

Parent Handbook

Geelong & District YMCA Vacation Care School Holiday Program

SE: 00005554 Provider No: 00002824

V1 15.06.2026

School
Holiday
FUN!



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Acknowledgement

The Y Geelong acknowledges the Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the lands and waters on which we come together to learn, share and grow.



As the earth's most ancient culture, we respect their historical and continuous spiritual connections to country.

We pay our respects to Elders past and present and to young Australian and Aboriginal and Torres Strait Islander peoples for they hold the cultural, spiritual and educational practices in their hands.

Welcome

We welcome all families to the Y Geelong's School Holiday Program.

School Holiday Programs are packed with exciting activities and awesome incursions and excursions requested by the children who use our services, so we know you will find an activity that your kids will love.

All details of daily activities are available through our website five (5) weeks prior to the Holiday Program commencing. Children need to bring morning and afternoon tea, their lunch and a refillable drink bottle.

Make sure you don't pack any food that needs to be heated or cooked, and remember not to bring anything containing nuts. Please bring/pack your child's hat, sunscreen, comfortable clothing and shoes and leave all valuables such as money and electronic items (phones and smart watches etc) at home.

Payments for Holiday Program bookings are outlined in this Parent Handbook on page 22.

The Y Geelong offers a holiday program for school aged children 5 -14. The program is based at our Newtown Stadium and includes a range of exciting excursions, incursions and activities at the service. Our program is inclusive of all children and is accessible to NDIS (National Disability Insurance Scheme) families whose plans are self managed or third party managed.

NB: We are not a registered to accept NDIS managed plans.

A photograph of two children, a boy on the left and a girl on the right, both wearing t-shirts with the word 'Geelong' printed on them. The boy is wearing a blue t-shirt and has a surprised or playful expression with his tongue sticking out. The girl is wearing a red t-shirt and is also sticking her tongue out, with her hand near her mouth. The background is slightly blurred, showing what appears to be a store or a display area with shelves and items.

Geelong

YMCA Geel



YMCA History

The Y originated in London in 1844. A young drapery assistant by the name of George Williams first met with a group of active and influential businessmen to assist young males develop Christian values in their day to day life.

The Y's growth was very rapid as there was a perceived need throughout England to educate young men to be pillars of the community by installing strong Christian values.

Our mission

We exist to empower children, young people and communities to build a just, sustainable, equitable and inclusive world, where every person can thrive in mind, body and spirit.

Recreational pursuits such as camping, sports, physical activities and youth accommodation were all used to deliver the message of the Y.

As the Y became more established it began operating halls, recreation centres, and community centres to provide a more stable base for the recreational pursuits and the education of Christian values to young men.

The Y movement was developed through extensive input from volunteers. Local community members who had an altruistic view of community development volunteered their time to help expand the organization.

It wasn't long before the Y quickly began to spread throughout the world. Within a few years of their first Y centre opening in London, Y's opened in the United States, Europe, Asia, and Australia.

The Y Today

Today the Y in Australia is a community based charity that delivers programs and services to help empower children, young people and communities to build a just, sustainable and inclusive world, where every person can thrive in mind, body and spirit across Australia. We work in partnership with government, non-profit groups and partners to provide programs and services to more than 500,000 Australians every week.

The Y Geelong is an independent, non-profit organisation is governed by volunteer board members who work in partnership with staff management team to provide services to their local communities in four major areas:

- Youth Empowerment
- Children's Programs
- Community Sport and Recreation
- Camping and Outdoor Recreation





Our Mission

We exist to empower children, young people and communities to build a just, sustainable, equitable and inclusive world, where every person can thrive in mind, body and spirit.

Our Values

Honesty | Caring | Respect | Responsibility | Safety

Our Vision

To create a better world with and for young people.

Our Philosophy

Our philosophy is to provide a quality School Holiday Program which is safe and stimulating, and to create an environment that provides children with choices.

To provide high quality care which exceeds the standards of the National Quality Framework

For the children to develop respect for others, equipment and their environment

To foster the social, emotional, physical, intellectual development of each child

To continuously improve our service to meet the needs of the community

To involve parents and staff with appropriate and continuing interaction

To provide continuing education and training of staff



National Quality Framework

In our everyday practice, our programs aim to exceed the National Quality Framework (NQF). The NQF governs all early childhood and school age education and care services in Australia. This Framework is overseen by the Australian Children's Education and Care Quality Authority (ACECQA) and ensures all services operate to a high-quality standard.

The following legislation applies to our services:

- The Education and Care Services National Law Act 2010
- The Education and Care Services Regulations 2011

Children enrolled in Y Geelong School Holiday Programs will:

- Have their ideas, interests and capabilities enthusiastically developed and nurtured.
- Learn from educators who receive regular training and professional development opportunities.
- Have parental feedback and insights incorporated in their care plans.
- Have their daily routines and transitions incorporated into their time in care.
- Experience the benefits of regularly audited programs.

You can learn more about the NQF by visiting the Australian Children's Education and Care Quality Authority website (www.acecqa.gov.au) or by speaking to any of our experienced educators.





Aims & Goals

- To provide a safe environment for those children requiring care during the school holidays. This program is specifically for school ages children of all backgrounds and abilities.
- To provide a program suitable for all ages and abilities of children attending the program, taking into consideration the following guidelines:
 - Safety for all children, staff and visitors to the centre
 - Improve physical health through play and social recreation
 - A choice of activities at all times
 - Develop leadership and life skills
 - Total effective supervision for the duration of the program
- To promote the Y's name in a positive way to participants, local organisations and the general public in the area.
- To promote and introduce new participants to other activities.
- To provide a quality program we can all be proud of.
- To provide participants with qualified and friendly staff.
- To operate a program that complies with our funding and service agreement and the National Standards for Outside School Hours Care/School Holiday Program.
- To recognise that every child is a unique individual with particular physical, intellectual, social and emotional potential, and to address this in our program planning.



Safeguarding Children & Young People

The YMCA is committed to the safety and wellbeing of all children and young people accessing its programs and services. The YMCA supports the rights of the child and will strive to deliver a child safe environment at all times. YMCA also supports the rights and wellbeing of our staff and encourages their active participation in building and maintaining a safe environment for children.

We are externally reviewed by QIP against Victorian Child Safety Standards, National Child Safety Principles and QIP Standards for Safeguarding Children and Adults at Risk.

Our Commitment to Children & Young People

- We are committed to providing children with positive and nurturing experiences
- We will support families and communities to promote children's healthy development and wellbeing
- We will take action to ensure that children and young people are protected from all forms of abuse
- We will take action to ensure that children are not exploited, abused or harmed during the time they are involved with any of our programs; services or facilities
- We will listen to children and address any concerns they raise with us

Our Commitment to Parents & Carers

- We are committed to supporting parents and carers to protect their children
- We will offer assistance that builds in a family's strengths and empowers them to meet the changing needs of their children
- We are committed to communicating honesty and openly with parents and carers about the safety and wellbeing of their children
- We aim to be transparent in our decision making with parents and carers as long as doing so does not compromise the safety of children or young people.



Our Employees will:

- Conduct themselves in a manner consistent with their position as a positive role model to children and young people
- Adhere to the Safeguarding Children and Young People Policy Code of Conduct
- Be committed to the safety and wellbeing of all children and young people attending Y programs
- Have read, understood and formally agreed to abide by Y policies and guidelines around the safety of children as outlined in the Safeguarding Children and Young People Policy
- Support the rights of the child and strive to deliver a child safe environment at all times
- Remain alert to the risk indicators of child abuse and promptly report suspected incidents to their Supervisor and where required by law, to the relevant authorities

A copy of the Y Safeguarding Children and Young People Policy is available for parents and carers to access, at every Children's program and/or service operated by Y Geelong or on our website policy library www.geelong.ymca.org.au/policies.

Y Educators do not provide private babysitting services.

We take all reasonable steps to keep your children safe while they are at the Y. Private arrangements place our staff at risk of maintaining professional standards.

Service Information

Program Hours & Venue

The Y Geelong School Holiday Program operates each day of the Victorian school holidays except for public holidays.

Over the Christmas/Summer holiday period, YMCA Geelong may operate a pre-Christmas program however dates may vary depending on customer demand.

Service Name: Geelong and District YMCA Vacation Care SE00005554

Provider No: 00002824

National Quality & Assessment Rating: Meeting National Quality Standard ASR-00018501

Accredited Safeguarding Children Organisation: 2023

Opening Hours

Monday-Friday 7:30am – 6:00pm

(modified hours during December program due to facility access).

Children **must be signed in** by 9:00am each day.

Late arrivals may not be able to participate in certain activities, particularly excursions that have a departure time of 9:00am.

Program Venue

Y Newtown Stadium, 25 Riversdale Road, Newtown VIC 3220

Telephone: 5223 2714

Fax: 5223 1578



Facilities

Successful operation of the School Holiday Program requires the use of a number of program rooms and areas both indoors and outdoors.

The Y Geelong's Newtown Stadium is the perfect venue, a purpose built gymnastics/ sports area housing two basketball courts, a large gymnastics area, a conference room and a multi-purpose room. Together with adjoining parklands this offers quality controlled programming being offered by the Y Geelong. Risk assessments are carried out on all Y facilities on a regular basis to ensure participants' safety.

There are male, female and accessible toilet facilities on site as well as a baby change table area.

There are two chilled water fountains – one in the gymnastics area and one in the basketball area.

There are also vending machines on site however during school holiday periods children are not permitted to access these without written consent from parents/guardians.

Two viewing areas make up the foyer and the landing areas so that families can observe their children participating in gymnastics programs offered at the Y.

The centre car park can hold approximately 40 car spaces.



How to Book

It's now easier than ever to make a booking for our School Holiday Program. If you haven't used our service before, make sure you complete and submit your enrolment online first.

Already enrolled? Follow the steps below to get started!

STEP 1 Head online to our website at ymca.geelong.org.au/school-holiday-program

STEP 2 Under the Casual Bookings heading, select 'Add Casual Booking'.

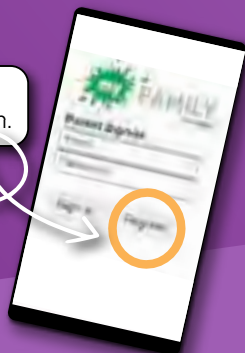
STEP 3

- Select your child you are adding bookings for.
- Select the service 'YMCA Geelong'.
- Select the Room you are adding bookings for. (Y Juniors School Holiday Program, Y Youth Out & About Program or Y Juniors December Program)

STEP 4 Select the date you would like to book and click 'Book Selected Day'.

STEP 5 Select 'Save Changes'.
To book additional children, repeat Step 4

Note You cannot add bookings without registering or a completed enrolment form.



If you have questions or need assistance with your bookings, get in touch with our Vacation Care Coordinator, Jaron Fisher

shp.geelong@ymca.org.au Ph: 5223 2714



Lawful Authority

Parents

All parents have powers and responsibilities in relation to their children that can only be changed by a court order. The Education and Care Services National Regulations 2011 refer to these powers and responsibilities as “lawful authority”.

It is not affected by the relationship between the parents, such as whether or not they have lived together or are married. A court order, such as under the Family Law Act, may take away the authority of a parent to do something, or may give it to another person.

Guardians

A guardian of a child also has lawful authority. A legal guardian is given lawful authority by a court order.

The definition of “guardian” under the Education and Care Services Nation Law Act 2010 also covers situations where a child does not live with his or her parents and there are no court orders.

In these cases, the guardian is the person the child lives with who has day-to-day care and control of the child.

How to Book

It's now easier than ever to make a booking for our School Holiday Program. If you haven't used our service before, make sure you complete and submit your enrolment online first.

Already enrolled? Follow the steps below to get started!

STEP 1 Download and log into the 'My Family Lounge app

STEP 2 Click Add Casual Booking

STEP 3 Select service type (Primary or Teen School Holiday Program). Select a Date and then click Book Session. To make additional bookings, select a new date and click Book Session.

STEP 4 Select Save Changes.
To book additional children, repeat Step 3.

STEP 5 Select Save and Exit to complete

Once bookings are confirmed your SHP bookings will appear purple on your calendar.



If you have questions or need assistance with your bookings, get in touch with our Vacation Care Coordinator, Katelyn Hancock

E: shp.geelong@ymca.org.au
PH: 5223 2714



Download the App from
the App Store or Google Play





Cancellation Policy

- All cancellations or booking alterations are required in writing via email to shp.geelong@ymca.org.au, you can ring and our the team know, **but you are still required to email through the cancellation notice.**
- All cancellations or booking alterations are required in writing prior to the booking close date.
- Any cancellations more than one week prior to the program commencement will not incur charges.
- Cancellation of a booking less than one week from the commencement of the program (ie: first day of program) will incur fee charges **(no refund or credit will apply).**
- If you cancel a booking after the booking closing date or during the program, you will be charged the daily fee (no refund or credit will apply). However, if families provide a medical certificate within 48 hours of the absence your account will be credited.



Excursions & Special Events Bookings

Full program details are available approximately by week five (5) of each school term. Excursions and special events book out quickly, so to avoid disappointment, it is strongly advised that registered families book as early as possible after bookings have opened.

All children booked in on excursion days are encouraged to participate in the day's activities. Children who do not participate in the excursion activity will be offered a small selection of alternatives (such as ball games, leadership roles, etc.) at the activity site.

Please note that we set a roster of staff according to regulatory requirements and the specified ratio of qualified staff per child, particularly when on excursions. Therefore, if you know your child does not wish to participate in an excursion after the booking has been made it is in the YMCA's best interest if families cancel attendance for that day and alternative arrangements are made, as we do not offer alternative care at the centre and families will still be charged the excursion day fee regardless of participation.

If there is no provision for alternative arrangements to be made please ensure you discuss the situation with the Supervisor on Duty or School Holiday Coordinator prior to the day.

Children need to be at the centre at least 30 minutes prior to the excursion departure. Program/excursion staff cannot wait for late comers.

Please note that children can be dropped off at or collected from an excursion venue by parents but must have given adequate notification in writing prior to the day.



Fees & Payment



Centre Based
\$122 per child



Excursion Days
\$149.00 per child



Super Excursion Days
\$154 per child

Y Youth Program Excursion Days: Fees vary and are subject to excursion cost.

Additional Needs

Daily Fee

As above - Centre Based or Excursion/Inursion + Hourly Additional Support Rate (shown below)

Additional Support:

\$62.42 per hour + daily fee

Refer to our website www.geelong.ymca.org.au for updated information on Fees and Charges. The Y Geelong Fees and Charges Policy is available in our policy manual on the website.

Fees valid from 1st July 2026 - 30th June 2027





National Disability Insurance Scheme (NDIS)

Service Agreements

YMCA Geelong is a provider for the National Disability Insurance Scheme (NDIS) providing support for Self- Managed and Third Party Plan Providers.

NOTE: We are not registered to support NDIA Plan Managed participants

The Y will provide a written agreement (Service Agreement) that sets out what supports will be provided and how they will be delivered. It will also explain each party's responsibilities and obligations and how to resolve any problems that may arise.

Service Agreements are different from your NDIS plan. Your plan lists your NDIS supports and a Service Agreement is about delivering those supports.

In order to make a Service Agreement with you we require a copy of your NDIS plan.

Things we can put in your Service Agreement include:

- The supports provided under the Service Agreement
- The cost of those supports
- How, when and where you would like your supports to be provided
- How long you need the supports to be provided
- When and how your Service Agreement will be reviewed
- How any problems or issues that may arise will be dealt with
- Your responsibilities under the Service Agreement - such as letting your provider know if you cannot make an appointment
- Y's responsibilities under the Service Agreement - such as working with you to deliver your supports in the right way
- How you or the Y may change or end the Service Agreement.

Late Fees

When children are collected after closing time, the account holder will incur a late fee. The fee is charged at \$1.50 per minute. CCSS cannot be claimed against this amount.

The Y Coordinator will aim to make contact with the Parents/Guardians at 6:15pm to seek direction however, if no emergency contacts can be reached an hour after close of service, the Police and Child Protection will be called and arrangements made for the care of the children.

Child Care Subsidy Scheme does not apply to late fees.

This is an extra charge that will be added to your total amount owing at the conclusion of the program and is to pay for the time of the staff who have needed to remain late to care for children.

Parents/guardians must call the service to notify staff that they will be late.





Child Care Subsidy (CCS)

The Y Geelong School Holiday Program is an approved Child Care Provider. For information regarding your entitlement for Family Assistance and Child Care Subsidy Scheme, please visit www.familyassist.gov.au or phone 13 61 50.

The Y operates under the new Child Care Management System (CCMS).

Child Care Benefit enables families to receive a discount on part of their daily fee. The percentage is calculated based on a family's income and all variations are reconciled with the family's tax.

In regards to receiving Child Care Benefits, families registered in our program have two choices:

- Pay amount in full and seek reconciliation at tax time.
- Contact Family Assistance Office prior to registering with our program and apply for the Child Care Benefit.

It is recommended that families contact the Family Assistance Office (FAO) prior to registering with the Geelong and District YMCA Vacation Care -School Holiday Program as there is a time limit set on how far back child care can be claimed.

Families may have to undertake an eligibility test if they do not currently receive any child care benefits.

Family Assistance Office sends our service updated listings via an internet connection every day, however the contract remains between the FAO and the individual families. It is therefore your responsibility to notify the FAO of any changes to your income, not the Y's.

Child Care Subsidy Record of Absences

Allowable and Approved Absences

In accordance with the Services Australia guidelines, payment of Child Care Subsidy will be paid for a child's absence from care for up to **42 days** per calendar year.

If your child is absent on the day Child Care Scheme claimed the parent must nominate the reason for their absence to the service provider.

For further details or clarification on the above please contact your Family Assistance Office (FAO).

If your Child Care Subsidy has not yet been approved and finalised by Centrelink, full fee payment will be required.

The service can backdate attendances up to 28 days. To find out more about what you may be eligible for, visit Services Australia.

Vacation Care only Enrolments

The CCS enrolment automatically ceases after 26 weeks of inactivity and will need to be reconfirmed for Vacation Care periods.



Rules for CCS

If a child is booked in our services to commence care and does not start on that day, the CCS will not apply and you will be charged full fees.

CCS will not be paid until the child has physically attended the service.

CCS and Withdrawing from a Service

If cancelling a casual booking, you must submit your request, in writing/email, and provide seven (7) days notice. The child must physically attend the last day of their booked care in order to receive CCS.

This means you can not mark the child as absent for their last day of care, otherwise you will be charged full fees (no CCS entitlements will apply) this will result in families having an outstanding balance and gap to pay.



Educators & Qualifications

The Y Geelong School Holiday program is licensed by the Department of Education and Early Childhood Development.

We follow a ratio for our licensed service as well as when on specific outdoor activities and excursions, in line with the required standards and our risk assessments for each activity.

Our purpose and motivation each day is to enrich the early years of your child, ensuring they feel confident, happy and connected. As parents and guardians, you play the most significant role in the education of your child and we look forward to working together to encourage their development and growth.

Interactive supervision

Our educators actively supervise your child, the environment and each other with effective and consistent communication, systems, policies and procedures. We know that actively playing alongside the children is the best way to supervise, respond and promote positive interactions and learning.

We recognise that care of large groups of children for significant periods of time require staff that have specialist knowledge and skills and employ staff to meet these requirements.



The ratio of staff to children at the centre is:

1:15 for Cert III/University students working towards Bachelor qualified staff and Bachelor/Diploma qualified staff plus an assistant.

Qualified staff are those who have completed the relevant Bachelor Degree or Diploma to be working in a child care service or are on their way to achieving a Certificate, Bachelor Degree or Diploma. For a full list of these qualifications please see the School Holiday Program Co-coordinator.

Unqualified staff are those who are not currently enrolled in or have completed a Certificate, Bachelor Degree or Diploma relevant to working in a child care service and are additional to ratio to assist with excursions, group management and additional support requirements.

All staff must have:

- A valid Working With Children Check (WWCC)
- National Criminal Records Check
- An International Criminal Record Check if ever worked overseas
- Completion of screening and induction programs
- First Aid HLTAID012 covering Asthma & Anaphylaxis training
- CPR HLTAID 001
- Mandatory Reporting and Reportable Conduct Training
- Safeguarding Children and Young People Course
- All Y staff are deemed to be fit and proper persons to be working within our program





Children with Additional Needs

The Y Geelong School Holiday Program is an inclusive service and encourages children with additional needs to attend our service.

Educators and program organisers are employed specifically to assist with children with additional needs, no matter what their circumstances may be.

All children are catered for based on their individual needs and based on the information made available to staff by their families. Programs are designed to be fun, inclusive, and have children participate in activities they may not be able to under every day circumstances.

The Y Geelong works in conjunction with numerous agencies in providing support for children with additional needs. Funding for extra carers can be accessed through the Victoria Inclusion Support Agency.

Our service will require Inclusion Support Forms to be completed from families in order to access supports. Applications for funding need to be completed approximately four (4) weeks prior to the commencement of the nominated program you wish your child/ren to attend.



What to Bring

- The children are required to bring snacks for morning and afternoon, as well as lunch and a drink.
- There are two cold fresh water taps at the Centre where children can refill water bottles.
- **Parents are asked not to send any food containing nut or nut related products with their child.**
- In response to the increase of children's allergies **NO FOOD SHARING** is permitted within the program.
- Please ensure your child/ren wear comfortable clothing that will allow for easy participation in activities. It is recommended that children wear appropriate footwear for walking/running activities. Thongs are not advised, however children wearing thongs may remove them for all indoor activities.
- All children **MUST BRING A HAT** and (if required) their own sunscreen each day in line with the Y's Sun Protection Policy (not required during Winter months). Children must also have suitable clothing, e.g. warm jacket during Winter months.

What Not to Bring

Y Geelong School Holiday program service does not permit children to have mobile phones, smart watches, iPods or other electronic devices unless at the request of parents/guardians.

- Parents/guardians who need to contact their child/ren throughout the day are encouraged to call the Centre 5223 2714 or identify the staff member who will be Coordinating that group for the day and ask to exchange mobile phone numbers.
- All staff on excursions will be carrying a mobile phone.
- Toys/personal items belonging to children may be brought to the service at their own risk.
- Educators encourage children to ask permission to play with items not belonging to them to avoid these situations.
- Please leave items of value and money at home unless at the request of parents/guardians, or as required by the activities set out in the program.
- Anything deemed a weapon is not permitted at the centre. This may include but is not limited to sharp objects/devices, knives, rocks, scissors, nail files, and so on.
- **The Y does not accept responsibility for lost or damaged personal items brought to the program.**

Lunch, Morning & Afternoon Snack Times

Meal and snack times are highlighted below. Please ensure your child/ren has enough food to get them through the day. Meal and Snack Times are:

Morning Snack

Morning Snack breaks are held between 10:00am-10:30am each day – may vary depending on the activity scheduled for the day.

Lunch Break

Lunch breaks are held between 12:30pm-1:30pm each day – may vary depending on the activity scheduled for the day.

Afternoon Snack

Afternoon snack breaks are held between 2:30pm-3:00pm each day – may vary depending on the activity scheduled for the day.

Children will sit in their designated areas during these times and will be permitted to continue free play after all children in their area have finished eating.



Daily Activities

Our daily activities include both excursions and centre based activities.

All children booked in on days of excursions will be expected to participate in them. If a child informs families prior to this excursion that they do not wish to attend we would recommend that their booking be cancelled and alternative arrangements made.

A wide variety of indoor and outdoor activities are provided for the children, and these range from sports and games, to art and craft, healthy eating, team sports, gymnastics, large and small group activities, children's video's, drama and music activities and much more.

We encourage parents, guardians and children to be involved in the planning of these programs to ensure that their child/ren's needs are being met. To get involved, we encourage all families to complete the 'End of Program' survey, so we can hear your child's voice and opinions.

Program information for each holiday program will be available from reception and online via the Y Geelong website (geelong.ymca.org.au), the Y Geelong Facebook page and The Y Geelong School Holiday Progra Facebook page

Families can also join the mailing list where information can be emailed directly to individuals.



Arrival at the Service/Each Visit

On arrival at the centre ALL children must be signed in on the kiosk iPads located at reception.

Parents/guardians signing children in must sign in through the online kiosk.

PIN numbers to sign in on QuickKids are not to be shared with other family members and are to remain unique to the individual.

If another adult is collecting your child at the end of the day, this person needs to be authorised in the online portal and ensure they identify themselves to Educators with picture ID (drives license) at the time of collection.

If you need help adding additional people for collection on the kiosk, please ask reception at the time of drop off.

Children are not grouped to age level and are encouraged to interact with other children of all ages and abilities.

If it is your first visit to the Y please ensure you notify a staff member so that someone can show children where the bag areas are, the toilets, and introduce them to the centre, the activities and children in their group.

Parents are requested to notify a staff member of their arrival for safety reasons.



On your Child's First Day

Children may experience some anxiety about going to a new place for the first time. It is important that both parents and staff work together to build the relationship required for successful adjustment.

Before the commencement of the School Holiday Programs, the Y welcomes you to come and visit the centre to tour the facilities.

If you arrive at the program and it is your child's first visit, please inform a staff member so that someone can show your child/ren where their bag areas are, the toilets, and introduce them to the centre, the activities and children in their group.

Please telephone the staff at any time if you are concerned. The staff will also call you if your child does not settle within a reasonable amount of time, and we will appreciate your assistance in working through this.

Departure

When collecting children from the centre, parents/guardians are required to sign the child/ren out on the kiosk iPads.

Please ensure that the person collecting the child/ren is approved by the authorised person on the enrolment through the kiosk for collection, **staff will ask the person collecting the child/ren for ID while signing the child out through the iPad kiosk.**

Once this is done then parents/guardians may find their child/ren and take them from the service. It is important that signing out occurs before collecting the child, not after.

If the person collecting the child/ren is an emergency contact, it is the responsibility of the parent/guardian to inform staff at the Centre so that they can take the proper precautions.

Every person should have ID on them each day to identify themselves to staff at the time of collection, staff change each day and are required to ask the collection person for ID.

If the person collecting the child/ren is not an authorised emergency contact through the online kiosk, the parent/guardian must update the online kiosk and inform staff before the collection of their child in the afternoon.

The program comes to a close at 6:00pm (modified for the December program). Pick up after this time will incur a late fee. Please see LATE FEES for further information.

Parents must notify a staff member of their departure before leaving the facility for safety reasons.

Transport

Transporting children to various excursions/program activities will be undertaken by McHarry's bus service who charter 57 seat buses that can take up to 60 children (three to a seat, utilising seatbelts). Occasionally McHarry's issue a smaller bus in addition to the large bus, to cater for our growing numbers.

No children will be transported in program staff vehicles unless the proper procedures have been undertaken and all appropriate paperwork has been submitted.

This means authorised parents/guardians must complete the Excursion Authorisation form. If the parents/guardians don't complete the form, the child/ren will be required to be picked up from the service.



Medication & Medical Management Plans

All children with Asthma or Anaphylaxis must provide their own Auto-Adrenaline Device or Ventolin inhaler.

As an extra safeguard, the Y provide our own Ventolin inhaler and spacer at every program. However, this is utilised for emergencies only.

Asthma and Anaphylaxis plans must be given to the Coordinator, be in colour, signed by a doctor and be updated every 12 months, with a current photo of the child on it.

If a child is diagnosed as being at risk of anaphylaxis, has asthma or allergy, a medical/health condition, or requires ongoing medication for other purposes (ie. Ritalin for ADHD), parents must provide the appropriate information and additional forms when completing the service Registration Form.

Forms are available from the centres, and also the Y Geelong website.

Parents with a child requiring medication whilst attending the Y Geelong School Holiday Program must provide:

- Medication Authorisation form
- Clearly stating the name of the medication
- The dosage
- The time/date it was last administered
- The time/date which it is required to be administered whilst in the care of Y staff
- The dosage to be administered

If the form is not filled in correctly, medications will not be administered.

Individual authorisation forms must be signed and dated for EACH day the child is in attendance at Y School Holiday.

Medication must be presented in its original packaging that clearly shows the pharmacy issued sticker stating the child name and prescribed dosage.

Medication will be stored away from the children in a secure location.

Please Note:

Medication will not be accepted if it has passed the expiry date.

Parents/guardians need to be aware that non-prescription medication such as Panadol cannot be administered to children whilst in the care of the Y staff, unless submitted to staff with an accompanying medical authorisation form and in its original packaging with a pharmacist label.

Please Note:

We cannot accept medications that have passed their expiry dates and not in packaging with a 'childcare' pharmacist label.

Asthma & Anaphylaxis

If your child has asthma or has been diagnosed as being at risk of anaphylaxis, an Asthma or Anaphylaxis Action Plan MUST be provided, signed by a Medical Practitioner and containing a colour photo of the child. Each Action Plan must contain information as to the medication that is to be administered (eg: Ventolin, EpiPen, etc). In addition to this, a Risk Minimization form must also be completed.

All medication must be handed to a staff member after being signed in - this includes inhalers and all other medication.

Please see our Medication and Medical Condition Policy for further information available at the centre and online.





Infectious Disease Exclusion

If the case that any infectious diseases occur at the Service, affected child/ren may be excluded for the communicable period of the disease, or until they have satisfied conditions to return to the service.

This exclusion is necessary for the protection of all children and to reduce the risk of further infection.

If a parent reports that their child has contracted a contagious disease the program will put up a notice to advise parents.

Please refer to the latest edition of 'Staying Healthy: Preventing infectious diseases in Early Childhood Education and Care Services' published by the Australian Government: National Health and Medical Research Council for information on exclusion periods. This document is available from www.nhmrc.gov.au

You can also refer to our Accident, Illness, Injury and Infectious Disease Policy on our website.

Sunscreen

Sunscreen will be supplied by the program and applied every hour when going outdoors. Please provide own product if required. Please refer to our 'Sun Protection' Policy for further information.

We recommend your child applies sunscreen in the morning prior to attending the program during the summer season.



Y Policies

We have a number of policies and practices that guide the operations of the School Holiday Program that are accessible at the service and online at:
geelong.ymca.org.au/policies

Children's Services

- Positive Behaviour Management Policies and Behaviours of Concern YG-1080
- Excursions and Routine Outings Policy - YG146-0
- Payment of Fees and Provision of Statement Policy - YG137-0
- Sun Smart Policy - YG147-0
- Customer Feedback Policy - YG150-0
- Responsible Person In Children's Services Policy - YG155-0
- Confidentiality of Records - YG153-O
- Water Safety in Children's Services Policy - YG152-O
- Interactions With Children Policy - YG151-O
- Administration of Medication Policy - YG156-O
- Arrival and Departure in Children Services Policy - YG157-O
- Medical Conditions Notifications Policy - YG159-O
- OSHC Orientation Enrolment Policy - YG148-O
- Acceptance and Refusal of Authorisation's Policy - YG140-O
- Transport of Children in Children's Services Policy - YG160-O
- Nutrition, food, Beverages and Dietary Requirements - YG149-O
- Accident, Illness, Injury and Infectious Disease Policy - YG145-O
- Human Resources Policy - YG162-G
- Participation of volunteers & students, Field Placement Procedures - YG112-O
- Governance and Management Policy - Dealing with Complaints - YG163-G
- Medication Policy - YG114-O
- Unaccompanied Minor Supervision Policy - YG103-O
- Use of Electronic Devices in Children's Services Policy - YG115-O
- Supervision in Children's Services Policy - YG116-O
- Toileting Supervision in children's services - YG101-O
- Child Safe Environment Policy - YG144-O
- Administration of First Aid In Children's Services - YG154-O
- Emergency Evacuation in Children's Services - YG158-O
- Anaphylaxis Policy in Children's Services - YG164-O
- Head and Neck Injury Policy (Concussion Policy) YG 167-O



YG 104-G Safeguarding Children & Young People

- YG 104-G Safeguarding Children and Young People Procedures V6 5.12.2016
- YG 105-G Mandatory Reporting Policy V4 23.02.2016
- YG 107- G Recruitment and Screening Policy V2 23.02.2016
- YG 139-O CHRC Policy 23.02.16
- YG 178-O Information Provision for Involved People Abuse or Allegations SCYP Procedure
- YG 179-O Monitoring Service Delivery Procedure
- YG 130-G Participation and Inclusion Policy

Operations

- YMCA Geelong Fees and Charges - YG137-O
- Code of Conduct for Parents Coaches Spectators & Participants Policy - YG166-O
- Customer Feedback Policy - YG 150-O
- Alcohol Use Policy - YG 169-O
- Photography and Filming Policy - YG 173-O
- Whistleblower Policy - YG 186-O
- Safe and Respectful Sleeping, Resting & Waking of Primary School Aged Child- Policy YG 219-O

Marketing and Communications

- Social Media Policy - YG100-0

Health & Safety

- First Aid Policy - YG119-O
- Emergency Evacuation and Management - YG113-O
- Extreme Heat Policy - YG136-0
- Incident Reporting Procedure - YG142-O

Financial Management

- Dishonored Payment Policy - YG141-O





Behaviour Expectations

At all times, we expect that the following behaviours are exhibited:

- Respect each other and staff; fighting, swearing and hurting others is not acceptable
- Respect for the facilities, supplies, equipment and personal belongings of others
- Abide by the Conditions of Entry that apply to each venue

In order for the program to run smoothly and safely the School Holiday staff expect that all families and children will be well behaved and act in a safe and sensible manner whilst participating in activities and excursions.

The overall aim of this program is to provide a relaxed, friendly, safe and secure atmosphere for all children and their families and prohibit any behavior which is of annoyance or offence to other participants.

The following behavior will not be tolerated:

- Offensive or aggressive behavior to other staff or children
- Abusive language
- Continued failure to follow directions
- Misuse of Y facilities and equipment.

It is essential that the behavior of children attending the program is of a standard whereby the supervision of other children is not compromised as a result of consistently poor behavior of any one child, the safety/security of the one child is not placed at risk and the safety/security of other children is not placed at risk.

Situations of poor behavior and details of the incident will be recorded in the program communication app.

Refer to Positive Behaviour Management Policy and Behaviours of Concern procedure, which outline our practices on behaviour management at the Y.



THE GAME

WESTERN HOUSE



APARTMENT

TOWER

ONE PLAY

CAUTION

CAUTION

CAUTION



Children Sent Home

Children will be sent home in instances of:

- Illness
- Repeated inappropriate behavior
- Injury preventing participation in activities

Refunds and time in lieu are not available when children are sent home by staff during the course of the program due to illness, injury or behavior.

If you believe your child may become ill during the day your child should see a doctor or remain at home.

Please note that this policy applies also to children who have had an accident while in care or have been asked to leave the program for inappropriate behavior.

Custody Issues

For those families who have a custody arrangement in place, please provide a copy of your custody papers to the School Holiday Program Coordinator upon registration. Any information you provide to the service will be kept on file and remain confidential.

If you have submitted your Court Order information to the service in the past, please note that we require all documentation to be resubmitted each year as circumstances may have changed and files have been archived at the Y.

If your Court Orders specify that an individual may not have access to, or limited access to your child/ren, please ensure this is clearly written in the documentation for easy viewing for staff.

Priority Access

To comply with the Child Care Benefits, the YMCA must observe Commonwealth Government Priority of Access Guidelines. These guidelines are referred to when a service has families on the waiting list.

Priority levels:

Level 1: A child at risk of abuse or neglect is regarded as a priority group for access to quality child care. These families in crisis should have the support and assistance from child care services to the maximum extent possible.

Level 2: A child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under section 14 of the Family Assistance Act (via Centrelink).

Level 3: Any other child.

When the demand for child care exceeds availability, it is imperative for services to allocate available places to those families with the greatest need for support. These places will be offered in accordance with the Commonwealth's Priority of Access Guidelines. What this means it that your child's place is not guaranteed.

If a child on the waiting list, who is considered by the service to be of greater need, requests care, parents may be required to relinquish their place to these families. It is with sensitivity and care that these guidelines are adhered to by the Y.





Contact Numbers & Emergency Pick Ups

Upon registering your child/ren in our program you are asked to provide at least two emergency contact names and numbers of additional people collecting your child/ren.

In the event of a change to the person intending on collecting a child/ren, parents are asked to notify the Y by telephoning prior to collection time, or by notifying staff upon drop off of the name and contact information for the person intended to collect the child/ren.

If the person collecting your child/ren on any given day is not listed as an emergency contact, parents/guardians must provide written permission including the name and contact details of the person you are authorising to collect your child/ren.

No child will be released to any person/s that has not been listed on the registration form until the parent or guardian can be contacted and the identity of the pick-up person can be verified. This is a safety issue for all care programs and we trust parents will understand the need for strict monitoring where the collected of children is concerned.

Immunisation & Infectious Disease Exclusion Policy

If any of the following infectious diseases occur at the service, children who are NOT immunized will be excluded for the communicable period of the disease or until they have satisfied conditions to return to the service.

Infectious diseases: Diphtheria, Whooping Cough, Mumps, Hemophilia, Influenza, HIB, Rubella, Measles and COVID-19 (Coronavirus).

This exclusion is necessary for the protection of all children and to reduce the risk of further infection. This exclusion policy applies to all non-immunized and part immunized children.

If a parent reports that their child has contracted a contagious disease the program will put up a notice at the front of the centre to advise families of the situation.

Please refer to our Guidelines for Exclusion Table as recommended by school health professionals, which is also available on request.

Up-to-date Victoria Coronavirus Restriction Levels and policies can be found on our website.

Accidents, Injury, Trauma & Illness

In the event of an accident/injury/trauma or illness, first aid will be provided by a staff member with current first aid training and details will be fully recorded on the appropriate forms.

In the case of an emergency where staff are not able to adequately treat your child/ren at the centre/excursion and the child's well being is at risk, an ambulance will be called and you will be contacted immediately. Staff will not transport children in their own vehicles under any circumstance.

If a child/ren is involved in an accident, injury, trauma or becomes ill during the program, the parent/guardian will be contacted. If the parent/guardian is not able to be contacted the emergency contact person/s nominated in the registration form will be notified. Every effort will be made to keep your child/ren comfortable until a parent/guardian arrives.

If the parent/guardian or emergency contact person is not contactable at the time of the accident, injury, trauma or illness, they will be informed when they arrive to collect their child/ren.

Details about the accident, injury, trauma or illness will be recorded and a parent/guardian will be asked to review and sign the appropriate form to be filed at the Y for follow up or, if required, to be reported to ACECQA.



Photography, Filming & Media Images

At various times throughout the programs, media images may be taken of the children for promotional purposes.

When enrolling your child into the service, all families MUST fill out our Photo Registration Form selecting your preferred preference.

If you do not wish to have your child photographed, please ensure to select the NO box and staff will document this in the system.

Lost Property

Children/families are responsible for their own clothing and belongings.

The Y Geelong will not be held responsible for loss of property.

Lost items will be kept for one month only after each program ends. After that point it will be donated to charity. Please ensure all clothing is clearly labelled.

Emergency Procedures/Safety

To ensure the safety of children emergency and evacuation procedures will be practiced at every program and be consistent with our emergency management plan.

Parents, guardians and children will be notified of when procedures are carried out via notification upon sign in.

Procedures are also in place in case of harassment and/or threat to the children by persons known and unknown to the service.

Parents & Guardians Communications

Parents will be provided with information as requested about the service's philosophy, policies and procedures.

All confidential discussions with parents will take place in a quiet area away from others.

The best way to communicate with our program is via email (shp.geelong@ymca.org.au) as our program coordinator works varying shifts throughout the weeks and program. They will endeavour to respond to all emails as soon as possible.

Feedback: We Love to Hear From You

We welcome the thoughts of all Parents/Guardians and children received through:

- Evaluation surveys emailed to all families after the program
- Evaluation surveys available to all children at the program
- Suggestion boxes at the program
- Parent and child feedback can be emailed directly to the School Holiday Program Coordinator at shp.geelong@ymca.org.au

Our Service provides a written evaluation form for all families to complete during and after each School Holiday program. Copies of the surveys are available via an online survey site that is emailed to all registered families using the program, and is also available at reception.

We encourage all families to complete these forms, as your feedback will only aid in improving our program and benefit your family through future programs.

Customer Feedback Compliments/ Complaints

The Y Geelong view customer feedback/complaints as an opportunity for improvement and deems to utilise these events as an opportunity to not only improve the service provided but to build stronger relationships and loyalty with individual customers who have taken the time to let us know how they are feeling.

All customer feedback received is kept on file for improvement and marketing purposes. If you have a complaint, please approach the program coordinator.

If you feel the matter has not been addressed please address your concerns to the Centre Manager at Y Newtown Stadium on newtownstadium@ymca.org.au or call 5221 8344

Feedback/Complaints/Compliments may be delivered verbally or in writing.

The Y Geelong Children's Services Policies are available on our website for parents to view and provide feedback on at any time. We welcome your input.



**They'll want to come
again tomorrow!**



Jaron Fisher

School Holiday Program Coordinator

Jaron Fisher
School Holiday Program Coordinator
shp.geelong@ymca.org.au

5223 2714

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