WAYS OOSH HANDBOOK

Welcome to Our Handbook

I BELIEVE IN

MYSELF

My uniqueness

I celebrate who I am

my imagination knows no bounds

makes me special

What to expect

We encourage families to participate in an orientation or an over the phone orientation to familiarise themselves with the centre and with the OWNA app.

We are a smaller centre and Charlotte, our OOSH Manager wears a few different hats in the organisation, so can be best contacted through booking in through this link: or calling during her office hours 1pm-2pm. We maximise using technology to assist us with streamlining processes so that we can focus on building relationships with families.

Collection from school

WAYS OOSH collects from local schools in the Bondi Area, including the following schools:
Bondi Beach Public School
Galilee Catholic School
Bondi Public School
Bellevue Hill Public School
Rose Bay Public School

If you child attends another school, contact us and we may be able to organise pickup. When we collect from the school, we require an permission to be updated on an annual basis.

Program

We pride ourselves in providing a program that is engaging and inspiring for the children and young people in our care.
We design the program based upon children's emerging and current interests as well as exposing them to experiences that we know will benefit their social and emotional development.
With a strong focus upon relationships and socialisation, we aim to support children and young people as they prepare for high school and how they want to be in the world.

Team

We understand how influential the people who look after us can be, and we aim to choose team members that reflect the interests of the children in our care as well as those who are passionate in supporting children and young people to become the best version of themselves. Our staff have the following:

- Working with Children Check
- First aid
- CPR
- Asthma & Anaphylaxis
- Child Protection Awareness
- Food Safety Awareness & Safety
- Driving License
- Conscious Discipline Training
- Behavioural Management
- Inclusion Support training

Food

We know that food is important to growing children and young people. We understand the impact that nutritious food has upon physical and mental health. We aim to provide a variety of food that children enjoy and add a health twist and also support enjoying treats in moderation.
We incorporate menu items from the Eat Smart Play Smart Playbook which uses the Australian Heart Association Guidelines.
We cater to a variety of cultural and dietary options, from menu items, food preparation and presentation including Kosher and celiac. Our aim is to get children eating nutritious and healthy foods and for children to have a positive relationship with food at theis crucial developmental stage.

Our menu is accessible on our noticeboard as well as being provided on the Owna App.

Enrolment & Booking

Enrol through the link:
https://www.owna.com.au/enrol.aspx?c=waysoosh

As we are under Family Assistance Law, we require documentation from each family.

As required by National Law, all enrolments must be completed prior to enrolments:

Immunisation History
We are required to have a record of childr/ren's immunisation history so that we can contact amilies if any illnesseas are circualting an prevent exposure to a child who may not be immunised

Medication Authorisation Form
Any medicaiton that is required to be adminstred requires a medical Authorisation Form to be signed by the family. The medication then needs to be provided in the service with the chidl's name displayed in it's original packaging.

Medical Management Plans
All medical conditions require a medical management plan to be prepared by the child's doctor. Families are responsible for updating any medical management plans in line with expiry date and providing these to the service. If these are not provided, this may impact the child from being able to attend.

Bookings

Permanent Bookings can be made through the Owna App by completing Request for Permanent Booking form.

Casual Bookings

Bookings
Through SmartCentral you can view your current bookings on your first page. At the bottom of the page, you can select New bookings for casual and Permanent bookings, there is a button at the top that states repeat and you can select the date, how often(weekly, fortnightly, monthly, etc.)
You can also mark absences through the app.
If you are having any issues accessing or using SmartCentral, please reach out and we can organise a time to support you.

Cancellation

For permanent bookings, we require written notice prior to 7 days of the booking otherwise you you will be charged. This can be completed through the Cancellation of booking form on the Owna App.
For casual bookings, we require 24 hours written notice prior to the start of session time, e.g; session starts at 3pm, we need to know by 2:59pm the day prior, that your child is not attending for you to avoid a charge.

Inclusion Support Plan

We have an Inclusion Support Plan for the service, this means that we can get government funding to assist children with additional needs in our service who will thrive with different strategies to address access and participation barriers and assist their inclusion in the program. This could look like getting funding for an additional staff member. This is not meant to be 1-to-1 staffing, but to support children to be included in the program. As our program is different to other programs, including tranportation and engaging in more excursions, we may be perceived as having more "barriers" than a typical After School Care service. The Inclusion Support Plan aims to support the centre to remove “barriers” so all children can be effectively included in the program. If you currently have a diagnosis or are pending a diagnosis for your child, contact Charlotte and discuss how we can support your child best within our Inclusion Support Plan.

Queries and Admin hours

Charlotte will be able to answer queries sent to the oosh@ways.org.au email address and the centre phone number. As After School Care finishes later than the standard office hours, Charlotte starts work later and will be able to assist from 1pm.
We do have a landline at WAYS that is linked to all offices at WAYS Bondi Beach. If you contact us via the landline, a WAYS staff member will take a message or contact details and Charlotte will receive an email and respond during her admin hours from 1pm.