

Management and staff welcome you and your family to our centre. We trust that your children will feel secure whilst at our centre and enjoy their holiday time with us.

## Philosophy and Aims

- Provide a service to the community for children of both working and non-working parents, with priority of access to working parents.
- Provide a healthy, caring, affordable and safe environment for children enrolled in primary school, aged 5 to 12 years.
- Provide an opportunity to care for all primary school aged children and value every child regardless of race, ethnicity, socio-economic status or disability.
- Provide quality care by vacation care educators with specialised skills, abilities and training.
- Provide a varied program of activities that caters for the children's needs and interests.
- Provide a relaxed, friendly and fun school holiday environment.
- Provide children with the opportunity to develop social and communication skills by encouraging interactions with others.

## Management

YWCA Hunter Region Inc is a not-for-profit community organisation which aims to provide quality programs and services to the community. The organisation is governed by a voluntary Board of Directors.

YWCA Hunter Region Inc acknowledges the traditional owners of country & their continuing connection to the land, sea and community. We pay our respects to them and their cultures and the elders both past and present.

## Daily Program

<b>7.30am</b>	Free time period Games; variety of crafts; reading; active and electronic games and board games are available for the children's enjoyment during free time.
<b>9.30am</b>	Morning program (theme for the day)
<b>11.00am</b>	Morning tea
<b>11.30am</b>	Program continues
<b>1.00pm</b>	Lunch
<b>1.30pm</b>	Free time period
<b>1.50pm</b>	Rest
<b>2.00pm</b>	Afternoon program
<b>3.30pm</b>	Afternoon tea
<b>4.00pm</b>	Pack away and tidy up
<b>4.15pm</b>	Afternoon DVD movie
<b>6.00pm</b>	Centre close

## Lunch Box Planning

- Ensure your child's lunch is packed in an insulated lunch bag with a cooler brick to prevent spoilage.
- Families are encouraged to supply healthy snacks and lunch for their children – please avoid junk food, lollies and sweets. Visit [www.healthykids.nsw.gov.au](http://www.healthykids.nsw.gov.au) for healthy lunchbox ideas.
- Ensure your child has sufficient snacks for morning and afternoon tea. Due to the active nature of our program the children often require additional supplies than would normally be needed on a regular school day.
- We are a **peanut free** zone. Foods containing nuts are strictly prohibited and are not to be brought to vacation care.
- Ensure your child has a refillable drink bottle.

## Contact Us

YWCA Hunter Region Inc  
24 Dawson Street  
Cooks Hill NSW 2300  
Ph: 4929 2954 Fax: 4927 1529  
Email – [yncle@bigpond.com](mailto:yncle@bigpond.com)  
Web – [www.ywcahunterregion.org.au](http://www.ywcahunterregion.org.au)



## Vacation Care Family Information



**Vacation care hours of operation  
7.30am to 6.00pm Monday to Friday**

**Y-Kids Get A Better Start!**

## Policy Extracts

### Fees

Vacation Care fees are \$50 per day (plus additional excursion/incursion costs). Invoices are emailed from [accounts.ywcahunter@bigpond.com](mailto:accounts.ywcahunter@bigpond.com) (please add to your contacts). Payment is due 7 days from the date of invoice issue. All invoices not paid by the due date will incur a \$20.00 administration charge. An annual family administration fee of \$15.00 is charged at the first vacation care attendance each calendar year. Contact Centrelink for information regarding reduced fees and CRN number prior to returning your forms.

### Enrolment and bookings

Enrolment forms are required to be completed on initial enrolment and updated annually or as circumstances change. Medical, booking and excursion permissions are required for each vacation care session. Forms are available on our website and once completed can be emailed or faxed to our office (see contact details overleaf). Bookings are confirmed via email once completed forms are received.

### Dropping off and picking up

Children must be signed in and out each day by a parent or authorised carer. Children are permitted to leave the Centre with the person authorised on the sign out sheet. Any changes to the advised pickup person are to be notified to the Centre prior to the child being collected. For your children's protection Centre Management may request proof of identification prior to allowing children to leave with any authorised carers.

### Late collection of children

Vacation care finishes at 6.00pm each day. Children must be collected from the Centre no later than 6.00pm.

### Booking changes and cancellations

**Cancellations are not accepted.** Booking changes are only available by selecting a replacement day within the current vacation care period if vacancies are available. All non-attendance will be deemed as 'absent' and fees will apply for that day.

### Medication

Prescription medication will only be administered to the child as per the details listed on the Administration of Medication form and Medication Record as completed by the parent or carer. In the case of an emergency the parent or carer will be notified.

### Accidents/First Aid

Staff are trained in the administration of first aid, including emergency asthma management and anaphylaxis. First aid facilities are available at the Centre as well as on all excursions. In the event of a serious accident, parents/carers or emergency contacts will be notified immediately.

### Behaviour

We aim to provide an environment where all children and educators feel safe, cared for and relaxed. Our behaviour management policy is based on respect, where each child has a voice and is heard and where guidance, redirection and positive reinforcement are paramount. Children play an active role in setting the rules for each day. Our Centre has basic rules around safety, respect for others, order and cleanliness. We promote a positive, respectful approach to managing the behaviour of all children.

### Dress

Children are encouraged to dress according to the days theme e.g. Harry Potter Day – wear your robe! Please wear sensible footwear, no thongs.

### Allergies, illness & infectious diseases

Details of allergies are to be provided by the parent/care-giver on the medical information form. Action plans must be provided for all children with asthma and anaphylaxis. An EpiPen must also be provided for use in the event of an anaphylactic reaction if applicable.

### Staff ratios

There are no current regulatory requirements. However at YWCA we work to best practice models. These are:  
1 staff to 15 children at the centre  
1 staff to 8 children during excursions  
1 staff to 5 children during excursions near water.  
However these ratios are open to change after we do a risk benefit analysis.

### Sun Safe Policy

Children are to wear hats during outdoor activities. SPF 30+ broad spectrum, water resistant sunscreen is available at the Centre for children to apply with staff supervision.

### Child Protection/Keep them safe

We believe that the welfare of all children is of paramount importance and that the Centre has an obligation to defend the child's right to care and protection. Staff and Management have a responsibility to take action to protect children they suspect may be abused or neglected. Our Centre will carry out the responsibilities of mandatory reporters as indicated under legislation. This responsibility involves following the procedures outlined by The Human Services Network (HSNET).

### Excursions

Excursions are an essential part of the Centre's program as they provide variety and opportunity to expand children's experiences, explore different environments and learn new activities. Children are required to wear a red t-shirt and/or jacket on excursion days for easier group identification.

### Complaints

Concerns and/or complaints should be directed to the Nominated Supervisor in the first instance for resolution.

### Confidentiality and privacy

YWCA Hunter Region Inc. is committed to respecting the privacy of personal information provided in accordance with the National Privacy Principles contained in the Privacy Act and Amendments.

Full and additional policies are available upon request.

**YWCA Hunter Region Inc. vacation care is accredited under the Australian Children's Education and Care Authority's National Quality Standards**