



# **Family & Community Handbook**

Coburg West Primary School  
Out of School Hours Care  
Service

Out of Hours Child Care  
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## About this Handbook

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The information in this handbook is an overview of the OSHC Service Policy and Procedures Manual which provides in depth information about what families and the community can expect of the OSHC Service, and information about the philosophical and physical framework in which the procedures and practices of the OSHC services are developed. The Policy and Procedures manual is located in the OSHC Administration Office and is available for viewing from the OSHC Service Coordinator by request. This handbook is available to families on enrolment and on the school website. It is regularly reviewed and updated in accordance with the OSHC services policy review statement. Families are expected to read this handbook as part of their introduction to the OSHC Service. Any questions or concerns about any of the following information, or for information on the translation of this handbook into the community languages other than English should be directed to the OSHC Service Coordinator.

To ensure that the OSHC service is compliant with the *National Law* and maintains a collaborative approach with the community, we will notify all families of children enrolled at least 14 days before making ANY policy change, unless this time period would pose risk to the safety, health or wellbeing of any children enrolled in the OSHC Service. In which case the OSHC Service will act to adjust any policies and/or procedures to ensure the safety, health and wellbeing of all children at the OSHC Service, and will notify families as soon as practicable after making necessary change(s).

The Coburg West Primary School Council authorise this handbook and welcome the opportunity to discuss any aspect with stakeholders. We appreciate your support while we strive to provide a quality education and care service for the children and families in the community.

### **Recognition of Australia's Traditional Land Owners**

Coburg West Primary School OSHC Service acknowledges the Wurundjeri people of the Kulin Nation as the traditional owners of the land in which Coburg West Primary School is located, and in the spirit of reconciliation recognise the distinctive rights that Indigenous Australian's hold as the original custodians of this land.

The OSHC Service values Aboriginals and Torres Strait Islander culture by committing to:

- Welcoming Aboriginal and Torres Strait Islander families and children
- Increasing educators', families' and children's knowledge and understanding of Aboriginal and Torres Strait Islander people, histories, cultures and contemporary contexts.
- Contributing to reconciliation and countering racism and prejudice of all kinds, particularly as they affect Aboriginal and Torres Strait Islander people.

### **Introduction to the O.S.H.C Service**

Welcome to the Coburg West Primary School OSHC Service – a parent managed OSHC Service, established in 1990 to provide an education and care service for the children of local families outside of school hours.

We are located on the corner of Gordon Street and Devon Avenue, Coburg VIC 3058, operating on the Coburg West Primary School grounds primarily in the multi-purpose building with access to the wider school grounds.

The OSHC Service is Australian Government Approved to offer funded places for children to provide education and care during the hours before and after school, and curriculum days. We allocate funded places in accordance with the Australian Governments Priority of Access Guidelines, giving first priority to a child at risk of serious abuse or neglect; second priority of a child of a single parent who satisfies, or of parents who both satisfy the work/training/study test (under section 14 of the A New Tax System (*Family Assistance*) Act 1999); and third priority to any other child.

#### ***The OSHC Service operates as follows:***

Before School Care	7:15 AM – 9:00 AM	Monday – Friday	120 Children
After School Care	3:30 PM – 6:00 PM	Monday – Friday	120 Children
Pupil-free Days	7:15 AM – 6:00 PM	Incursion Excursion	120 Children 50 Children
Closed	Gazetted Victorian Public Holidays	Victorian Public School Term Holidays	Christmas period

## Our History

The Coburg West Out of Hours Childcare Program originated from interest expressed by parents in 1989 concerning the need for school aged childcare-particularly after school. Support was gained from School Council and a submission was made for funding to assist with the setting up of the program. We were notified in December of that year that our application to the Department of Labour had been successful.

The After Care program commenced in March 1990 with 30 places and the Before Care program commenced in January in 1991 with 15 places. After Care soon grew to a 90 place program, and Before Care to a 45 place program. Since then we have served families and children with distinction. We have grown to become one of the largest programs in Coburg, offering 120 places in After Care and 120 places in Before Care.

In July 2003 we registered to participate in the Child Care Quality Assurance System, administered by the National Childcare Accreditation Council. We went through three cycles of national quality assurance, and our quality program was validated and issued with a certificate of accreditation in July 2006, August 2008 and October 2010. After each visit we were issued with a Quality Profile Certification summarising our achievements.

Our support and successful running of the program is due to ongoing commitment of the sub-committee which was initiated in 2008. The sub-committee comprises of School Council members, staff and the O.S.H.C parents. The sub-committee is responsible to the School Council for the general operation of the program and serves as a support group for the community.

In 2009 the OSHC Service became licensed under the *Children's Services Act & Regulations Vic (2009)* which saw some changes to the way we operate, including accountability and compliance. This new system was a change for us, and significantly increased the relationships between the school and the OSHC service for positive outcomes.

In 2012, Coburg West Primary School built a state of the art multi-purpose hall utilised daily for physical education and School assemblies. The OSHC Program operates from this facility with the primary OSHC Service space linked to the hall.

2012 saw another significant legislative change for us – *The Australian Children's Education & Care Quality Authority (ACECQA)* authorised Coburg West Primary School Council as an approved provider of Outside School Hours Care under the *Education & Care Services National Law Act Vic (2010)*, which introduced to us the National Quality Framework. Once again changing some of our operational means through a set of consistent regulations across the country, curriculum frameworks to guide our program planning, and a new five point rating.

Our service was assessed in 2016 against the National Quality Standards and our overall rating was **'exceeding.'**

## Our Philosophy

Coburg West Outside of School Hours Care (OSHC) philosophy reflects the core principles and practices of the My Time, Our Place Framework and the National Quality Standards.

Staff at O.S.H.C work together to create an environment that is both supportive and challenging, providing interactions that foster social, emotional, physical and cognitive development through a fun play based program. O.S.H.C values and respects each child's uniqueness and is inclusive of all children.

We recognize the importance of family diversity and we encourage family involvement at the program. O.S.H.C management values a collaborative approach to service provision, consulting with staff, children, families and the community on relevant matters. We acknowledge and value educators for their skills and experiences for their consistency in interactions with the children. We are committed to inclusive and equitable practices.

**Our program allows students freedom of choice, flexibility and for the children to initiate and take control of their learning.**

The My Time, Our Place framework recognises that children learn best through play, experimentation and exploration. Children are seen as resourceful learners who are competent in constructing their knowledge of the world around them. Our educators endeavour to acknowledge and support children's interests and strengths to develop and facilitate their learning. A foundation of lifelong learning can be built by providing children with rich, engaging environments and meaningful interactions.

Coburg West Primary School OSHC provides children with a variety of resources to engage their senses, curiosity and imagination. Children are given the time to grow, strive, reflect and experience at their own pace, each child is unique. This can be achieved by providing a supportive, play based curriculum with developmentally appropriate planned activities. These planned activities encourage independence, discovery and curiosity. Children learn best through a stimulating, creative indoor and outdoor environment. We provide a balance of both quiet and active play for children to engage in, as we aim to ensure the children feel secure within a flexible and safe environment.



## Goals

Coburg West Primary School O.S.H.C has a number of goals on which our service is based. These goals are based on the outcomes for children as outlined in the 'My Time, Our Place' Framework for School Age Care.

### Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and Regulations 2011
- National Quality Standards
- 'My Time, Our Place' Framework for School Age Care

Our goals are to encourage children to:

Have a strong sense of identity- the service aims to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges.

Be connected with and contribute to their world- the service demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives. The service aims for children to become socially responsible and to show respect for the environment.

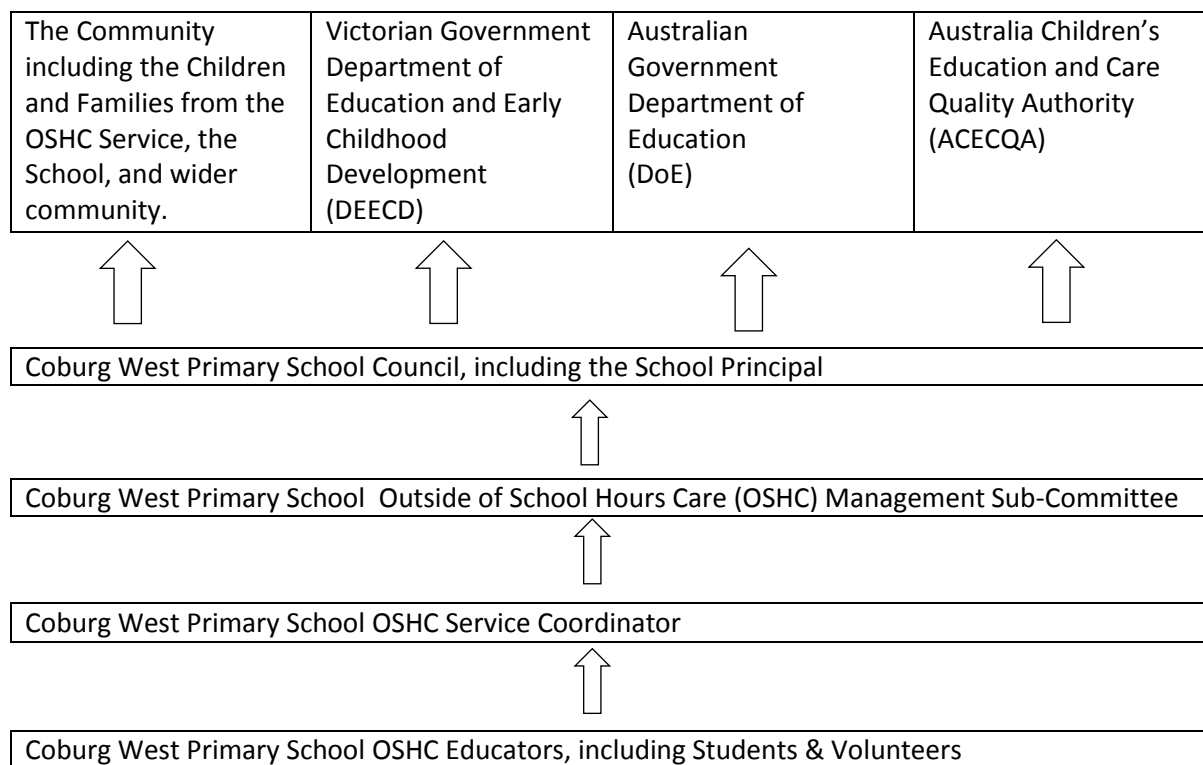
Have a strong sense of wellbeing- the service aims to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.

Be confident and involved learners- the service aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas. The service endeavours to collaborate with children, discuss theories and model reasoning to predict and reflect in processes and language. The service encourages children to make connections between learning experiences in different settings in order to achieve more meaningful learning.

Be effective communicators- the service aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modelling language and encouraging children to express themselves through language in a range of purposes including leading and following directions. The service aims for children to exchange ideas, thoughts, questions and feelings and to use a range of tools, such as music, dance and drama to connect with other and express themselves in order to extend their learning.

## **Governance, Management and Accountability**

The following diagram illustrates the way in which we think about accountability within our management structure:



### **School Council and the OSHC Management and Sub-Committee**

The Coburg West Primary School Council are responsible for the overall management of the OSHC Service. To assist School Council with the OSHC Service management responsibilities, the School Council have formed an OSHC Management Sub-Committee.

The Coburg West Primary School OSHC Management Sub-Committee (the Sub-Committee) provides the community with ownership of the OSHC Service, and a voice to influence the OSHC Service on behalf of the children and families that utilise the OSHC Service. The Sub-Committee encourages families to have input into policies and decisions that affect the care of their children, and to influence financial management decisions to ensure that all resources are used to maintain quality education and care.

The Sub-Committee is responsible for making financial and policy decisions for the users of the OSHC service. The Sub-Committee meets once a month, and these meetings are open to educators and families. If issues on the agenda are confidential, educators and non-School Council/Sub-Committee members may be asked to leave during the discussion. Most of the management responsibilities for the OSHC Service have been delegated to the OSHC Management Sub-Committee by the School Council, however the OSHC Management Sub-Committee is not a legal entity in its own right, therefore the School Council is ultimately legally responsible for the OSHC Service.

Parents are welcome to join our sub-committee. Meetings are held monthly with the OSHC Service Coordinator, Assistant Coordinator, sub-committee members and the school principal.



### **The OSHC Service Coordinator**

The OSHC Service Coordinator acts to manage the day to day operations of the OSHC service delivery, and facilitates a relationship between the Sub-Committee and the OSHC Educators. The OSHC Service Coordinator is directly responsible to the School Council, through the Sub-Committee for the provision of quality education and care in accordance with the philosophy, objectives and policies for the OSHC service. The OSHC Service Coordinator has a pivotal role in working with the Sub Committee as the OSHC Service Coordinator's knowledge and understanding of issues is essential to assist the School Council to make informed decisions.

The OSHC Service Coordinator is required to manage the OSHC Service in a manner consistent with the philosophy of the OSHC Service and ethos of the School that is responsive to the children's needs, operating within budget constraints and maximising utilisation of places.

### **The Educators**

Educators are employed to work directly with the children of the OSHC Service. Educators are directly responsible to the OSHC Service Coordinator under the auspices of the School Council for the provision of quality education and care in accordance with the philosophy, objectives and policies of the OSHC Service.

All educators, including the OSHC Service Coordinator, are accountable to the School Council as their employer. On a day-to-day basis the educators are accountable to the OSHC Service Coordinator.

### **The National Quality Framework**

*The National Quality Framework for Early Childhood Education and Care & School-Age Care (NQF)* encourages continuous improvement in the quality of programs provided at the OSHC Service; ensuring children in care have positive experiences that foster all aspects of their development. This influences all levels of management and accountability at the OSHC Service including, the Community, Governing Bodies, School Council, the OSHC Management Sub-Committee and employees of the OSHC Service. Educators participate in the National Quality Framework process by engaging in critical reflection and contributing to the development, implementation and continual reflection and development of the OSHC Service's Quality Improvement Plan (QIP).

The following publications are available at the OSHC Service in the administration office for families to refer to as they familiarise themselves with the concepts and expectations of the NQF:

- Education and Care Services National Law Act (2010) and Regulations (2011)
- National Quality Framework Resource Kit
- Victorian Early Years Learning and Development Framework
- Transition; A positive start to School resource kit.
- The Framework for School Age Care in Australia- My Time, Our Place.
- The Educators Guide to My Time, Our Place.
- The OSHC Services Quality Improvement Plan.

The Australian Children's Education and Care Quality Authority (ACECQA) is an independent statutory body responsible for guiding the implementation of the National Quality Framework

nationally. ACECQA'S responsibilities include awarding services that demonstrate excellence, and managing applications for further review of quality ratings; monitoring and promoting the nationally consistent application of the national law; and guiding and supporting the work of the Victorian Regulatory Authority.

The Victorian Government Department of Education & Early Childhood Development (DEECD) is the regulatory authority for OSHC Services in Victoria through the application of the *Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011*. The School Council holds a Service Approval to operate an education and care service under the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011. DEECD'S responsibilities include approval, monitoring and quality assessment of Victorian education and care services for children; investigating complaints or concerns raised with the department about a children'S service; and providing best practice advice to services on the care and education of children.

### **Family Assistance Administration**

The Australian Government Department of Education (DoE) provides funding for Outside of School Hours Care Services in the form of Set Up Assistance, Sustainability Assistance, and Child Care Subsidy (CCS) where they have been approved to pass on a free reduction to families under the Family Assistance Law.

The OSHC Service is an approved OSHC Service under *Section 195 of the A New Tax System (Family Assistance) (Administration) Act 1999*, for the purposes of Child Care Subsidy (CCS). To assist with compliance, the Child Care Provider Handbook 2018 provided by Australian Government Department of Education (DoE) is available in the OSHC Service office for educators and families to view.

The OSHC Service uses registered Child Care Subsidy System (CCSS) software to record child enrolment and attendance information. Coburg West Primary School OSHC Service reports this data to DoE via the internet to allow calculation of payment of CSS fee reductions on behalf of children and families who utilise the OSHC Service. To assist with compliance the Child Care Providers Handbook 2018 (as detailed above) is referred to for information about the policy framework and rules for Australian Government Child Care Support; and how to manage CCS and other child care payments.

## **Partnerships and Communication with Families**

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Families are the most important contributors to children's learning and development. Children's learning is advanced when families and the OSHC Service work collaboratively together. Over many years, our OSHC Service has built up some really strong partnerships with the families that use it. The OSHC Service recognises that family is the most significant part of a child's life. Given that the OSHC Service and School community play such an important role in assisting in the child's development we aim to form strong, respectful and reciprocal partnerships with families.

Opportunities exist for all families to suggest and even conduct activities and experiences with the children during OSHC Service operation. We've had parents conduct cooking experiences, musical workshops, arts & craft and sporting activities.

We are committed to:

- Using families understanding of their children to support shared decision making about each children's learning and development
- Creating a welcoming and culturally inclusive environment where all families are encouraged to participate in and contribute to children's learning and development experiences
- Actively engaging families and children in planning children's learning and development
- Providing feedback to families on their children's learning and information about how families can further advance children's learning and development at home and in the community.

Whether you're planning to conduct an activity or just providing feedback, we would love to hear from you. Families can give oral feedback to any staff or can leave written comments/suggestions on our clipboard (located next to the parents noticeboard). We take all feedback very seriously and aim to collaborate on all suggested changes to the OSHC service. Parent Feedback forms are provided for families to have a say about any ideas they have for the OSHC Service. The parents also have opportunities to talk to any staff member about ideas.

Educators will initiate and facilitate regular on-going communication with families concerning their child's participation. Families are informed promptly and sensitively of any issues or concerns in regard to their child. Recorded information will be available for discussion. Families are encouraged to have input into OSHC Service development especially in relation to their own child's participation, and in sharing aspects of their culture skills and any interesting experiences.

### **Privacy and Confidentiality**

The OSHC Service believes that your privacy is important; we are committed to full compliance with our obligations under Victorian Legislation. Therefore the information collected under our Commonwealth obligations, in terms of its nature, storage and principles of access, is subject to the Information Privacy Act 2000 (Vic) Act and associated information Privacy Principles (IPPs), along with the Health Records 2001 (Vic) Act and associated Health Privacy Principles (HPPs).

Information about families collected by the OSHC Service is essential for the effective management of enrolment and participation in the OSHC Service, and will only be used for its primary intended purpose. Families may request for certain information not to be shared with educators (other than

the OSHC Service Coordinator) or members of the OSHC Management Sub-Committee are required by the OSHC Service to sign a confidentiality statement.

Email addresses will only be used to initiate and respond to OSHC Service specific communication, and will not be kept or used for any purpose other than stated. Email addresses will not be added to any mailing lists, or disclosed to any third party without informed consent. When families exit the OSHC Service, information is kept for the statutory period pertaining to that record only. All other recorder information is destroyed once it is no longer required.

### **Equal Opportunity and Protection against Discrimination**

The OSHC Service upholds equal employment opportunity legislated; the Fair Work Act and the relevant industrial conditions for the employed staff at the OSHC Service; and the requirements for staffing the OSHC Service contained with the *Education and Care Services National Law*. All educators will be selected and employed according to Equal Opportunity guidelines.

Under the Victorian Equal Opportunity Act 2010, indirect discrimination is also protected. Personal characteristics identified in this law include Age; Breastfeeding; Carer Status; Disability; Employment Activity; Gender Identity; Industrial Activity; Lawful sexual activity; Marital status; Parent status; Physical features; Political belief or activity; Pregnancy; Race (including colour, nationality, ethnicity and ethnic origin); Religious belief or activity; Sex; Sexual orientation; and/o Personal association with someone who has, or believe to have, any of these personal characteristics.

### **Inclusion and Diversity**

The OSHC Service is committed to providing all eligible children with the opportunity for equality regardless of their additional needs, encouraging each child to reach their full potential. Educators recognise that all children will learn and develop in different ways and at different rates.

It is important that any specific information required to assist educators in the planning for children with additional needs to be provided to the OSHC service upon enrolment to ensure that the appropriate education and care of that child can be arranged.

The OSHC service is committed to ensuring that children with additional needs are provided with appropriate programs and experiences in consultation with parents/guardians and specialist support services; and appropriate physical resources if required.

The OSHC Service is committed to ensuring that families are involved and are fully informed about any strategies or professional support which is being planned for their child; and that they have the right to retain information that they do not wish to divulge which includes guaranteed confidentiality in all matters to do with their child.

### **Suggestions and Complaints**

Families can raise comments, suggestions, concerns, grievances or complaints about the OSHC Service with the OSHC Service Coordinator at any time. Each complaint will be viewed as an opportunity for improvement. After the complaint or grievance has been dealt with it will be analysed to find out how the problem occurred, and determined if the OSHC Service should implement changes in practice to avoid similar problems in the future.

The School Council will follow through to determine that complaints and grievances have been successfully resolved to everyone's satisfaction. Families would be contacted to determine if they were satisfied with the way the issue was resolved, Educators' would be consulted about the outcome from an operational viewpoint.

## **The Children's Program**

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The OSHC Service is committed to ensuring that children are provided with a varied and stimulating planned activity program aimed at further developing their physical, intellectual, emotional and social growth in an enjoyable, educational and challenging manner.

The OSHC Service promotes the Council of Australian Governments vision that *all children have the best start in life to create a better future for themselves and for the nation*, through our program decision making which is guided by the *Framework for School Age Care In Australia; My Time, Our Place*.

A weekly program plan is written up and displayed in the sign in/out area and sent through Seesaw so all families are informed about the activities that are planned for the week. Program planning information is determined collaboratively between educators working with the children and overseen by the OSHC Service Coordinator. The program plan is available on the weekly planner, where it is stated whether the activities are Child initiated, Parent initiated or Staff initiated. The children have the opportunity to provide feedback and suggestions by writing in the suggestion book, by verbally requesting and through observations with other children.

Educators employ a range of methods to involve children and gain information regarding their skills, knowledge, attitudes, interest and developmental level in order to plan effectively. Choices for children may include art craft, drama, and outdoor activities. Other special activities will occur throughout the term. Unplanned activities and quiet areas are also available for children who do not choose to be involved in the planned activities. The choices for unplanned activities include and are not limited to: construction, dramatic, cognitive listening and communication.

The educational program is child centred and allows children to experience a variety of materials and pursue their own interests. The educational program is flexible and may change due to weather, time of day, as the year progresses, and also to encompass spontaneous events that may occur.

### **The OSHC Curriculum**

*My Time, Our Place, the Framework for School Age Care in Australia* is the learning document which guides the curriculum decision making process for the OSHC Services, in compliance with legal requirements under the *National Law*.

Educators guided by the Framework reinforce in their daily practice the principles laid out in the United Nations Convention on the Rights of the Child (the Convention). The Convention states that all children have the right to relax and play, and to join in a wide range of cultural, artistic and other recreational activities. The Convention also recognises children's rights to be active participants in all matters affecting their lives and respects their family, cultural and other identities and languages.

### **Excursions and Routine Outings**

Whenever an excursion or routine outing is to be undertaken, the families are given adequate prior notice before it actually takes place. Notice will be delivered through the school's compass newsletter and displayed at the OSHC sign in/out area. All excursions will be publicised to all families with full details of the destination, time of departure and return and any special items that children are required to bring. This includes information on whether the children are required to bring a lunch box with their own lunch.

Written permission will be obtained from families whose children are participating in the excursion, including emergency contact details particular to the day of the excursion.

The OSHC Service does not organise excursions involving private cars as this raises issues about liability, insurance, regulatory requirements and children's safety and wellbeing. The OSHC Service will decide on appropriate transport for each planned activity taking into consideration children's ages and abilities.

### **Homework**

A quiet, safe area for children to undertake homework tasks is provided. Due to the number of children and other activities provided, the OSHC Service staff cannot take responsibility for completion of homework, but will endeavour to assist all children in the completion of their homework.

### **Interactions with Children**

The OSHC Service aims to create an environment in which children feel that they are valued members of their community, and in which their sense of belonging and wellbeing is supported. Educators will achieve this through providing consistent emotional support that will nurture the development of children's self-esteem and assist them to acquire the skills and understandings they need to interact positively with others.

Educators are genuinely interested in each child's own interests and needs and take the time to fully understand what children are doing or saying, listening to their responses and asking open ended questions. Educators also respect children desire not to engage in conversations at certain times or for particular reasons.

### **Behaviour Guidance and Support**

The OSHC Service believes that understanding children's behaviour is a critical part of providing a quality program. Educators encourage the children to be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations.

Children are not subjected to any form of corporal punishment including shaking, slapping or spanking. Children are not subjected to any form of emotional abuse including name-calling, ostracism, shaming, making derogatory remarks about the child or his family, or using any language that threatens, humiliates or frightens the child. No physical restraints of any kind are used on children at the OSHC Service.

When dealing with ongoing unacceptable behaviour, the OSHC Service Coordinator will assess the availability of support, through discussions with the family and discuss strategies that may be implemented. Consulting with other professionals and agencies as appropriate may take place.

The OSHC Service does not tolerate bullying of any form. All members of the OSHC Service are committed to ensuring a safe and caring environment that promotes personal growth and positive self-esteem for all.

## **Enrolment, Orientation and Custody Arrangements**

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The OSHC Service supports equal opportunity principles and considers that where possible it has an obligation to promote equal access to the OSHC Service it provides within Australian Government guidelines.

The enrolments process is open and equitable. In the interest of children's welfare and protection, access to children referred to the OSHC Service by appropriate agencies will be accommodated wherever possible, whilst still ensuring the safety and care of every child in attendance. The enrolment process takes into account all requirements of the Education and Care Services National Regulations, and the guidelines contained within the Australian Government Child Care Service Handbook.

The OSHC Service understands the importance of an orientation process that provides clear guidelines to families to ensure that everyone can settle into the OSHC service successfully. Families will be carefully oriented to the OSHC Service before their children attend. The orientation process is a time for educators to share information with families about how the OSHC Service operates, and how the child is settling. It is also a time for families to share information about the child and their expectations of the OSHC Service and the educators.

### **Enrolment Procedures**

Enrolments will be accepted according to the Australian Government 'Priority Access'. Parents/guardians will be advised that families of children enrolled with low priority access may be required to alter their days or leave the OSHC Service in order to provide a place for a higher priority child.

At the start of term 3 the OSHC Service will use various forms of communication through Compass, Email and School Newsletter to inform parents that proposed user forms for OSHC are ready for the following year. These forms are required to be returned before the end of term 3 with any siblings who will be commencing School included on this form, so they can also be included in our count at the end of term 3. This then allows us to plan our intake of new enrolments for term 4.

An Enrolment Form must be completed by each enrolling family. Where enrolling families are not fluent in English the enrolment interview will wherever possible be conducted in their primary language. Existing families that have a sibling starting at the OSHC Service will be required to complete an enrolment form on "My Family Lounge." Parents are encouraged to provide any further information about their child that will support continuity of care between home and the OSHC Service.

Enrolment Forms will be updated annually or more frequently if/when a family's circumstances change, to ensure information is current and correct.

Enrolment information will be kept in a confidential file in "My Family Lounge." Access to this information is available only to the OSHC Service Coordinator, some educators, the enrolling parent/guardian, and authorised Government Officers. Refer also to the Confidentiality and Management of Records Policy.

If a place is not immediately available at the OSHC Service the family may be put onto a waiting list. When a place becomes available the family will be contacted by the OSHC Service Coordinator and registration and enrolment may proceed.

Children of School Council members and School Staff will be not be given special consideration above their own priority access and enrolment is to be organised at the convenience of the OSHC Service through the OSHC Service Coordinator, subject to Australian Government Priority of Access Guidelines.

Our service has now subscribed to a fantastic online Booking program called My Family Lounge. This program will give you the ability to submit an online enrolment form for your child once you have received your 'Welcome' email from 'My Family Lounge.' You will have the complete flexibility of doing this and much, much more all within a parent portal called 'My Family Lounge'.

### **What can I do in My Family Lounge?**

- As an existing parent at our service, you can easily manage your information online
- Provide detailed information about your child such as medical information, diet requirements, emergency contact details and more! All this information can be recorded within the online enrolment form and submitted to our service at your convenience.

### **How do I log in?**

By now you will have received a welcome email from the My Family Lounge parent portal. Now that you have been given your Username it is important that you validate your account by setting up your password. You will have 7 days to set up your password to validate your account to avoid your account expiring. If you have not set up your password, simply log in and enter in your email address and select 'forgotten password' to recover your welcome email. If you are experiencing issues accessing your account please contact the service for assistance.

Once logged in, you can update details for you and your child and submit an updated enrolment form if you are providing us with any new information!

Your My Family Lounge log in details will travel with you for life as you move childcare services that are subscribed to QK Enrol. You are able to log in anywhere, anytime as long as you have access to the internet.

For a better understanding of how My Family Lounge works, please visit [www.myfamilylounge.com.au](http://www.myfamilylounge.com.au)

We are thrilled to be able to provide you with an easier and more efficient way of managing your child's enrolment at our service.

### **Additional Procedures for Prep Enrolments**

The OSHC Program will be accepting new Prep enrolments at the beginning of Term 4. New enrolments are accepted in order of receipt. Parents will be notified if their child/children have been allocated a place or have been placed on our waiting list in December.



During term 4 the Program Coordinator and assistant Coordinator hold a prep orientation to talk about and answer questions in regards to the OSHC Program.

During term 1 in February, the OSHC program invite all the new prep children for an afternoon or morning tea. This orientation process gives the children and staff an opportunity to meet and become familiar with our program.

As the new enrolments are received they are numbered and then at the end of November places are allocated in order of receipt. During the last week of term 4 all families receive a letter from the OSHC Service Coordinator informing them of their child/ children's placement.

### **Procedures for Supporting Custody Arrangements**

Enrolling family members are responsible for informing the OSHC Service Coordinator of custody and access arrangements on enrolment and must advise the OSHC Service Coordinator immediately of any subsequent alterations to these arrangements. All relevant legal documentation is to be shown to the OSHC Service Coordinator and a copy will be maintained in the child's enrolment record. Court order records maintained by the OSHC Service are maintained with confidentiality according to the OSHC Service's Confidentiality Policy.

The copy is filed in the child's enrolment record and stamped and dated. This record is able to be accessed by staff to confirm permission for child/children pick up.

No child will be permitted to leave the OSHC Service with anyone other than those authorized on the child's enrolment form, or by written authorization from the custodial parent/guardian. See policy on arrival and departure of children. If a person other than those mentioned in legal documentation on the child's enrolment form or is authorised to pick up your child, the OSHC Service Coordinator will explain the OSHC Service's legal responsibilities and explain that by law the child's legal guardian will be contacted before the child is taken from the OSHC Service. In this instance, two educators will contact the Guardian, to listen to, discuss and document this verbal authority.

### **Acceptance and Refusal of Authorisations**

In some circumstances, the OSHC Service may require additional written authorisation from parents and/or authorised adults in relation to specific items or instances which are not or cannot be addressed during enrolment. In some circumstances, authorisations may be refused. The OSHC Service exercises the right of refusal if written or verbal authorisations do not comply with the OSHC Service's policies.

## **Payment of Fees and Bookings**

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The OSHC Service aims to provide a quality education and care service before and after School at an affordable price reflective of the Coburg West community.

### **Bookings and Cancellations**

*Permanent Bookings* are the same days needed every week. This is a secure position for your child/children at all times on those days. If your child/children do not attend the OSHC Service on their permanent days you will still be charged.

A *Casual Booking* is made when a day or days are required on a non-permanent basis. These bookings can be made at any time but are subject to availability of positions.

Once a casual booking has been made for After School Care and you find your child/children no longer require it, the OSHC Service must be notified no later than **2:00pm** on the day otherwise you will still be charged. This is a staffing ratio issue. Families can leave a message on the answering machine, email or write a note in the Parent Communication Book kept near the roll in the sign in/out area.

Once a casual booking has been made for Before School Care and you find your child/children no longer require it, the OSHC Service must be notified no later than **5:55pm** on the previous night otherwise you will still be charged. In the event of requiring a cancellation for a Monday morning we need to be notified no later than **5:55pm** on the previous Friday.

### **Child Care Subsidy System (CCSS)**

Child Care Subsidy System (CCSS) It is the responsibility of the enrolling parent/guardian to complete and lodge their Child Care Subsidy (CCS) application with the Department of Human Services and Centrelink. All OSHC fees are charged at the full rate and submitted via the Child Care Subsidy System (CCSS). Each family's eligibility for CCS is then calculated and BEPS OSHC Service is then forwarded these funds. Deductions may then be made to each individual family's accounts. Any changes in a family's financial circumstances may result in cancellation of CCS. It is the family's responsibility to contact the DHS/Centrelink if they wish to dispute this or discuss it further.

### **Absences from the OSHC Service**

Families are entitled to 45 absence days for each registered child in each financial year. CCS is paid for these days provided that the child would normally have attended on that day, and fees have been charged. Additional absences can be claimed when the first 42 days have been used. Supporting documentation may be required for approval of additional absences. Families should contact the OSHC Service to advise of their child's inability to attend as soon as this is known.

Additional Absence guidelines are as follows

- An illness (with a medical certificate).
- An outbreak of an infectious disease, when the child is not immunized.
- Any other absences due to sickness of the child, a parent or sibling, supported by medical certificates.

- A parent being on a rotating shift or rostered day off.
- A temporary closure of the OSHC Service or a pupil free day.
- Shared custody arrangements due to a court order, consent order or parenting order.
- Attendance at preschool.
- Exceptional circumstances.

### **Fees and Fee Setting**

The fee for each component of care will be set each year by the OSHC Management Sub-Committee. The same fee will be charged to all families for equivalent care arrangements.

On completion of the annual to budget preparation process, the OSHC Management Sub-committee's recommendations on the required fee level to provide a quality education and care service and meet budget prediction for the next year are presented to the School Council for final determination. In addition, fees are subject to review and change throughout the year. Families will be given a minimum of 14 day notice of any fee increase. Please contact the OSHC Coordinator for fee structure.

### **Accounts and Statements**

Details of an individual's account and all completed forms kept by OSHC Service will be confidential and stored appropriately. Individual families may access their own account records at any time. Particulars of fees will be available to families upon request. Families may also view details about their child care usage and total fees charged and the fee reductions calculated by the Family Assistance Office (FAO) on the *View Child Care Attendance* online statement available through the FAO website.

OSHC Service statements are issued fortnightly for all Families who have permanent bookings (whether full-time or part-time) with a payment due date and payment options printed at the bottom. A dated receipt, in accordance with Australian Government Guidelines, will be provided for each payment. If you wish to pay in advance, you may do so.

### **Payment Options**

Fees must be paid by the due date, as stated at the bottom of your statement. Payment can be made in full.

BPay information can be found at the front of families statements. EFTPOS payments may only be made when the School office is attended. Limited money is kept on the premises and therefore change cannot always be given. In this case, credit will be made for the following weeks of childcare if the incorrect amount is given.

Families experiencing difficulties making payments are encouraged to advise the OSHC Service Coordinator who may discuss alternative payment options.

### Overdue Fees

The OSHC Service is fully self-funded and as such all fees need to be kept up to date, with no fees owing at the end of each term.

Families with overdue fees will be encouraged by the OSHC Service Coordinator to discuss any difficulties they may have in meeting payments and make suitable arrangements to pay, including the option of a payment plan. If there is no settlement of the account where (i) an amount is 4 weeks overdue, (ii) greater than \$500 or (iii) outstanding at the end of term, your child's place will be cancelled and the account will be handed to the Finance Sub-Committee of the School Council.

Families who use the programs on a casual basis are required to keep their accounts up to date. Failure to do so will also incur the late fee fine if there are any outstanding fees at the due date.

Should any fees be outstanding, the following procedure will apply:

<b>After 1 week overdue</b>	A polite written reminder will be forwarded to the family member nominated on the enrolment form as the person responsible for the payment of the fees.
<b>After 2 weeks overdue</b>	Another letter will be sent and include a reminder that family members nominated on the enrolment form as the person responsible for the payment of fees are encouraged to discuss payment difficulties and make suitable arrangements to pay with the OSHC Service Coordinator.  This letter will be followed up with a phone call from the OSHC Service Coordinator. If agreement cannot be arranged, the OSHC Service <b>\$50.00 late fee payment will be issued.</b>
<b>After 3 weeks overdue</b>	A letter will be issued advising that the place may be cancelled if the account should become four weeks overdue.  This letter will be followed up by a phone call from the OSHC Service Coordinator.
<b>\$500 owed, or after 4 weeks overdue (whichever I sooner)</b>	If no arrangements to pay have been made or kept, the place will be cancelled.  A letter to the family member nominated on the enrolment form as the person responsible for the payment of fees, will be sent from the School Council advising the family of this, and will include a copy of the OSHC services grievance and complaints procedure.
<b>Any debt at end of term</b>	If no arrangements have been made or agreed arrangements have not been met by the end of term, the place will be cancelled.
<b>After cancellation of place</b>	The matter will be handed over to the Finance Sub-Committee. It may be handed over to a debt collection agency to recover any fees not paid.

**If families have elected to be contacted by the service electronically, the above communication will be sent to families via email.**

### **Procedure for Administering 'Late Collection' Fees**

Whenever possible the family should ring the OSHC Service to advise they will be late to collect their child. Refer to the OSHC Service's *Arrival & Departure of Children Policy*.

A late collection fee will be charged to families for a child/children not collected from the OSHC Service before closing time at a rate of **\$10 per minute**.

The fee charged for late collections is determined by:

- The need to deter families from making a habit of late collections;
- Special circumstances i.e. traffic accident or vehicle breakdown, will be given consideration in relation to the administration of late collection fees.

When a family is continually and regularly late arriving at the OSHC Service to collect their child, the OSHC Service Coordinator will discuss other child care options with the family. (See *Delivery and Collection of Children policy*).

Please note that this fee cannot be recorded against a session of care for CCS purposes and will be charged in full to family statements.

## **Delivery and Collection of Children**

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Families are required to personally deliver and collect their children, or arrange with the OSHC Service for an authorized person to do so. The OSHC Service will ensure the protection of children not collected by closing time. Families are expected to abide by the OSHC Service's hours of operation, except in an extreme emergency. The OSHC Service is unable to provide care to children after hours on a regular basis.

## **Arrival and Departure**

The OSHC Service's procedures for delivery and collection must be followed in every instance, to ensure the safety and wellbeing of children at all times. All children have the right to experience quality care in an environment in which provides for their health and safety. The OSHC Service takes reasonable care to protect children from foreseeable risk of harm. Ensuring that children are only released to authorized persons is a key aspect of the children's safety.

Educators ensure that the attendance of all children enrolled in the OSHC Service is accurately recorded in accordance with regulatory and government guidelines. Families are required to personally deliver and collect their children, or arrange with the OSHC service for an authorized person to do so. The OSHC Service will ensure the protection of children not collected by closing time. Families are expected to abide by the OSHC Service's hours of operation, except in an extreme emergency.

Educators and families or children may need to exchange information at transition times in preparation for arriving at or departing from the OSHC Service. If this exchange of information involves discussions about private or personal details, the discussion will place in a private area in accordance with the OSHC Service's Confidentiality policy.

On arrival, any medications must be given directly to the educator who will check the family has completed an Authority to Administer Medication Form, and then store the medication in the appropriate place. On departure, medications are returned directly to the family (if going home) or to the School administration personnel (during School days.)

## **Attendance Record**

Accurate attendance records will be kept and checked each day. The enrolling parent/guardian or authorised person who brings the child to the OSHC Service for Before School Care, or collects the child for the OSHC Service's After School Care must sign/initial the child's time of arrival and departure on the Service's iPad.

If a child does not attend for any reason, the OSHC Service Coordinator will enter the type of absence on the attendance record or allowable absence record and the parent/guardian must verify the absence through an acknowledgement on the Program's kiosk. Families who do not complete the attendance records will not be eligible to claim the Child Care Benefit.

## **Authorisation Record**

In relation to the authorisation to collect, an authorised person is 16 years and over who has been nominated by the enrolling family member as an authorised person to collect the child when the family cannot collect their child themselves.

The names and contact numbers of all persons authorised to collect children from the OSHC Service must be included on the Enrolment Form. Families will be encouraged to name additional emergency contacts, who they expect would be available and able to assist in an emergency. This could include a trusted neighbour if the family does not have relatives or friends on hand to assist. Any changes to these authorities must be advised in writing to the OSHC Service Coordinator by the enrolling parent/guardian as soon as possible. The OSHC Service will ask families to update their own emergency contact numbers as they change.

If the family arranges for an authorised person to collect their child from the OSHC Service, they must contact the OSHC Service Coordinator, or the responsible person present for the session of care the child will be attending, to advise of this arrangement prior to collection of the child, and confirm who will collect the child. Families must complete an *Authorisation to Collect* form, send an email or write a message in the parent communication diary for their child, nominating an authorized adult (who has been identified on the Enrolment form as an authorised person to collect the child) on the specific date/s. Children will only be released until the authorized persons on the date/s nominated by the family on the Authorisation to collect form.

If someone other than the enrolling parent/guardian arrives to collect the child and the OSHC Service has not been previously notified in writing, the child will not be released until the enrolling parent/guardians authorization has been obtained in writing. In some circumstances, verbal instruction verified and documented by educators will be permitted. This is subject to confirmation that the person has been named previously on the enrolment form as someone who is authorised to collect the child.

If the authorised person is not known to the OSHC Service, the enrolling parent/guardian will be asked to provide a description of the person concerned and the person will be required to provide photographic proof of their identity.

If the enrolling parent/guardian cannot be contacted, or where the unknown person arrived to collect the child has not been nominated as an authorised person to collect the child, late collection procedures will apply.

If a person other than an authorised person attempts the removal of a child, the OSHC Service Coordinator and/or educators will explain that they are required by law to contact the child's legal guardian before the child may be taken. Children will not be released to an unknown person.

Children in attendance at the OSHC Service will not be permitted to leave the OSHC Service alone, and families who request their child to leave unaccompanied by an authorized adult will not be accepted e.g. request for child to walk home at a certain time.

### **Children Leaving the OSHC Service without Permission**

The OSHC Service does not allow children to leave without permission. If a child leaves Before School Care/After without permission the OSHC Service Coordinator will contact the School office by intercom (if possible) after a quick search of the School grounds and ask for an announcement to be made for the child to return to the OSHC Service. If the child does not return to the OSHC Service or there is nobody at the office the OSHC Service Coordinator will notify the School Principal and the child's parents / guardians and Principal. An Incident Report will then be written out and the OSHC Service Coordinator and parent / guardian will sign it and it will be kept in the child's file.

### **Late Collection**

The OSHC Service's hours of operation are clearly displayed in the main entrance on the notice board, and on the door of the administration office. Families are required to plan their day in order to ensure they are at the OSHC Service prior to closing time. Educators may need time to give families information about their child's day and educators also have evening commitments of their own they wish to fulfil, including family responsibilities. We ask families to endeavour to collect their children before closing time allowing educators time to lock up the OSHC Service and leave on time.

If Parents / Caregivers are delayed we ask that you try to organize one of your "Emergency Contacts" listed on your "Enrolment Form" to come to the OSHC Service and sign your child / children out before 5:55 pm. Parent / Caregivers are also requested to contact the OSHC Service on 9384 6306/0417032288 to notify the OSHC Service Coordinator if they are going to be late so that they can reassure the child / children (some children become upset when they are the only ones left).

Families who are unavoidably detained and are unable to collect their child by 5.55 must telephone the OSHC Service as soon as possible to advise the OSHC Service of their lateness and expected time of arrival. If the family has not contacted the OSHC Service and the child has not been collected by 6:00pm, the OSHC Service Coordinator will attempt to telephone the parent/guardian or if this is not possible we will telephone the emergency contact people listed on the child's enrolment form to arrange for the child's immediate collection. A note will be left on the main entrance door indicating where the child is. If neither parent nor emergency contact can be reached by 6.30pm, the School Principal or a School Council member will be requested to attend the OSHC Service to remain with the child and a staff member. The OSHC Service Coordinator may decide to contact the police to find out if the parent has been involved in an accident, or to ask the police to take action to try to locate the parent/guardian. If the child has not been collected by **8pm**, the School Principal (or attending Council member) will contact the Child Protection Intake Unit through the Victorian Government Department of Human Services.

Parents are asked to consider the inconvenience to educators and the stress for the child. The cost of detaining educators will result in a fine. Special circumstances i.e. traffic accident or vehicle breakdown, will be given consideration in relation to the administration of late collection fees. This is at the discretion of the OSHC Service Coordinator.

When the parent/guardian or emergency contact person arrives to collect the child they will be required to complete and sign the Late Collection book, which indicates the time of collection and confirms their understanding that a late fee will be charged.



## **Health and safety**

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The OSHC Service aims to provide and maintain a healthy and safe environment in which children may play in and explore their world free from harm. The Service will protect the health and safety of children and every person who enters the OSHC Service's premises or uses the OSHC Service's equipment by keeping informed about and complying with relevant legislation including the *Occupational Health and Safety Act 2004* and the *Education and Care Services National Law Act 2010*.

Any person using the OSHC Service facilities or School grounds expects to feel safe from any dangerous occurrence. It is our responsibility to provide a safe environment. We endeavour to continuously provide and maintain an environment that is safe and without risks to individuals' health and welfare. This responsibility extends to all employees, students, parents, caregivers, contractors and other visitors to the OSHC Service.

### **Blood Borne Viruses – HIV/AIDS and Hepatitis B/C**

The OSHC Service provides this policy for children, families and educators who are infected with a blood-borne virus, with regard to participation and access to the OSHC Service, disclosures, infection control, confidentiality of records and anti-discrimination practices.

No employee, prospective employee, family or child will be discriminated against on the grounds of having or assumed to have, HIV/AIDS or Hepatitis B, Hepatitis C or viral hemorrhagic fevers. There is no evidence that HIV/AIDS or Hepatitis B or Hepatitis C is spread by insects, food, water, coughing, toilets, swimming pools, sweat, shared eating and drinking utensils, or casual person-to-person contact such as sitting next to an infected person.

### **Children's Health, Wellbeing and Medical Needs**

The OSHC Service promotes all aspects of children's health ensuring that their individual health requirements are met where possible, to ensure that children are supported to feel physically and emotionally well, and feel safe in the knowledge that their wellbeing and individual health care needs will be met when they are not well.

The OSHC Service is mindful of the fact that educators are not qualified medical practitioners and will therefore never attempt to diagnose a child's illness or decide on the dose of medication to be given. Educators will be provided with sufficient information and training regarding the administration of medication and other appropriate treatments to ensure their competence to perform their duties of employment and understanding their liabilities and duty of care requirements.

Educators responsible for administering medications will be trained in the administration of medications and also know what first aid measures to take should an adverse reaction to the medication occur. Administering medication to a child is considered a high risk practice, and legislative requirements contained within the *Education and Care Services National Law Act 2010* (including the Education and Care Services National Regulations) are to be strictly adhered to by the OSHC Service, including educators, students and volunteers.

**Families of a child at risk of ANAPHYLAXIS are required to:**

- Inform Educators, either on enrolment or on diagnosis, of their child's allergies.
  - Provide educators with an anaphylaxis action plan, a risk immunisation plan and written consent to use the adrenalin auto-injector in line with this action plan.
  - Provide Educators with a complete adrenalin auto-injector kit.
  - Regularly check the adrenalin auto-injector expiry date.
  - Assist Educators by offering information and answering any questions regarding their child's allergies.
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- Notify the OSHC Service Coordinator and educators of any changes to their child's allergy status and provide a new anaphylaxis action plan in accordance with these changes.
  - Communicate all relevant information and concerns to educators, for example, any matter relating to the health of the child.
  - Comply with the OSHC Service's policy that no child who has been prescribed an adrenalin auto-injector is permitted to attend the OSHC Service or its programs without that adrenalin auto-injector.

**Families of children with ASTHMA are required to:**

- Inform the OSHC Service Coordinators, and the Educators, either upon enrolment or on initial diagnosis, that their child has a history of asthma.
- Provide all relevant information regarding the child's asthma via the written Asthma Action Plan and risk immunisation plan, which should be provided to the OSHC Service within seven (7) days of enrolment.
- Notify the educators, in writing, of any changes to the Asthma Action Plan during the year.
- Ensure that their child has an adequate supply of appropriate asthma medication (including reliever) at all times, along with a spacer (and face mask for children under the age of 5)
- Ensure that they comply with all requirements and procedures in relation to the Medication Record.
- Communicate all relevant information and concerns to educators as the need arises (e.g. if asthma symptoms were present the previous evening).
- Ensure, in consultation with the educators, the health and safety of their child through supervised management of the child's asthma.

**Families of children with DIABETES are required to:**

- Inform Educators, either on enrolment or on diagnosis, of their child's diabetes.
- Provide educators with a diabetes action plan and written consent to administer treatment strategies identified in the action plan.
- Provide Educators with a complete 'hypo kit'.
- Regularly check the content and expiry date of the hypo kit and any medication.

- Assist Educators by offering information and answering any questions regarding their child's diabetes, including history.
- Notify the OSHC Service Coordinator and educators of any changes to their child's status and provide a new diabetes action plan in accordance with these changes.
- Communicate all relevant information and concerns to educators, for example, any matter relating to the health of the child.
- -Families are also required to advise the OSHC Service of their child's food plan for diabetes.
- Families are responsible for providing the OSHC Service with the food and drink needed by their child.

### **Emergencies and Evacuation**

The OSHC Service aims to provide a healthy and safe environment where in the event of emergencies; educators are prepared to and informed as to how to take control without putting themselves or anyone else at risk, keeping the welfare of both children and adults paramount.

The OSHC Service Emergency Management manual is available in the OSHC administration office, and contains the OSHC Service's emergency and evacuation policies, emergency management procedures, evacuation plans and emergency contact information.

The purpose of this manual is to explicitly state the emergency management framework in which the procedures and practices of the OSHC Service are developed, including emergency management, internal and external fire, toxic emissions, telephone bomb threat, severe storms, harassment and intruders, power failure, missing or non-collection of children, infection, accident, illness, first aid, medication, and specific protection procedures.

### **Head Lice**

Educators will provide practical advice and a sympathetic attitude to avoid stigmatising families who are experiencing difficulty with control measures. Identification of an individual child with head lice is usually a marker of head lice in a much larger group and a group approach rather than an individual approach is needed. Families are encouraged to continue regularly (preferably once a week) checking their child for head lice.

The OSHC Service Coordinator will place a notice in the foyer advising of current head lice outbreaks;- individual children will not be identified. Educators will contact the parent/s of any child carrying head lice or eggs to advise they will need to arrange for immediate collection and subsequent treatment of their child from attendance until the day following treatment.

Families are asked to respond immediately and courteously to requests from the OSHC Service educators to collect their child/ren from care if required due to head lice detection. Families are required to treat head lice with approved solutions and physically remove all eggs from their child **(treatment solutions will not kill eggs)**.

Child/ren must be excluded from the School/OSHC Service until the day after appropriate treatment has commenced, as per *Schedule 7 of the Public Health and Wellbeing Regulations 2009 - the*

*Minimum Period of Exclusion from Primary Schools and Children's Services Centres for Infectious Diseases Cases and Contacts.*

### **Immunisation**

All children's immunisations need to be up to date and a copy of their record is to be given to the OSHC Service Coordinator on enrolment. A list of immunisation from "Staying Healthy in Childcare" recommended by The National Health and Medical Research Council for children up to the age of 15 is shown on page 13. This publication is available in the OSHC administration office. If your child or children have not been immunised for these infectious diseases they will have to be excluded if we have any reports of these illnesses.

### **Infectious Diseases Cases requiring exclusion periods from the OSHC Service incl**

Amoebiasis (Entamoeba histolytica)	Influenza & Influenza type illnesses	Rubella (German measals)
Campylobacter	Leprosy	Salmonella, Shigella
Chickenpox	Measles	Severe Acute Respiratory Syndrome (SARS)
Conjunctiveitis	Meningitis (bacteria – other than meningococcal meningitis)	Strptococcal infection (including scarlet fever)
Diarrhoea	Meningococcol infection	Tuberculosis
Diphtheria	Mumps	Typhoid fever (including paratyphoid fever)
Hand, foot and mouth disease	Pertussis (whooping cough)	Verotoxin producing Escherichia coli (VTEC)
Haemophillius influenza type B (Hib)	Poliomyelitis	
Hepatitis A	Ringworm, scabies, pediculosis (head lice)	Worms (Interstinal)
Herpes		
Impetigo		

### **Providing a Protective Care Environment**

The OSHC Service has a duty of care to report suspected incidences of child abuse or neglect that exist under the *Children, Youth and Families Act 2005* and the OSHC Service adheres to these requirements. To ensure educators are supervised, protected and supported, the OSHC Service requires all educators to participate in training on child protection organised by relevant child protection authorities or support agencies. This training includes:

- What are appropriate and inappropriate behaviours in relationships with children;
- The nature of child abuse and why some children are victimised;
- Signs and symptoms of child abuse;
- How to respond if a child discloses sexual abuse;
- How to observe and record children's behaviour;
- Process of reporting child abuse to relevant child protection and regulatory authorities;
- Child protection authority's (DHS) role in child protection issues

### **Smoke-Free Environment**

The OSHC Service has a duty of care under occupational health and safety legislation to provide a safe and healthy environment for educators, including student and volunteers, and the children and their families who utilise the OSHC Service. The OSHC Service is a smoke-free environment and does not permit smoking of any substance in any areas utilised by children and educators, or closely surrounding areas.

### **Sun Protection**

The OSHC Service's Sun Protection Policy has been developed in accordance with Cancer Council's SunSmart policy for Outside School Hours Care Services. This policy ensures sun protection and a balance of the ultraviolet radiation (UV) exposure that is important for children, families and staff at the OSHC Service. Active implementation of this policy ensures that all children attending the OSHC Service are protected from skin damage caused by the harmful (UV) rays of the sun. It is to be implemented throughout the year, but with particular emphasis in terms 1 and 4.

The OSHC Service will require children to wear hats that protect their face, neck and ears whenever they are outside, i.e. legionnaire or broad brimmed hats (see the general information section of the OSHC Service's Sun protection policy or ask staff for description of these).

The OSHC Service requires children to wear hats during any outdoor activities. To do this the children will need to carry a hat (this does not have to be a School hat) in their School bag at all times. This hat should have their name clearly printed on it somewhere so that it can be returned to them if they lose it.

Children who do not have their hats with them will be asked to play in an area protected from the sun. It is helpful if families understand the OSHC Sun Protection policy and are aware of how they can assist by providing appropriate clothing, hats, and possibly sunglasses, and being good role models themselves.

### **Supervision**

Children will be supervised at a level appropriate to the age and needs of the children, the program, time of day and associated risks and in accordance with the *Education and Care Services National Regulations 2011*. Rosters are planned to ensure appropriate supervision of children is maintained and appropriate educator:child ratios are maintained in accordance with the requirements of the Education and Care Services National Regulations. Higher levels of supervision will be needed when older and younger children are playing together. Educators will be aware that children have had different life experiences and are at different developmental stages.

### **Staffing Qualifications and Ratio.**

Consistent with the National Regulations, the educator to child ratio at the OSHC Service is 1 educator to 15 children. An educator cannot be included in calculating the educator to child ratio unless the educator is working directly with children at the OSHC Service.

The OSHC Service's minimum trained educators hold (or are working towards) a Certificate III Level Education and Care Qualification, and the qualified educators holding a Diploma Level Education and Care Qualification as approved by the Australian Children's Education and Care Quality Authority. Educators have also completed and regularly update First aid training, anaphylaxis management training, and emergency asthma management training qualifications .

The OSHC Service will accept volunteers and students undertaking childcare studies at Universities, TAFE colleges and Registered Training Organisations (RTOs). Volunteers and Students are not included in the staff: child ratio.

### **Working with Children Check**

All educators employed at the OSHC Service maintain a current valid Working with Children (WWC) Check card at all times throughout employment, in accordance with the *Working with Children Act 2005*, and validity will be periodically checked and documented through the OSHC Service by the OSHC Service Coordinator.

The WWC Check creates a mandatory minimum checking standard across Victoria as a mechanism to help keep children safe. It is designed to compliment good recruitment, selection (including reference checking), supervision and training practices for educators and volunteers who work with children.

## THE OSHC Service policies and procedures

The following policies are available in full at the OSHC Service for families to view at any time.

<b>Philosophy &amp; Ethics</b>	Code of professional conduct OSHC Service Philosophy
<b>Management &amp; Administration</b>	Confidentiality and management of records Dealing with complaints Equal opportunity Governance and management Inclusion and valuing diversity Visitors to the OSHC Service
<b>Health &amp; Safety</b>	Chemical storage and access Dealing with anaphylaxis Dealing with asthma Dealing with blood borne viruses Dealing with diabetes Dealing with emergencies and evacuation Dealing with head lice Dealing with illness and infectious diseases Establishing a protective care environment Hand washing and hygiene Incidents, injury, trauma and the administration of first aid Medical conditions and the administration of medication Nutrition, food and beverages and dietary requirements Occupational health and safety Providing a child safe environment Smoke free environment Sun protection Water safety



<p><b>The Children’s Program</b></p>	<p>Educational equipment and toys  Excursions, in-house experiences and extra-curricular activities  Information and communication technologies  Interactions with children  The OSHC educational program  Understanding children’s behaviour</p>
<p><b>Information for families</b></p>	<p>Acceptance and refusal of authorisations  Child enrolment, orientation and custody arrangements  Delivery and collection of children  Partnerships with children and families  Payment of fees and bookings</p>
<p><b>Staff, students and volunteers</b></p>	<p>Determining the responsible person present  Educators annual review and performance appraisal  Induction and orientation of educators, students and volunteers  Managing poor work performance and gross misconduct  Recruitment and retention of educators  Wages and conditions of employment</p>

## Useful Contacts

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### Family Assistance Office

Phone: 136150

Website: [www.familyassist.gov.au](http://www.familyassist.gov.au)

### Moreland City Council

Address: 90 Bell Street, Coburg VIC

Phone: (03) 9240 1111

Website: <http://www.moreland.vic.gov.au/home.html>

### Nurse on Call – 24 hour Victorian Government Health Advice & Information

Phone: 1300606024

### Raising Children Network Website - Parenting information for children 0-8 years

Website: [raisingchildren.net.au](http://raisingchildren.net.au)

### Royal Children's Hospital Safety Centre – Child health & safety resource centre

Phone: 93456429

Website: <http://www.rch.org.au/safetycentre>

**Family Assistance Information** - For enquiries in relation to Australian Government payments, including Family Tax Benefits, Baby Bonus, Child Care Benefit and Child Care Rebate and how they relate to your family's situation, please visit the Australian Government Department of Human Services website at [www.humanservices.gov.au](http://www.humanservices.gov.au) or <http://www.humanservices.gov.au/customer/subjects/assistance-with-child-care-fees>. Alternatively, call the Department of Human Services on 13 61 50.

**Quality Child Care Information** - For enquiries about the child care quality standards, please visit the Australian Children's Education and Care Quality Authority website at [www.acecqa.gov.au](http://www.acecqa.gov.au) or phone 1300 4 ACECQA (1300 422 327).

**Reporting to the Regulatory Authority** - For enquiries about the national law and breaches of legislation, including complaints, please visit the Victorian Government Department of Education and Early Childhood Development (DEECD) North Western Regional Office online at Level 2, 189 Urquart Street, Coburg VIC 3058, or phone 1300 307 415. DEECD can be accessed online at <http://www.education.vic.gov.au/childhood/parents/Pages/default.aspx>

**If you require more information, support or resources from health or community services, Educators at Coburg West Primary School Outside School Hours Care Service will be more than happy to assist**

