

St Columba's Outside School Hours Care

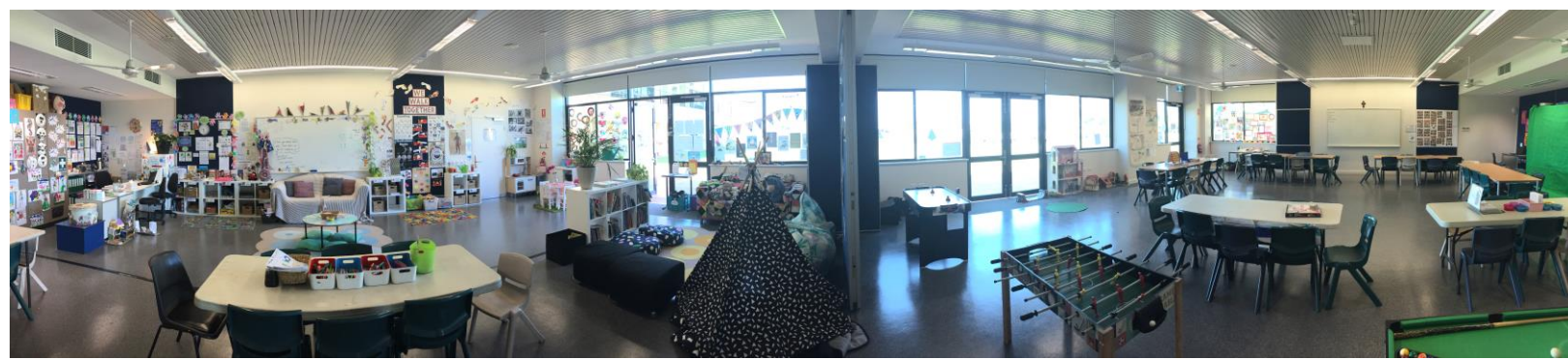


Parent Handbook 2021



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Welcome to St Columba's Outside School Hours Care

Welcome to our OSHC service. Please read this information carefully to assist you in settling your child into the service and to answer any questions you may have. If you require any further information or have any questions that remain unanswered, please do not hesitate to contact the Nominated Supervisor or a staff member.

St Columba's Outside School Hours Care opened for operation in January 2014 with the opening of a Before, After and Vacation Care for 30 places. As our popularity and family needs have increased, so have our maximum numbers of children able to attend each session. We increased to 40 places in 2015, 60 places in 2016 and 107 places in 2017.

The School Principal manages the service. The service employs a Nominated Supervisor who is the Educational Leader of the OSHC program and is also a qualified teacher. The Nominated Supervisor is employed full time and is available in the OSHC room throughout the school day. In each OSHC session there are also a number of Qualified Supervisors and Assistant Educators.

The Centre participates in the National Quality Framework, the Early Years Learning Framework and My Time Our Place, which is the framework for all OSHC services.

For more information about the frameworks please visit

www.education.gov.au/national-quality-framework-early-childhood-education-and-care

www.education.gov.au/my-time-our-place-framework-school-age-care-australia

www.education.gov.au/early-years-learning-framework

The centre's policies are available at the service for you to view at any time and are located in a folder by the office desk.



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 Service

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

The service encourages parental involvement and input which is vital to ensure the service is meeting our families needs. All families are welcome to provide feedback via the school Principal or Nominated Supervisor about 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 service 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 complete 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 child care subsidy can be claimed.
- Provide any necessary documentation, e.g. child’s birth certificate, immunisation records, custodial papers, court orders, medical conditions, etc. Although the school may have a copy of these already, the OSHC service is required to have their own copies in the OSHC room.
- Provide any relevant information regarding your child’s health by completing a Healthcare Plan.
- 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.



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.

We welcome families and children visiting our service to have a look around, a play and to meet our staff before starting care with us. It gives a chance for everyone to get to know each other and to have any questions answered and for the children to spend a bit of time with us while a parent is present.

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 Department of Local Government and Communities, Education and Care Regulatory Unit

Level 1, 111 Wellington Street, East Perth, WA 6004 Email: ecru@dlgc.wa.gov.au Phone: (08) 6551 8333

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 Subsidy - Allowable Absences

Allowable Absences – each family is entitled to 42 days of absence per year while claiming Child Care Subsidy. An absence may be defined as: a sick day, holiday or occasional absence. Once the 42 day allowable absence have been taken, full fees will apply for subsequent absences, as Child Care Subsidy 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 CCS.***

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



Child Care Subsidy

Families who meet the Australian residency requirements may be eligible for Child Care Subsidy (CCS). You can apply for this payment (which will reduce your childcare fees) at the Family Assistance Office. The payments are means tested. CCS payments are made to the service and your fees are then reduced.

Please note that without Customer Reference Numbers and date of birth information for parent and child, the Centre will be unable to link with the Family Assistance Office for your fee reduction.

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 sign the child into or out of the service electronically at time of arrival and departure.
- 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 is a legal requirement of the Family Assistance Office.

If you do not sign your child in or out you will not be eligible to claim Child Care Subsidy.

Procedure for Late Collection

We understand that parents can get held up eg. traffic incidents, but we ask that if you are running late and expect to arrive after 6pm, you call the OSHC service and advise them of this.

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.

Late fees: \$1 per minute from 6pm to 6.10 pm (per child)
 \$2 per minute from 6.11pm to 6.20 pm (per child)
 \$3 per minute thereafter



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 - 4.00pm \$17 After 4.00pm \$28	\$65 for theme days at the school \$80 for incursion days at the school \$88 for excursion days

- Parents are not charged for public holidays.

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 Subsidy Scheme (CCS).
- Permanent bookings will be given preference.
- Casual bookings will be subject to availability.
- Please give as much notice as possible for cancellation of before or after school care bookings.
- Vacation care cancellations incur a fee.
- Fees can be paid by direct debit (this can be set up through our Xplor software) or EFTPOS.
- Invoices will be emailed to your nominated email address at the beginning of each month.

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 2:30pm 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.



Our Children's Activity Program

Our staff 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, snacks/drinks, hand washing, lunch break when on Vacation Care, homework, outside play, 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 are invited to 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.

Our program is located in our Program & Photo Books which are located on the top of the bookshelf in the OSHC room. We welcome families to look through it and to add comments and feedback.



Snacks at OSHC

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) and afternoon tea. Parents must provide a packed lunch for (Vacation Care/Pupil Free Day). The snack menu is varied, balanced and nutritious. Access to safe drinking water and fresh fruit will be provided at all times.

The afternoon tea menu is displayed on the notice board alongside a list of the snacks eaten each day. Snack times are treated as social occasions. Members of staff always sit with the children during snack times to interact with them, provide help serving where needed and to set a good role model for the children.

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 unless it is part of the vacation care program for the day. 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.

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 supervision plans which define the boundaries and areas where children may safely play is displayed at the service.

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.



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 have adopted and adapted the 3 rules followed by the Early Years at the school:

- Look after yourself
- Look after each other
- Look after OSHC

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, may be asked to sit and “cool off” and then 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.

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

New may go on excursions that involve shallow water but no swimming excursions will be conducted at all.



Health and Safety

Hygiene

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

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

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 childcare, 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

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 service, you will be contacted and asked to collect your child. Where a staff member 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 service 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 service. The Nominated Supervisor can 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 service will be strictly monitored. Parents/guardians should consider whether the child who requires medication is well enough to be at the service 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 service 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 service is concerned with protecting the health and safety of children and staff at the service.

In the interest of Occupational Safety and Health and the well-being of the children, the service 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.
- The UV index will be checked before children are taken outside and when it is 3 or above SPF 50+ 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. 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 lockdown drills will be practiced at the service at once a term. Evacuation procedures are displayed in the OSHC room. Parents are asked to familiarise themselves with these procedures.

Accidents

Despite every precaution, accidents will occur at the service 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 service 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.



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.

We look forward to seeing you in the service soon.

