

St Columba's Outside School Hours Care



**Parent Handbook
2016**

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Welcome to the St Columba's Outside School Hours Care

Welcome to our Centre. Please read this information carefully to assist you in settling your child into the Centre and to answer any questions you may have. If you require more detailed information or a copy of the activity program, please do not hesitate to consult with the Nominated Supervisor or a staff member. The Centre's Policy Manual is available at the service for you to view at any time.

St Columba's Outside School Hours Care opened for operation in January 2014 with the opening of an Outside School Hours Care service for 30 places, which has now increased to 40 places.

The School Principal in the role of Educational Leader manages the Centre. The Centre employs a Qualified Nominated Supervisor, Qualified Supervisors and assistant educators. All staff participate in ongoing workshops to keep up to date with changes of any procedures and regulations.

The Centre participates in the National Quality Framework and Early Years Learning Framework. Please feel free to consult with the Nominated Supervisor or a staff member if you would like more information about this process.

Our Philosophy

St Columba's Outside School Hours Care is a child focused Centre where children, families and staff are treated as equal and valued individuals. The value of play is important and children have opportunities for challenge. Children are encouraged to develop to their full potential within a safe, caring, and supportive environment. The Service aims to reflect the local community by encouraging participation and discussion about all issues to the running of the Centre.

At St Columba's OSHC, we believe that children are competent, capable and successful learners. Educators will build on teacher's strengths, interests and knowledge to engage them in further learning and development. We believe that educators and children learn together and share decisions which build mutual respect and trust. Our program is child focused with all children being encouraged to contribute their ideas to the program. We believe that children learn through play and that experiences offered at our Service should aim to promote children's social and emotional development as well as their overall sense of wellbeing. Children will be given opportunities to question, explore, discover and become independent learners through open ended experiences. St Columba's Outside School Hours Care service is an inclusive environment. Educators honor and embrace each child's individual culture, language, tradition, lifestyle choice, religion, educational needs, social status and background. We value Australia's Aboriginal and Torres Strait Islander cultures. We will support children to celebrate and recognise similarities and differences and how we can learn and live together. Resources should reflect different cultures, religions and additional needs to promote this understanding.

Educators will take ownership of their personal and professional development and be supported in this by the Nominated Supervisor and the Service Manager. Educators will undertake self-reflection and be supported in their growth to continue to strive to learn and improve. Educators are expected to deliver best practices at all times within the program.

Our Goals

We strive to:

- Assist in the development of self worth and dignity of each individual.
- Provide opportunities for each child to develop intellectually, physically, emotionally and socially.
- Acknowledge and respond to the uniqueness of each individual.
- Promote an awareness of the need to respect and care for all creation.
- Foster a caring and meaningful relationship to each individual.

Management of the Centre

The Centre is operated by the School Principal acting on behalf of the approved provider – The Catholic Education Commission Trustees Association WA (INC)

The Centre encourages parental involvement which is very important to ensure the service is meeting family needs. All families are welcome to provide input via the school Principal or Nominated Supervisor into the operations of the service at any time.

Parents are also welcome to become involved in the Centre's Assessment process through discussions with the Nominated Supervisor and staff members, and by completing surveys designed to ensure that the service is meeting a high standard of care for all children in the Centre.

Some Details about the Centre That You Need to Know

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

Hours of Operation

Before School

The Centre is open from 7.00am to 9:00am with Kindergarten and Pre-Primary children being walked to their classrooms by a member of the OSHC staff.

After School

The Centre is open from 2.45pm to 6:00pm with Kindergarten and Pre-Primary children being walked over from their classrooms by a member of the OSHC staff. All other children are asked to walk to the service where they will be met by an educator.

Vacation Care and Pupil Free Days

The Centre is open from 7.00am – 6:00pm

Christmas and New Year Period

The Centre operates 50 weeks a year but is closed on Public Holidays and for two weeks over the Christmas and New Year period.

Enrolment

Should you wish to enrol your child you will need to know the following enrolment procedures.

- Submit a completed enrolment form. Enrolments are classed as “informal” until the Customer Reference Numbers and Date of Birth of the child and the claiming parent are provided. Once these details have been provided, the enrolment is formalised and CCB and CCR can be claimed.
- Provide any necessary documentation, e.g. child's birth certificate, custodial papers, court orders, medical conditions, etc.

- Provide information regarding your child's health
- Name all persons who may deliver or collect your child from the Centre. These persons must be over 18 years of age. It is your responsibility to ensure your nominated people are responsible and available when required.
- Provide an opportunity for parents, child/ren and staff to get to know each other.

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

Termination of Care

In extreme circumstances it may be necessary to terminate a child's care. Exclusion of children from the service will only occur after all other avenues of communication and support have been exhausted and when:

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

Definitions of Enrolment

- Informal: CRN and DOB not provided for child/ren and claiming parent.
- Formal: CRN and DOB provided for child/ren and claiming parent.
- Primary aged children from Kindergarten to Year 7
- Permanent: Attending on some or all of the days each week.
- Casual: Infrequent/Occasional Attendance – subject to availability.

Complaint Procedures

Please let us know if you are unhappy with any aspect of the service we provide for you and your child.

We welcome all parent feedback, including your grievances and complaints, as these will help us to improve the services we provide. All concerns or complaints will be dealt with in a prompt, positive and sympathetic manner.

Parent Complaint Procedures

If a parent has a complaint about any aspect of the service they may discuss their problem with the relevant staff member or with the Nominated Supervisor. If the parent feels the problem is not resolved they may take the matter to the Operator for resolution, either through the Nominated Supervisor or by writing directly to the Operator (Principal).

If a staff member is unsure how to respond to a parent's complaint they should refer the matter to the approved provider.

Parents are also entitled to direct their complaints to the Child Care Licensing & Standards Unit. *1st Floor, 111 Wellington Street, East Perth WA 6004*
Phone: (08) 6210 3333

Priority of Access

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

The Australian Government requires the Centre to provide access to the service according to the following priority of access. This means that when the Centre is full, those families who are third priority may be asked to alter their care arrangements to allow a family with higher priority to access the service.

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

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

Third priority: Any other child.

Child Care Benefit- Allowable Absences

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

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

Child Care Benefit and Child Care Rebate

Families who meet the Australian residency requirements may be eligible for Child Care Benefit (CCB). You can apply for this payment, which will reduce your child care fees or entitle you to a lump sum payment, at the Family Assistance Office. Families may also be eligible for Child Care Rebate which is a rebate on 50% of your out of pocket fees up to a certain amount set by the Government. Families who are not eligible for CCB may still be eligible for CCR. CCR is not means tested. For further information please see the Centre Manager.

Fee Reduction Families

Families' income is assessed and is used to determine the amount of CCB. The Family Assistant Office will notify the family of their entitlements. You must provide the Centre with the date of birth and customer reference number for the parent who applied for CCB and you child's date of birth and customer reference number. **Please note that without Customer Reference Numbers and date of birth information for parent and child the Centre will be unable to pass on your fee reduction.**

Lump Sum Payment Families

Families who wish to receive a lump sum payment, instead of having their fees reduced during the year, still need to have a Customer Reference Number and be assessed by the Family Assistance Office. The service still needs to have your customer reference number and date of birth for parent and child so your usage can be submitted to the Family Assistance Officer.

Please note: The forms that you sign for the purposes of CCB are legal documents, and we are asked to remind you that giving false information is a criminal offence. It is your responsibility to notify Family Assistance Office if your circumstances change.

Signing In and Out

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

- Accurate attendance records need to be kept and checked each day. Whoever brings your child to the Centre or collects your child at the end of the day is required to initial the child’s time of arrival and departure.
- Only a parent or persons nominated on the enrolment form can sign.
- If an unauthorised person arrives to collect your child, the child will not be released until your authorization (preferably in writing) has been obtained.

Signing In and Out Attendance sheets have been developed for this purpose. This is a legal requirement of the Family Assistance Office.

If you do not complete these records you will not be eligible to claim Child Care Benefit or Child Care Rebate.

Procedure For Late Collection

If a child has not been collected 30 minutes after closing time, and the parent/guardians of the child, nor other emergency contact have been able to be contacted, the Centre will contact Crisis Care and Police to advise them of the situation and consult on what action to take. A late fee will be charged for children collected after 6pm.

Current Fees

Our fees are reviewed on an annual basis. Our current fee schedules for all sessions during School Terms, Vacation and Pupil Free Days are:

Before School 7.00 am – 8.45 am	After School 3.00 pm - 6.00 pm	Vacation Care and Pupil Free Days 7.00 am – 6.00 pm
\$17	3.00-04.00pm \$17 After 04.00pm \$28	\$65

- **Please note that a \$5 surcharge is applicable to casual bookings.**
- Parents are not charged for public holidays.
- An excursion levy may be applicable depending on the cost of the excursion.

Payment of Fees

Our Centre's operation is dependent on maintaining fees. Please read the following information carefully.

- This service complies with the Priority of Access guidelines required for the Federal Government Child Care Benefit Scheme (CCB).
- Permanent bookings will be given preference.
- Casual bookings will be subject to availability.
- Fees for enrolled children will be charged on a weekly basis, one week in arrears.
- Two (2) weeks notice is required for all cancellations including holidays. Families will be charged for non attendance on pre booked days which do not comply with the above timeline. Cancellations must be submitted in writing on the slip provided in the centre or by email to: oshc@stcolsbays.wa.edu.au
- Fees can be paid by direct debit (ezi debit is the preferred method) EFTPOS or cheque.
- Receipts for all fees are provided along with the new statement of account.
- Invoices will be emailed to your nominated email address.

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

Non Attendance Guidelines

Please contact the Centre by 2:00pm if your child will not be attending After School Care. All messages of non-attendance of children can be left on the answering machine at the OSHC service. Fees are still charged for absentees.

Our Children's Activity Programme

Our staffs are supportive and encouraging, and communicate with the children in a friendly, positive and courteous manner to establish a warm and caring relationship with each child in their care. Educators are happy to discuss your child's participation in the programme with you, and we encourage you to stay for a chat prior to taking your child home at the end of the day.

Centre Routines

The activities that happen at the Centre are built around the daily routines. Routines are built around the regular events of the day i.e arrival, taking the attendance record, snacks/drinks, hand washing, lunch break when on Vacation Care, and departure, and take into account the developmental needs of individual children, children's attendance patterns, climate and physical environment, the numbers and ages of children within a given group, children with additional needs, new children entering the group and parents expectations.

Equipment

The Centre has a wide range of equipment that is suitable for children of all ages. The equipment is regularly maintained and updated. Every year the equipment is expanded or new equipment is brought as required. When it is clear that a child has willfully caused the destruction or loss of equipment the Centre will request that the child's parent replace them.

Activity Programme

Children who attend our Centre may participate in a range of activities that have been planned to reflect the children's interests and meet their developmental needs.

The educators are responsible for creating an atmosphere and environment which is responsive to the needs of each individual child and to the group as a whole and reflects the philosophy and goals of the service. The programme will be balanced and include indoor and outdoor learning experiences, quiet and active times, individual, small group and large group times, time for individual staff/child interactions, individual and small group interests, children's special interests, and be flexible enough to allow for spontaneity and the unexpected.

Children will be encouraged to have input into programme planning. The programme will be child centered and will allow children to experience a variety of materials and pursue their own interests. There will always be alternative choices when a child does not want to participate in a particular activity.

Afternoon Snack

Snacks form a significant part of the Centre routine. Please make sure that any food allergies, strong dislikes and special dietary requirements your child have are recorded on the enrolment form and discussed with the OSHC Staff.

The Centre provides morning tea (Vacation Care/Pupil Free Day), afternoon tea and late snack. Parents must provide lunch for (Vacation Care/Pupil Free Day). The snack menu is varied, balanced, nutritious, and multicultural based as well as being cost effective. Access to safe drinking water will be provided at all times. Children are taught how to store, prepare and serve food hygienically. The

weekly afternoon menu is displayed on the notice board. Snack times are treated as social occasions. The staff always sit with the children during snack times to interact with them, provide help where needed and to set a good role model for the children.

Birthdays

Children's Birthdays are a special day that children like us to celebrate. If parents wish the Centre to celebrate their child's Birthday they may provide a cake (nut free). The staff will encourage children to sing "Happy Birthday".

Personal Toys

The Centre provides a wide range of equipment, games and toys for children to play with so there is no need to bring in items from home. If your child brings personal items in from home the staff will place them in a safe place for collection by parents, no responsibility can be taken for lost or damaged items brought in home.

Mobile Phones/Personal Electrical Devices

Children are not permitted to bring mobile phones or electrical devices including iPhones and iPads into the Centre. They must remain in children's bags or be given to a staff for safe keeping.

Supervision

The staff: child ratios contained within the Standards of Operation Guidelines for Outside School Services will be strictly adhered to at the Centre. The ratios are:

- Before School 1:13 (1:10 if Kindergarten child in attendance)
- After School 1:13 (1:10 if Kindergarten child in attendance)
- Vacation Care 1:13 (1:10 if Kindergarten child in attendance)

Staff will position themselves where they can see all the children under their supervision, listen carefully to what is happening and know the children individually so they can anticipate their needs. Staff will join in the children's play and encourage them to try new experiences.

When outdoors children will be appropriately supervised and will be given opportunities for self discovery and freedom of choice. Staff will join in the children's play and encourage them to try new experiences.

Staff will regularly remind children of safety procedures for play equipment. Children will be encouraged to try new challenges as appropriate.

The Centre plan which clearly defines the boundaries and areas where children may safely play is displayed on the wall as you enter.

Children With Additional Needs

Our Centre caters for children with additional needs. Children with additional needs that can not be catered for within the usual OSHC routine will be integrated into the whole group with additional support from an Inclusion Support Facilitator or other professionals arranged by the Nominated Supervisor after the parent has given permission.

Where possible, support will be obtained prior to the commencement of care. This will ensure transition into care is successful to all concerned.

Guiding Children's Behaviour

Learning appropriate behaviour is part of your child's social development. Our staff aim to help children to be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations.

You are encouraged to discuss your child's behaviour with Centre staff to ensure consistent behaviour expectations between home and the Centre. Limits to the children's behaviour will always be clearly expressed in a positive way. Children will be encouraged to settle their differences in a peaceful manner. The staff will focus on positive behaviour, providing praise and encouragement where appropriate.

Inappropriate behavior includes – teasing, name calling, bullying, swearing, bad language, pinching, biting, punching, hair pulling, failing to comply with instructions of the Nominated Supervisor or other staff and anything that compromises the health and safety of the other children in the Centre.

Staff will discuss the issue of bullying with the children and make it clear that this kind of behaviour is not acceptable at the Centre. Children will be encouraged to speak to staff if they see, or are subjected to bullying behaviour, and to refuse to be in any bullying situation.

Limits

We find the following limits/rules necessary to protect the safety and well being of every child and ask parents to discuss these with their child:

- Respect for other people and their property
- Noisy play can be conducted outside
- Please stay within the boundaries
- Take care of equipment
- No hat - shade play

Developing a supportive relationship with the children encourages them to learn skills in self discipline. Punishing a child stops the negative behavior for a while but does not teach the child self restraint. A "cooling off" period may be needed so the child can calm down before discussing what happened and sharing their feelings with the educator, who will in turn talk about their own feelings and responsibilities with the child. Educators will always talk to the child quietly and as an equal. No further punishment will be given and the child will be reminded in positive terms of the expected behavior.

At no time will a child receive any form of corporal punishment e.g. smacked, or be placed in a room alone, made immobile, frightened or humiliated in any way, verbally or emotionally punished, nor will food or drink be withheld as a form of punishment.

The Nominated Supervisor will keep parents informed of any difficulty in managing a child's behaviour which results in disrupting the program or putting other children at risk.

If a child misbehaves the following system will be used;

- First warning – verbal reminder about behaviour
- Second warning – verbal reminder about behaviour
- When child reaches third reminder about behaviour they will be redirected away from the experience and asked to speak to the Nominated Supervisor about their behaviour.
- If a child reaches the fourth reminder the Nominated Supervisor will notify parents.
-

The Manager and staff are always available to discuss and assist with any concern a parent may have in respect to a child's behaviour or participation in the program, and will work with parents to address any persistent behaviour problems.

Appropriate Clothing

During the Vacation Care day your child will participate in many different activities and it is important that they are dressed in appropriate clothing. Remember, children are hard at "work" while they are with us and often the most beneficial learning experiences come from messy play. We encourage children to wear aprons when painting or participating in other messy activities.

Children are encouraged to wear sensible footwear and comfortable casual clothes, which are suitable for climbing, running or painting. Overalls and braces are not recommended as children find them difficult to handle and will not be able to get in and out of them easily when they need to go to the toilet.

Children need to be aware of sun protection and we favour shirts with sleeves over strappy or singlet tops.

Excursions

Children will be taken on excursions outside of the Centre as part of the planned activities of the Centre. This will only occur whilst the children are attending Vacation Care. Excursions are considered to be an integral part of the children's program and will therefore be arranged from time to time, to provide a broad range of learning experiences for children. For all excursions written permission will be sought from parents and details of the outing provided in writing. All excursions will comply with the Standards of Operation Guidelines for Out of School Services.

You are requested not to send your child on an excursion if they display any signs of being unwell. This is in the interests of everyone concerned.

Swimming Excursions

No swimming excursions will be conducted at all.

Health & Safety Issues

Hygiene

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

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

Immunisation

Immunisation of children who attend the Centre will help to limit the spread of infection.

We encourage parents to immunise their children against all diseases appropriate to the child's age. A record of your child's current immunisation status will be kept at the Centre. Children who are not immunised will be excluded from care during outbreaks of some infectious diseases in accordance with the National Health & Medical Research Council exclusion guidelines (on display in the foyer), even if the child is well. This is to limit the spread of infection and protect unimmunised children.

Exclusion

As a protection for all children and staff the following exclusion policy applies to all children enrolled in the Centre.

Children with infectious diseases will be excluded from the Centre in accordance with the National Health & Medical Research Council exclusion guidelines (on display in the reception area). A clearance certificate from your child's doctor, is required to pronounce the child fit for child care, before your child can return to the Centre.

If your child is unwell at home please do not bring him/her to the Centre. Children who have more than a slight cold should not be brought to the Centre and may not be accepted at the Centre Manager's discretion. Fevers, vomiting, diarrhoea or unexplained rashes are some of the indications that a child should not be brought to the Centre.

Unwell Children at the Centre

The Centre is not able to care for children who are ill. The following policy has been developed to protect your child and the other children attending the Centre.

It is important that the Nominated Supervisor or the child's educator be notified if your child has been unwell or received an injury since last attending the Centre. If a child is receiving medication at home but not at the Centre, the Centre should still be notified of the purpose of the medication, its nature and the possible side effects it may have on the child while in care.

In the event your child becomes ill whilst at the Centre, you will be contacted and asked to collect your child. Where the Centre Manager has asked you to seek medical advice regarding your child's health, you will be given details about your child's symptoms and information of any illnesses that have recently affected children and/or staff at the Centre to relay to the doctor. The doctor will need to provide a Clearance Certificate that pronounces your child fit for care before they can return to the Centre. The Centre Manager has the prerogative to call an ambulance or doctor if urgent medical attention is required. Every effort will be made to contact you or your nominated emergency contact people as soon as possible. All medical and ambulance costs are the parent's responsibility.

In the event of an outbreak of a communicable disease at the Centre, families and the Health Department will be notified.

Medication

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

You must never leave medication in your child's bag. You must inform the Nominated Supervisor or staff member and complete an Authority to give Medication Form. At the end of the day you must collect the medication from the Centre Staff.

Medication will only be administered by Centre staff if:

1. The parent or guardian has completed and signed the Centre's authority to give medication form.
2. It is prescribed by a doctor and has the original pharmaceutical label detailing the child's name, the name of the medication, the required dosage, the date of dispensing and the expiry date; OR
3. It is still in the original pharmaceutical packaging (ie. Non-prescription medication), indicating the name of the medication, the dosage, age appropriateness and the expiry date; AND
4. Self administration by an enrolled child is not allowed without direct supervision of a staff member.
5. The parent has completed and signed an authority to give medication form on the day that it is to be administered.

Occupational Safety and Health

Our Centre is concerned with protecting the health and safety of children and staff at the Centre. In the interest of Occupational Safety and Health and the well-being of the children, the Centre is a smoke-free zone. This includes all indoor and outdoor play areas and anywhere that is within sight of the children. We request that parents adhere to this. Staff are vigilant to identify and remove any hazards that may create a risk to children or themselves. All equipment, toys and play areas are checked regularly to ensure they are clean and safe for children's use.

Sun Protection

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

- Children will be required to wear a hat which protects the face, neck and ears whenever outside i.e. legionnaire style or broad brimmed hats (no caps) and will be encouraged to use available areas of shade during outdoor activities.
- SPF 30+ broad spectrum water resistant sunscreen will be provided for children and applied 20 minutes before going outside.
- Outdoor play will not occur in extreme heat or at the hottest time of the day. Staff will act as role models, by wearing hats, applying sunscreen and seeking the shade wherever possible.

Safety Drills

Safety drills will be practiced to ensure that children and staff are familiar with the procedures should an emergency occur.

Emergency evacuation and safety drills will be practiced at the Centre at least once a term and each school holidays. Evacuation procedures are displayed in the reception area. Parents are asked to familiarise themselves with these procedures.

Accidents

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

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

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

First Aid Qualifications

It is a requirement that at least one staff member with a current First Aid and CPR qualification is on duty at the Centre at all times children are on the premises.

All staff at the Centre are required to maintain a current Senior First Aid Certificate. First Aid will only be administered by qualified First Aiders in the event of minor accidents or to stabilise the patient until expert assistance arrives.

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

Lost Property

Any items brought into the Centre by the child should be clearly marked with the child's name, especially items of clothing. There is a lost property box at the Centre which should be checked every week. At the end of each term the lost property box is emptied and unclaimed items disposed of.

Links to Community Support

For information about:

CCB/CRN or family support:

<http://www.humanservices.gov.au/customer/subjects/payments-for-families>

Rent Assistance:

<http://www.humanservices.gov.au/customer/services/centrelink/rent-assistance>

Information about financial support for W.A/overseas families:

<http://www.humanservices.gov.au/customer/payment-finder/?q=150000000000000000000000>

Child Disability Support:

www.humanservices.gov.au/customer/services/centrelink/child-disability-assistance-payment

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

Other government and community support services:

- **1800RESPECT** is the family national violence and sexual assault counselling service. It is a free, confidential service available 24 hours a day, 7 days a week call. Call 1800 737 732 to speak to a professional counsellor. Family Relationship Advice.
- **The Family Relationship Advice Line** provides information and advice on family relationship issues and parenting arrangements after separation. It can also refer callers to local services that can provide assistance. Call 1800 050 321 between 8:00am and 8:00pm, Monday to Friday or 10:00am-4:00pm on Saturday, (local time) except national public holidays.
- **Kids Help Line** is a free, private and confidential telephone and online counselling service specifically for young people aged between 5 and 25. Call 1800 551 800 24 hours a day, seven days a week.
- **Lifeline** provides crisis support services. Call 131 114 , 24 hours a day, seven days a week.
- **Mensline Australia** provides telephone and online support for men to help deal with relationship problems in a practical and effective way. They also provide specialist support to those who use or experience family and domestic violence. Call 1300 789 978.
- **White Ribbon** provide a list of national and state based support organizations which may be of assistance where domestic and family violence is a concern.

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