's life.

Our role each day is to provide your Child or Young Person and their peers a safe space before and after school to allow them to continue developing, socialising and enjoying themselves.

We encourage parents/guardians to accompany their Child or Young Person to orientation. During this time you can familiarise yourselves with our educators, peers in the program and learn what to expect during their time with us.

### What to Bring

- A sun safe hat.
- An extra jumper or coat and a warm hat during colder months.
- Vacation Care - bring lunch & snacks (nutritious & nut free)

### Experiences Include

- Sports, ball games and team games.
- Arts and crafts.
- Cooking.
- Creative and expressive arts such as drama, singing and dancing.
- Board games and puzzles.
- Quiet space.
- Gardening and recycling.

### Arrival & Departure

When you arrive at the program, and when you pick your Child or Young Person up we encourage you to talk to us about how they are going at home and hear about their day at the service. This communication helps to ensure their development between home and our program is consistent and that we are making their time with us enjoyable.

To ensure safety is maintained at all times, our service follows a delivery and collection procedure. All Children and Young People must be signed in and out of the program by an authorised person.

The names and contact numbers of all people authorised to collect your Child or Young Person must be included in the Enrolment Record. Any changes to these details must be given to your program in writing or via your My Family Lounge account, as soon as possible. The person collecting your Child or Young Person must provide photographic identification such as a current driver's licence.



►► *Artwork by Luca, age 8*

## Children and Young People's Voices - 'the Heart of the Y'

We respect the views of Children and Young People at the Y and understand the importance of providing opportunities for them to contribute to decisions and be the experts of their own lives.

We believe it's important to empower their voices by enabling them to express themselves and give meaning to their ideas and emotions. This is achieved with caring relationships and conversation, as well through visual arts, dance, movement, song, music, poetry, photography, drawing, drama and writing.

We understand that by listening and actioning the voices of Children and Young People, we show them that we value their knowledge and contributions, and protect their rights as valued citizens and learners in the community.



## My Time, Our Place

In school aged care settings educators collaborate with children to provide play and leisure opportunities that are meaningful to children and support their wellbeing, learning and development. Children in school aged care services have choice and control over their learning as they collaborate with educators to extend their life skills and develop dispositions toward citizenship.

The Learning Outcomes of the Framework:

- Children have a strong sense of identity.
- Children are connected with & contribute to their world.
- Children have a strong sense of wellbeing.
- Children are confident and involved learners.
- Children are effective communicators.

When enrolled in our OSHC programs, your Child or Young Person continues their development outside of school through other forms of learning. Through planned and unplanned, children extend their learning by using their cognitive development in different capacities than just thinking, but by actually doing. Learning in the OSHC focuses on problem-solving, regulating emotions and resolving conflict with their peers. This learning supports children's ongoing development giving them life skills.



## Vacation Care Programs

We run Vacation Care programs between each school term for primary school aged youth. These programs are open to all Children and Young People, regardless of if they attend our before and after school programs.

Our Vacation Care programs have been designed with a focus on youth having fun while they learn new skills, make friends and have new experiences. Each day includes an exciting planned activity which could be a service-based day, an incursion, or an excursion.

If an incursion or excursion is unable to run due to unforeseen circumstances, an alternative activity will be organised. If a replacement incursion or excursion is unable to be planned in time, parents/guardians will only be charged for an in-centre day.

Children and Young People participating in incursions can enjoy the main program of the day, and are also offered other activities such as:

- Art & craft.
- Puzzles/board games.
- Books/quiet corner.
- Music & movement area.
- Outdoor/physical space.
- Science, nature & sensory activities.

The Vacation Care Program is released shortly before the end of term and informs you of the program and prices for each day. You can book days in the holiday program via the My Family Lounge online portal or app. If you are eligible, you can claim for childcare subsidies, meaning the out of pocket expense for you can be less than advertised.

Please ensure Children and Young People are dressed appropriately for the weather and the programmed experience for the day. Please bring the following to any Vacation Care Program:

- Lunch & snacks (nutritious & nut-free)
- Water bottle & a sun safe hat



Image above: YMCA Sacred Heart OSHC Service







