

Rowellyn Park OSHC

Parent Handbook

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MEET THE STAFF

Before/after/vacation care



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PARENT HANDBOOK

Welcome to the Rowellyn Park OSHC. We aim to provide your child/ren with care of the highest possible standard within a safe, secure and stimulating environment.

This handbook has been created as a guide for new families to the service.

Please read this handbook thoroughly and keep for future reference. A full copy of the policy and procedures that guide our staff in the management of our service is available from the Coordinator.

The Coordinator is available to answer any questions or concerns you may have. Please call Leanne to book a time or speak to Leanne when you collect your child/ren.

We hope you and your child/ren enjoy the time spent in our service.

1 INTRODUCTION

1.1 BACKGROUND

In response to the community needs of the Carrum Downs area, the Rowellyn Park Primary School has established and operates an Out of School Hours Childcare (OSHC) Service. The service incorporates Vacation Care, Curriculum Day Care, Before School Care and After School Care.

The service operates to provide high quality childcare in a safe, enjoyable, caring and inclusive environment. This service is provided at minimal cost and enables parents to pursue options leading to employment, training, recreation and the pursuit of personal interests.

The service includes a wide variety of activities that are prepared and implemented in a friendly environment, which accounts for children's social, emotional, intellectual, language, physical and creative needs. In this way the service endeavours to complement the school's activities and be consistent with the school's policies and practices.

Rowellyn Park OSHC prides itself on being an exemplary service, a model for other schools and agencies.

1.2 SERVICE PHILOSOPHY AND GOALS

At Rowellyn Park OSHC we provide the community with a quality primary school-aged childcare service, before and after school and during school holidays. Our inclusive environment enables children to have a sense of belonging to ensure their safe care and promote their sound physical health, social, emotional and cognitive development. We believe every child is unique and should be treated as individuals.

The philosophy is implemented by the following goals:

- To offer a flexible service that responds to the care and recreational needs of children
- To provide an environment for children that:
 - is both safe and challenging
 - promotes a positive program that will enhance the children's self-esteem, needs, interests and developmental needs.
 - fosters individuality, is age inclusive with plenty of choices.
 - promotes their physical health and well being
 - acknowledges the importance of the middle years of child development

- values the benefit of play in both structured and self directed experiences
- create/provide a diverse environment which accommodates the social and cultural backgrounds of our society
- To ensure that the service accurately reflects the needs of children and parents by:
 - providing a friendly, safe environment for both the children and the parents.
 - acknowledging the importance of parents in providing direction for the service
 - encouraging comments and feedback from all parents
 - acknowledging and being sensitive to the cultural backgrounds of families
 - providing a anti biased program that will encourage non-sexist, non racist, non discriminatory behaviour (anti-bullying)
- To meet the National Standards for Childcare
- Strive to achieve the highest level of quality as determined by the Outside School Hours Care Quality Assurance System.
- To ensure that staff are able to:
 - fulfill the role and responsibilities they are employed to undertake
 - have their needs met

Purpose

To respond to community needs in providing OSHC for children of Rowellyn Park Primary and, if places permit, other neighbouring schools (for vacation care only).

Guidelines

- To operate an Out of School Hours Care Program to cater for students attending Rowellyn Park Primary School and, if places permit, other schools in the area for the vacation care programs.
- The program complements the school's activities and is consistent with its Charter. To ensure that principles of respect for others, (both staff and students,) and the school are adhered to. To promote responsibility for oneself, for others and recognise the rights of staff and students.
- For the program to be a highly valued resource of the school and one which widely informs the community.
- The Program Coordinator will liaise with and report to the Out of School Hours Management Committee and School Council.
- The service will operate in accordance with the expectations of the National Standards for Out of School Hours Services.
- The service will register with the National Childcare Accreditation Council (NCAC) to participate in the Out of School Hours Quality Assurance System. The service will strive to meet the highest level of Quality Assurance.

1.3 SERVICES PROVIDED

Before School Care:	6.45am-8.45am
After School Care:	3.15pm-6.30pm
Curriculum Days:	7.00am-6.30pm
Vacation Care Program:	7.00am-6.30pm

PLACEMENT

Before School:	45
After School :	90
Curriculum/reporting days:	90
Vacation Care:	75

The Rowellyn Park OSHC operates on a non-profit basis and was established in 1993. The Rowellyn Park Primary School Council is the sponsor of the service however the management of the service lies with the Outside School Hours Care (OSHC) Management Team (which includes the coordinator). A Coordinator is employed by the School Council to operate the service on a day to day basis.

Before School Care

The Before School Care Service operates from 6.45 am to 8.45 a.m. each weekday during school terms for 40 weeks of the year. A healthy, varied breakfast is provided each morning as part of the service. Children may bring their own (although this should be of a nutritional value, chips, lollies and chocolate snacks are not encouraged). If your child has any special requirements please notify the Coordinator so arrangements can be made. This service is funded by the Commonwealth Government to provide Child Care Benefit to families.

Breakfast is served from 7.45am – 8.15am

Choices include:

- Cereal- rice bubbles , cornflakes or weetbix
- Toast (vegemite, honey, peanut butter or jam)

BEFORE CARE DAILY ROUTINE



1. At 6.45 the centre opens, when the children arrive they put their bags in the bag box. Parents/guardian signs them in.



2. The children have the opportunity to play on the electronic games, computers, pool table, colour in, watch TV, play dress up etc.



3. We wash our hands before breakfast.



4. Breakfast is called at 7.45am and the children have a choice of cereal/toast, breakfast time finishes at 8.15am.



5. At 8.40am the children start packing up before they go to school



6. 8.45 one of the staff members then signs the children out. Children leave once their name has been called and signed out.



7. The children then collect their bags and walk over to school on the footpath as a staff member supervises.

After School Care

The After School Care Service operates from 3.15pm to 6.30pm. each weekday during school terms for 40 weeks of the year. A nutritious snack is provided after school as part of the service, the weekly menu is located on the wall in the kitchen, however if your child/ren has any special requirements please notify the Coordinator so arrangements can be made. The service also provides an extensive program of creative and recreational experiences for the children. This service is funded by the Commonwealth Government to provide Child Care Benefit to families.



AFTER CARE DAILY ROUTINE

1. At 3.15 the bell goes and the children go to line up ,which is outside the gym, to get there name signed off by a staff member. The children then walk over to our after school care building on the foot path.



2. The children then walk over from line up and put there bags in the bag boxes.



3. Children are then greeted by the staff. A staff member puts soap on every child's hands, the children then go to the toilet area to wash them ready for snack time.



4. If you would like to go outside or the gym to play, you need to make sure that your names are on the "gym" or "outside" list to let us know how many children wish to go.



5. After your name is on the list the children get afternoon tea and sit in the wet area if they're going outside or to the gym.



6. If children wish to stay inside they line up in the carpet area and receive afternoon tea from a staff member and then find a seat at the table to sit quietly.
Children who stay inside have the choices to watch T.V. play games and to do art and craft activities.



7. After the children have finished their afternoon tea, a staff member then hands out fruit to the children who have a choice of fruits in season.



8. Once afternoon tea has finished and the areas are cleaned (approx. 3.45) the children are sent to their designated areas outside, inside or gym.



9. Carpet area: sits quietly until all the cups are cleared off the tables which are then wiped. Children then have the choices of playing board games, watching T.V., playing pool, dress ups, homework etc. Electronic games come on at 4.45pm (10 minute limit per person)



10. Outside: Children play on the equipment, basketball courts and the new oval. They come inside at approx. 5 o'clock.



11. Gym: Children have the choices of playing a variety of games in the gym until 5 o'clock. (The active sports programs also runs twice a week, the days and activities vary each term)

Curriculum / Reporting Days

The curriculum or reporting day service operates from 7am to 6.30pm. The dates for these days are set by School Council, the Coordinator will then notify the parents via a notice or the newsletter. A separate enrolment form will need to be completed each time. If your child/ren attends before or after care your weekly account will include this cost, otherwise full payment will be required on or prior to the day of care. A healthy breakfast and a nutritious afternoon tea will be provided, however your child will need to bring morning tea and lunch (unless specified in the program outline you receive with your enrolment). This service is funded by the Commonwealth Government to provide Child Care Benefit to families.

Early Finish

On the last day of every term the School will finish early, the afternoon program will run in conjunction with this time. Parents will be notified. There is no extra charge for this service.

Vacation/Holiday Care

The Vacation/Holiday Care Service operates from 7.00am to 6.30p.m, during the term break for 10 weeks of the year, closing for 1-2 weeks (depending on the days that Christmas falls on) over the December /January period. This service usually operates for the extra days prior to Christmas (depending on the day/date they fall on). Breakfast and afternoon tea is supplied, children will need to bring morning tea and lunch unless specified in the program outline that you will receive prior to Vacation care program. The program will include excursions at no extra cost. The number of excursions per program will be varying from 1-3 depending on costs. This service is funded by the Commonwealth Government to provide Child Care Benefit to families.

1.4 MANAGEMENT OF THE SERVICE**School Council**

Rowellyn Park OSHC is sponsored by the Rowellyn Park Primary School Council. The School Council has the responsibility for the financial, administration, accounting and reporting processes and tasks of the service.

Management Team

The management team has the responsibility for the day to day management of the service. The management team consists of the Principal (a representative from the sponsor body), the OSHC Coordinator and the School's Business manager. The primary role of the team is to oversee the service and to implement school policy in relation to the service. Any suggestions, concerns from parents, children, staff or any members of the community or input from the OSHC working Party of parents/staff will be present at the management meetings by the OSHC Coordinator. The management team will ensure that the day to day management of the service meets with the requirements set by the Commonwealth's Department of Family and Community Service.

The management team meets on a monthly basis. All meetings are open to the school community. The management team reports directly to the School Council. Meeting agendas and minutes can be obtained on request.

Working Party of Parents/staff

This team is made up of approx. 4-6 parents, 2 staff and the coordinator, and has the responsibility of preparing, reading, reviewing any policies, procedures, suggestions, changes related to the OSHC program. The coordinator will then present this information to the management team who will in turn present the information to school council for ratification. It will be the responsibility of the coordinator to notify the members of the working party in writing.

The Working party of parents/staff meets once a term. All meetings are open to the school community. The OSHC Coordinator (representing the working party) reports to the management team. Meeting agendas and minutes can be obtained on request of the outcomes.

Coordinator

The Coordinator is responsible, in conjunction with the management team and the working party of parents/staff for the day to day management of the service.

1.5 ROLE OF GOVERNMENT**Commonwealth Government**

The Commonwealth Department responsible for Outside School Hours Care is the Department of Family and Community Services (FACS). The role of the Commonwealth is to:

- *Administer Child Care Benefit to families*
- *Administer financial support to approved community managed services in areas of need*
- *Assist employers to provide child care for their employees*
- *Assist parents with child care options*
- *Provide quality assurance framework, with training and support services to improve the quality of care for children*
- *Provide funding, training and support products and services to promote equity of access*
- *Provide policy advice, research and service management related to providing children's services"*

Further details can be obtained on the FACS internet site: www.facs.gov.au.

National Standards

The Commonwealth and State Governments have jointly developed National Standards for child care services. These standards express a national view about the level of care all Australians should expect to find in the different kinds of child care services available to them. A copy of the National Standards can be found on the FACS website or ask the Coordinator. The state government is responsible for implementing these standards.

National Childcare Accreditation Council (NCAC) – Quality Assurance

The NCAC administers the Quality Assurance System for Outside School Hours Care on behalf of the Commonwealth Government. The aim of the system is to assist services to implement strategies to improve the quality of care that they provide for children. Ask the Coordinator about the service's participation in the quality system or for further details refer to the NCAC web site: www.ncac.gov.au.

Child Care Benefit

Child Care Benefit is funded by the Commonwealth Government to assist families using an approved child care service with child care fees. Its primary focus is to support families who are working, studying, training and looking for work.

Family Assistance Office (FAO)

The FAO is responsible for Child Care Benefit and Family Tax Benefit payments. The FAO is a joint venture of Centrelink, the Australian Taxation Office and the Health Insurance Commission (Medicare). All service outlets of those organisations include FAO offices. The FAO can be contacted on 13 61 50. Further information can be obtained from the Coordinator regarding this funding. Refer to section 6.1 Childcare Benefit.

Local Government

The State Government through the Department of Human Services is responsible for food regulation in Victoria through the administration of the Food Act (1984). The Department of Human Services works with Local Government who registers food businesses in Victoria. Food safety is a significant issue for OSHC services and it is the responsibility of Local Government to assist services in regard to the level of registration and compliance required to meet the Food Act (1984) and Food Standards Code. For more details on food safety refer to the State Government website: www.foodsafety.vic.gov.au

2 COMMENCING CARE

2.1 ENROLEMENT

An enrolment form must be completed before your child can attend the program.

- Please list emergency contacts.
- These forms must be updated annually.
- If you have sole custody of your child it is a legal requirement that a copy of the court order be kept on our records.
- Please notify the coordinator of any changes in circumstances.
- Enrolment forms are available from the OSHC program (the green building near the car park) or the school office. (Rowellyn Park Primary)

2.2 COMMENCEMENT OF CARE

When booking your child in for the first time please inform the staff that your child has not attended the service before. The staff will ensure that your child is oriented to the program this includes showing them where bags are kept, areas they may play in whilst at the service, telling them about snack times, expectations and linking them with other children in the program if they do not know anyone else.

Prep children are collected from their class until they are settled in and able to find their way to the service safely.

2.3 BOOKINGS

Definitions

Permanent Booked Care	Regular bookings used each week
Booked Care	Any booking for care made in advance
Casual Care	Care used on a daily basis (no booking)

Parents/ Guardians are asked to notify the service of any cancellations, changes or additions to bookings at any time, if the office is unattended you can leave a message on the answering machine or contact Leanne (Coordinator) on the mobile 0409965998.

Cancellation

The program needs to be contacted 24 hours in advance if your child/ren will be absent or a doctor's certificate supplied, so staffing and other costs can be arranged.

Without notice your normal fee will be charged.

Notification of any cancellation needs to be authorized by the parent or guardian either in writing or verbally, not by the child.

If requiring emergency or casual care due to unexpected circumstances please contact the service as soon as possible, if the office is unattended please leave a message on the answering machine or contact Leanne (Coordinator) on the mobile 0409965998. The Coordinator or a staff member checks the answering machine prior to each session to confirm booking and cancellation of care arrangements. You will be contacted as soon as possible if care is not available.

2.4 WAITING LIST – PRIORITY OF ACCESS

Rowellyn Park OSHC maintains a waiting list for care in application date order and in accordance with the Commonwealth Government's Priority of Access Guidelines.

Along with meeting the Governments priorities the service is provided as a first priority to children attending the Rowellyn Park Primary School. Consideration is given to accepting children for the vacation care program that are not enrolled at this school if places are available.

In order to establish a fair system to distribute vacation care placements the following procedure has been put into place:

Priority will be given to working parents who utilise the Before and After School Program and attend Rowellyn Park Primary, before any placements can be accepted for children who use the vacation care program but do not attend this school.

The Coordinator will distribute an enrolment form (handed to the parent personally if possible, otherwise via mail or child)

- **Group One:** (WEEK ONE ENROLMENT FORMS DISTRIBUTED)

Full time morning and afternoon

Full time morning only or afternoon only

- **Group Two:** (WEEK TWO ENROLMENT FORMS DISTRIBUTED)

If you use the program at least once a week

- **Group Three:** (WEEK THREE ENROLMENT FORMS DISTRIBUTED)

Casual basis only. Users of the vacation program on a permanent basis, providing your child attends Rowellyn Park. Priority will be given to working parents.

- **Week Four and Five:** Coordinator will confirm all bookings

- **Week Six:** Enrolments from other schools may be considered.

- **Week Seven:** The full program outline will be available to all parents

Each priority group will be given one week to return the form before the next group will receive their forms and so on.

The Coordinator will confirm your booking in writing, which will include the due date for your deposit to be paid to ensure your placement.

Placements are limited to 75 places.

2.5 ARRIVAL AND DEPARTURE PROCEDURE

All children attending OSHC must be signed in and out by the parent/ guardian/ authorised person every session (signing in and out includes; date, time of arrival and departure, and signature). The parent/guardian/authorised person must undertake their responsibility of signing the attendance register in accordance with Government requirements.

1. All Children are to be signed into the program of a morning by the parents, then by a staff member when they are dismissed for school.

2. A staff member will sign children into the program in the afternoon then the parents will need to sign them out of the program when collecting them.

3. Children are to be collected by a person named on the enrolment form. Any variations are to be advised to the coordinator in writing.

4. Parents must sign a consent form should they wish their children to leave the program early: eg. to attend after school sporting activities.

5. If a parent/guardian fails to collect their child (or children) on time, the coordinator will telephone parents and emergency contacts. If no-one is available to collect the children after one hour from the program closing time, the Police will be notified. Staff will not take children home with them.
6. Failure to collect children from the program in a timely manner may result in the child's place in the program being revoked. (A late pickup fee of \$1.00 per minute applies.)

Where your child is collected by an (new) authorised person proof of identification may be required. Children being collected by siblings under the age of 18 must be arranged with the coordinator first. These procedures have been put into place to ensure the safety of your child.

If your child must leave the service unaccompanied, a hand written explanation signed by the parent/guardian/authorised person must be provided to the staff by the child. Staff will call you to verify the authenticity of the note before allowing children to leave.

2.6 ATTENDANCE AT THE PROGRAM FOR CHILDREN NOT COLLECTED AFTER SCHOOL

Rowellyn Park OSHC is available to children whose parents have not arrived to collect children from school by 3.45pm to protect their safety and well being. The office staff will make arrangements with the OSHC coordinator and contact families to inform them of the children's attendance at the OSHC program. Appropriate information regarding any child remaining at the school after 3.45pm will be passed onto the OSHC service by the School Office to enable care to be provided. Parents/guardian will be required to settle the account when they collect their child/ren.

2.7 NON COLLECTION OF CHILDREN FROM THE OSHC SERVICE

Rowellyn Park OSHC will ensure the safety of children not collected from the service by the closing time by following this procedure.

Rowellyn Park OSHC closes at 6.30pm at this time the staff are no longer on duty. If a child is still in care at 6.30pm the staff will attempt to contact the parents/ guardians/authorised persons to see if they are on their way. If not contactable, staff will immediately contact the emergency contact numbers on the enrolment form.

During this time the child/ren will be reassured and made comfortable whilst staff are trying to contact the parent/guardian/authorised person.

If by 7p.m., the staff have not been able to contact the parent/guardian/authorised persons, they will contact the Department of Human Services for direction.

2.8 CHILD PROTECTION

The health and welfare of all children in care is paramount. Rowellyn Park OSHC will act on behalf of children to protect their right to safety and security in accordance with Section 64 of the Children and Young Persons Act 1989. Staff working with children has a duty of care to ensure that all children are safe from harm.

Information regarding Child Protection is available to families as required. Please see the Coordinator

3 WORKING WITH FAMILIES

Rowellyn Park OSHC is committed to working with families in a collaborative manner in order to provide a high quality child care service that meets the needs of children, families and the community. Parent participation and communication is critical to the success of the service and its programs.

3.1 COMMUNICATION

The role of the family in the Outside School Hours Service is paramount to its success and outcomes for children. Family members have a great deal of knowledge about their child which can be shared with the service. Staff will tell families about their child's time in the program. Families are encouraged to share relevant changes, issues, needs and interests of the child with the staff. This ensures the best possible care is provided to each individual child within the program.

The Coordinator is available to discuss the program and activities at any time. However families wishing to discuss matters of a more confidential nature are encouraged to make an appointment to meet with the Coordinator. In order to provide the best possible care for your child it is important for staff to be notified of any relevant information about your child's health, development and relevant personal/family matters.

You are encouraged to read the service notice board, program activity sheets, notes and newsletters in order to keep up to date with the activities at the service. The staff will provide you with feedback regarding your children's progress on a regular basis.

Rowellyn Park OSHC accesses the translation and interpreter service for families who cannot speak or read English.

3.2 PARENTS ACCOUNTS AND NOTICE BOX

There is a box on the shelf near the sign in and out books. This box is used to distribute correspondence to the parents. Each family should have a name card and all notices will be placed in this box behind your name card. It is important that you check this box on a regular basis. Any notices for families that do not attend the program on a regular basis, urgent notices or any notice left in the box at the end of each month will be sent home with your child via their classroom.

3.3 FAMILY INVOLVEMENT

Rowellyn Park OSHC actively encourages family involvement in the development of the program and management of the service. If you would like to be involved with the 'working party of parents/staff please speak to the coordinator. Sub Committee's may be developed to address specific issues relating to the service as required.

Participation in fundraising, working bees, family fun days and quality assurance activities and processes is encouraged but optional for all families.

3.4 PARENTAL REQUESTS

The staff will consider and respect all requests made by families in regard to their children. If the request fits within the realm of the legal and legislative framework of the service and is able to be met it will be done.

Where a parental request cannot be fulfilled due to legal or legislative requirements or is not practical an explanation will be provided. A discussion will be held with the family in regard to the benefits of experiences provided to the children in the service. The staff will respect each family's right to make decisions on behalf of their child.

3.4 ACCESS TO CHILDREN

All parents and authorised persons have access to the Rowellyn Park OSHC and their children at all times, unless relevant Court Orders are held by the service that specify otherwise. A copy of all court orders in relation to residence and specific issues orders must be provided to the service upon enrolment or as obtained. These documents will be attached to the child's records and treated confidentially. Parents are asked to notify the service of any changes to these documents as soon as they occur.

If the service does not have a copy of the court order it will assume that both parents have equal custody of the child therefore both have access.

In the event that a parent breaks a Court order and seeks access to the child, the parent with custody entitlements will be contacted immediately along with the police.

3.5 PRIVACY ACT

Rowellyn Park OSHC has a responsibility to comply with the Privacy Act 1988, which governs the release of personal information. This means that private information regarding children and families will not be told to other families within the service or to other persons.

Staff will respect parents/guardians rights to confidentiality when these rights do not conflict with the rights and safety of the children e.g. child protection matters.

All private information regarding children and families will be held in a locked and secure place. Access will be restricted to the staff, coordinator working directly with your child.

Information which is required for the daily operation of the service, the well-being of children and staff may be exchanged between staff members in the normal course of work and will be treated confidentially.

You have a right to view the records held in regard to yourself and your child and may request this via the Coordinator. You will be asked to complete a request for access form outlining the reason for the request and if the reason for the request is reasonable access will be provided within 30 days of application. The service has a right to refuse access to files based on the terms specified in the Privacy Act 1988.

3.6 COMPLAINTS

All parents/guardians and children have the right to have their concerns heard by the management team.

- Families are encouraged to discuss with the Coordinator any complaints or concerns they have about the service or staff.
- The Coordinator is expected to address complaints promptly, respectfully and in a confidential manner.
- The staff will endeavour to respond to families verbally within 24 hours and in writing within 5 working days.

Complaints, which are not resolved to the family's satisfaction, will be referred to the Management team. If this does not ensure the complaint is resolved the matter will then be referred to an outside independent person.

3.7 LOST PROPERTY

Lost property is located in a box under the sign in and out shelves. All named articles will be returned any unnamed, unclaimed items will be donated to a worthy cause.

3.8 SUGGESTION BOX

There is a suggestion box on the shelf near the sign in and out books for parents/guardians/children to place any suggestion relevant to the program. These suggestions will be collected and taken into consideration when planning the program.

4 CHILDREN'S PROGRAM

4.1 PROGRAM PLANNING - GENERAL INFORMATION

Rowellyn Park OSHC is committed to nurturing and extending each child's social, physical, emotional and intellectual development in a child-friendly, supportive and fun environment. A planned, flexible and balanced program is prepared which responds to children's interests, needs and stages of development. This plan is developed in collaboration with children, parents and staff. The children's program will be displayed at the service for children and parents to view. (on the wall near the 'sign in and out books').

The coordinator/two staff members are allocated extra hours each week for program planning, this includes the vacation care program. All staff are allocated 1 hour per month to attend the team program planning meeting. It is expected that staff will spend time planning the program, evaluating past activities and addressing needs and issues.

Children will be provided with ample choice and opportunity to do things on their own, to accept appropriate responsibility and to use their free time creatively. Experiences offered will be both active and passive within the indoor and outdoor areas.

Planning is undertaken for both individuals and the whole group. Children are provided with opportunities to work on and complete individual and group projects over a period of time.

Experiences provided are developed to suit the age and developmental ranges of all children attending the service. Games and activities are altered where appropriate to ensure all children are able to participate fully.

Rowellyn Park OSHC acknowledges that celebrations and festivals assist children to celebrate their own cultures and practices and learn about others. The Rowellyn Park OSHC is non-denominational and therefore does not teach religion to the children. An anti-biased approach to programming which is sensitive to all cultures, religions and ethnic groups is undertaken at all times. Materials and resources, which depict the multicultural and diverse society that we live in are presented within the program environment.

4.2 ENVIRONMENTALLY RESPONSIBLE PROGRAM PLANNING

Children's environmental awareness is encouraged through everyday experiences, and specific activities. Recyclable materials are used at all available opportunities including the use of natural materials where possible.

The staff and children keep the OSHC area clean of all rubbish and dispose of all items in an environmentally appropriate manner. Unused food scraps are composted where appropriate.

4.3 OUTDOOR PLAY AND RECREATION

Rowellyn Park OSHC encourages all children to participate in outdoor play and recreational activities on a daily basis. Outdoor equipment provided is appropriate to the developmental levels of the children it is catering for. Children have access to materials and equipment that can be used in a range of ways to provide challenge and problem solving experiences along with physical development.

Both passive and active experiences are provided outdoors and experiences are focused both on individuals and groups. However, energetic play is encouraged whilst outdoors. The outdoor plan not only focuses on physical development but also on all other areas of child development.

4.4 ACTIVE AFTER-SCHOOL COMMUNITIES

Active after-school Communities (AASC) is a national program that is part of the Australian Government's \$116m Building a Healthy, Active Australia package. It provides primary school-aged children with access to free, structured physical activity programs in the after-school timeslot of 3.00pm to 5.30pm. The program is designed to engage traditionally not-active children in structured physical activities and build pathways with local community organisations, including sporting clubs.

The AASC is a free service provided as part of the Australian Government's commitment to improving the health and wellbeing of Australian children.

The children will have the choice of two activities each term that will run on a weekly basis, from 4pm-5pm for the duration of eight weeks.

A number of the staff from the Rowellyn OSHC have completed the coaching course in order to deliver some of the activities otherwise we will use Australian Sports Commission-registered deliverers.

The enrolment forms will be sent out at the beginning of each term.

4.5 SPECIAL ACTIVITIES AND EXCURSIONS

There are times where special activities and excursions are provided for the children. When this occurs parents will be advised in writing.

If the children will be leaving the premises whilst attending the before and after care program, the parent/guardian will be asked to sign an excursion authority to give permission for their children to participate. This written consent is filed with the child's information. When leaving the premises during the vacation care program parents/guardians will need to sign the back of the Vacation care enrolment in order for your child/ren to participate.

Staff supervises and conducts regular head counts and asks children to follow safety precautions discussed prior to the outing.

To ensure the safety of all persons on an excursion, staff takes with them the following:

Copies of parents/guardians information and emergency contacts

Copies of children's health information

Medication and First Aid Equipment

A mobile phone

Walkie talkies (if applicable)

At times there are additional costs for these special experiences. Refer to the fees section of this book for further information about invoicing.

4.6 VIDEOS, TELEVISION, COMPUTERS AND ELECTRONIC GAMES

Rowellyn Park OSHC attempts to operate as an extension of home and children's leisure time. The service endeavours to reflect children's interests, therefore activities such as videos, television, computers, and electronic games will be offered in a balanced program of activities.

The amount of time children can participate in these experiences is limited. Staff and children decide together the amount of time these experiences will be limited to as a part of the program development.

The content of programs and games is appropriate for all children present and will not contain any physical or verbal violence or ridicule. These activities are limited to C and G ratings. PG ratings will be individually assessed by the service and parents for appropriateness.

4.7 TOYS/GAMES FROM HOME

Rowellyn Park OSHC recognises that children sometimes bring their own toys/games to school and/or the program; however children are encouraged to leave these toys/games in their bags whilst at the service. If a child chooses to bring their toys/games into the program the children are responsible for them whilst at the service.

Children bringing video's, DVD's and electronic games from home will need to advise the coordinator first to ensure that they are appropriate.

Families are made aware of the impact that war toys have on young children and that such toys are not encouraged in the centre.

4.8 CHILDREN'S SNACKS

Rowellyn Park OSHC will provide nutritious, balanced snacks for children reflecting children's tastes, religious, culture, and health concerns. All snacks will consider the five food groups and the sugar, fat and salt content. Children have access to water at all times. The menu is displayed for children and parents to view (on the wall in the kitchen) Children are consulted about the content of the menu.

The staff are aware of the individual dietary needs of the children in the group where this has been advised by parents. Children with specified allergic reactions are only served allergy free food. Staff are trained in dealing with allergic reactions should they occur.

All meal breaks are monitored by staff to ensure all children eat and drink. Children are encouraged to be seated while eating and drinking. Staff will model this behaviour by sitting with the children and discussing the food the children are eating along with events of the day.

If any child does not have lunch at the Vacation Care Service, the staff will supply a balanced meal for the child, the cost of \$2.50 which will be added to the parents account.

Rowellyn Park OSHC maintains a clean and hygienic area for food preparation which meets National Standards for OSHC services. All staff and children involved in food preparation wash and dry their hands prior to the activity. All staff and children wash and dry their hands prior to eating.

At least one staff member on duty holds a food handling certificate.

Cooking is an important part of the program and is regularly planned for within the program. Children are encouraged to cook, serve and clean up as part of the program activities and are educated in necessary safety precautions whilst cooking. Children are always supervised whilst cooking.

Nutritional information is available to families as required. Please see the Coordinator

4.9 HOMEWORK

Children who attend the service full time may find it difficult to undertake homework tasks at home. Rowellyn Park OSHC supports positive relationships between parents and children and therefore understands that a time and place for homework to be undertaken within the OSHC service is critical. It is also important that children are able to make choices about whether they undertake their work and when they plan to get it done.

The staff will attempt to provide a quiet, safe area for children to undertake homework tasks. However, they will not take responsibility for completion of homework; this is the responsibility of the parent and child. The staff can assist children with homework tasks as part of the daily program of experiences where time and resources permit. Children will be paired to undertake like tasks (if appropriate).

To try and encourage children to complete their homework we have a homework club on a Wednesday night. There is a homework chart on the display board marked 'extra activities', if your child wishes to participate in the home work club.

4.10 PROGRAM EVALUATION

Rowellyn Park OSHC believes continual assessment and evaluation of the service by the management team, parents, staff and children is integral part of program planning. Children and parents will be surveyed regularly to ensure the program offered reflects their needs and interests. A variety of evaluation techniques will be used with children who may include informal discussion, pre-enrolment surveys, suggestion box, younger children drawing what they like in the program, written surveys, and children's interest checklists.

Staff will regularly evaluate activities, the program, excursions and incursions informally and at staff meetings.

Parents and staff will work collaboratively towards continuous improvement via service evaluation including suggestion boxes, parent surveys, informal discussion, and formal discussion at parent and committee meetings.

4.11 PHOTOS

At various times during the year, your child may be photographed and that image may be used to publicise activities, evaluation purposes, in information booklets, within the service and in the local media. Please fill in the appropriate form indicating that you are or are not willing to have your child's photograph and name used for publication. Please be aware that the child's first name only will be made available by the service, to newspapers. Parent permission will be sought for individual cases of both first and surnames being published.

5 WORKING WITH CHILDREN

5.1 STAFFING

The children are provided with ample supervision and care by the staff team. The National Standards ensure that the following minimum staff child ratios are implemented:

- 1 staff member to 15 children
- 1 staff member to 8 children on excursions, and
- 1 staff member to 5 children for swimming.

All staff must hold a current police check. The Government is currently introducing 'Working with children checks' in which all staff will need to complete.

All staff are given the opportunity and encouraged to attend relevant Professional Development courses to broaden their knowledge and keep up to date with any changes within the childcare sector.

5.2 POSITIVE GUIDANCE OF CHILDREN

Rowellyn Park OSHC is committed to developing a safe, secure, caring and stimulating environment, which enhances children's self esteem and encourages them to interact positively and to co-operate with others.

To ensure that this occurs all staff will endeavor to know all children's names and address each child individually upon entering and leaving the service. They will communicate with all children in positive and respectful manner, actively listening to what children have to say and acting upon this. It is important that children are provided with a role model that reflects values and attitudes of the local community; this is the role of the staff.

To ensure all children are cared for effectively they will be supervised actively at all times by the staff team. Children are encouraged to be considerate and supportive to each other and moral development will form part of the program plan. Children are encouraged to undertake their own problem solving and negotiation with the support of staff.

"I" messages and redirection is methods used for misguided behaviour. Children are supported by staff that will assist them to label their feelings and find appropriate ways of expressing them. The staff will encourage positive behaviour and give clear, consistent guidelines to children regarding the service's expectations and code of conduct.

Children are involved in the development of the service's behavioural guidelines including consequences of inappropriate behaviour. A child's parent/guardian is consulted when their behaviour consistently conflicts with the service's behavioural guidelines and are invited to assist in the development of behavioural plans to assist the child.

In extenuating circumstances alternative care may be required for a child whose behaviour affects/endangers other children and has not improved after a behavioural plan has been implemented.

5.3 ANTI BULLYING STRATEGY

Bullying is one of the top three concerns for both boys and girls aged between 5 and 14 who call Kids Help Line. Calls about bullying have continued to increase steadily over the past five years – in 2000 Kids Help Line counsellors spoke to nearly 7000 callers about this issue. It is now recognized that there is an indisputable link between bullying in childhood and adolescent anxiety, low self-esteem, loss of confidence, depression and self-harm. Research has shown that one in six Australian students are bullied every week, and that those children are three times more likely to develop depressive illnesses (Rigby, 1997).

Bullies usually do not realise the effect their behaviour has on their victims. They believe that their actions are justifiable ("They deserved it", "They annoyed us", "They're such a #@*"). Bullies have reasons for their behaviour such as; they get attention or even popularity, it's fun, it makes life less boring, "everyone does it", to protect themselves from being bullied or to get food or money or special things.

Our team of staff will ensure that they are aware of all forms of bullying behaviour - physical bullying, verbal bullying, and relational bullying occurring within the program. They will encourage children to report bullying by teaching children the difference between "dobbing" and "asking for help". The team will ensure all children are aware of the consequences of bullying.

Children are encouraged to be considerate and supportive to each other and assisted in developing friendship skills. Comment is made in regard to kindness toward others so that young people know that kindness is valued.

The safety and security of all children is ensured by supervising them at all times, monitoring, modeling, teaching and reinforcing safety practices. Children are taught ways to resolve arguments without violent words or actions.

Children are asked to assist by refusing to watch bullying, reporting bullying incidents, persuading the person being bullied to talk to them or an adult about what is happening, they will also offer to speak to an adult on the behalf of the bullied person.

A child's parent/guardian is consulted when their behaviour consistently conflicts with the service's expectation that all children should feel safe whilst in attendance. Alternative care will be discussed with parents/guardians and may lead to exclusion of a child from the service if all attempts to modify their behaviour fail and other children's safety is compromised.

5.4 CATERING FOR CHILDREN'S INDIVIDUAL NEEDS

All children have equal access to equipment, resources and play spaces within the service. Planning for children focuses on strengths and interests and ways to extend and challenge existing skills for all children.

The service will ensure that all children are catered for within the weekly program plan. The staff will ensure that this occurs by offering a balance of activities, ensuring flexibility and providing for child-initiated activities. Experiences provided will be able to be adapted to meet the needs of individual children.

5.5 RESOURCE AGENCIES AND REFERRALS

Resource agencies and workers are accessed to assist staff in meeting the individual health and developmental needs of children. Families are consulted and permission obtained before a resource agency is contacted for assistance with their child's health and development.

6 SERVICE ADMINISTRATION AND FINANCIAL MATTERS

6.1 CHILDCARE BENEFIT

All families will be notified of the availability of Child Care Benefit (CCB) and their responsibilities in accepting this funding upon enrolment. Families can then contact the Family Assistance Office (FAO) on 13 61 50 to ascertain eligibility.

The service displays up to date information regarding CCB on the parent notice board and in the newsletter. The service's provides yellow business cards with our Customer Reference Number "CRN" for each program we offer, with the name of our service, contact name and number on the other side.

REFERENCE NUMBERS;

BEFORE CARE: 555008374L
AFTER CARE: 555008189T
VACATION CARE: 555007859C

Families are informed of their responsibilities in terms of access to CCB. This includes:

- Completing and lodging the CCB application form within seven days of commencing care.
- Lodging a new CCB application annually or as required
- Paying their portion of the service fee by the end of each claim period
- Signing attendance records daily stating time in and out
- Families are responsible for ensuring they apply for all components of care required.

Allowable Absences

Rowellyn Park OSHC will comply with the requirements of the funding guidelines as outlined in the Child Care Service Handbook for allowable absences. An allowable absence is the number of days per year the child does not attend their booked care (this does not include days that you provide a doctors certificate, or days that you cancel within the time frame in order for you not to be charged). Families are allowed 30 days per year of allowable absences.

Refer to the Coordinator or Family Assistance Office if you would like further details.

Parents also need to inform the service if the child enrolled attends any other Before, After or Vacation Care service. They also need to inform staff if they have other children in a Commonwealth funded service such as Family Day Care, Long Day Care or any other OSHC service.

6.2 FEES

Before:	\$7.00 per child per session
After:	\$10.00 per child per session
Vacation:	\$33.00 per child per session
Curriculum/Reporting Day:	\$33.00 per child per session

Example of fees paid by parents eligible for CCB :

For 1 child per session

CCB %	Before School care	After School Care	Curriculum/Reporting Day/ Vacation
100%	\$1.96	\$1.82	\$4.69
80%	\$2.97	\$3.45	\$10.35
46%	\$4.68	\$6.23	\$19.97
16.27%	\$6.18	\$8.66	\$28.39

Please see the Coordinator once your Centrelink Assessment Notice has arrived for details of the amount you will need to pay. Centrelink will also notify the coordinator of any changes in regard to families CCB.

Once the Coordinator receives your CCB % your out of pocket expense can be calculated using the following formula.

$2.96 \times 85\% \times \text{session hours} \times \text{CCB \%} - \text{Program fee} = \text{out of pocket expense}$

The fees charged at Rowellyn Park Primary Out Of School Hours Program will provide a high standard and quality of care and recreational activities for Before/After and Vacation Care.

The Rowellyn Park OSHC operates on a non-profit basis. Any surplus will be spent on equipment and resources for the children's program, minor upgrades and service improvements as specified by the Management Team. Rowellyn Park OSHC aims to provide a quality service with a fee payment system that is affordable and accessible to all users. At the same times ensuring the programs maintain financial viability.

Fees will be set on an annual basis by the Management Team prior to the commencement of the school year. Fees are set to cover the cost of the service. They are subject to change. Fees are charged on a per session basis, per child. Fees are charged to all booked sessions.

Fees are to be paid weekly to the Coordinator or in an envelope with full details on the outside/inside of the envelope this is then placed in the letter box on the shelf near the sign in/out books. Fees will be accepted on a fortnightly or monthly basis to coincide with your pay week, providing this has been arranged with the coordinator). Fees for casual or emergency care are required to be paid on the day of care.

A monthly account will be issued at the end of each month in which the parent/guardian will have five working days to pay. In the event that the account has not been paid the child/ren placement will be suspended until the account is paid in full. In order to continue to utilise the program the weekly fees will need to be paid at the beginning of each week.

We accept cash, eftpos, visa, master card or cheque (made payable to Rowellyn Park Primary O.S.H.C.)

Permanent Booked hours shall be charged if not used unless a doctor's certificate is supplied or prior notice of at least **24hrs** is given.

If a late pick up fee is incurred payment is required immediately.

At the end of each term any outstanding fees must be paid in full, before the child/ren can commence the upcoming term. In the case that a written arrangement is in place, signed by the Principal, Coordinator and parent. The parent will continue to make payments until the outstanding amount is paid in full. However in order for the child/children to continue in care the parents will be required to pay the weekly fees in conjunction with their payment plan.

Any outstanding fees for pupil free or vacation care days must be paid in full, before the child/ren can participate in any future programs.

If a written payment plan is in place, it is the responsibility of the parent/guardian to continue with the payments as stated in the contract. In the event that one payment is missed, you will have five working days to pay, otherwise your 'Payment Plan Contract' will be cancelled and the child/ren placement will be suspended unless the account is paid in full. In order to continue to utilise the program again any outstanding fees need to be paid in full and any future bookings will need to be paid at the beginning of each week.

The parent, as a result of a bounced cheque will pay for all fees incurred.

In relation to Vacation Program:

- When using the Vacation care program a 50% deposit is required when booking.
- The balance is to be paid before the commencement date.
- A booking cannot be made unless all outstanding fees are paid in full.
- The fee will still apply if you cancel, unless a doctor certificate is supplied or your position can be filled.

In relation to Curriculum/Reporting day:

- When using the Curriculum/Reporting day, if you use the before and after care program, fees will be incorporated with your weekly fees.
- If you require care for a Curriculum/Reporting day and do not attend the before or after care program a 50% deposit is required when booking and the balance is to be paid before the commencement date.
- The balance is to be paid before the commencement date.
- The fee will still apply if you cancel, unless a doctor certificate is supplied or your position can be filled.

Parents are not charged for a permanent booking if the OSHC service is given 24hours notification prior to care advising that the child/ren will not be attending. Parents are required to advise the service if the children are not attending due to parent interviews or whilst on school camp (otherwise booked days will still be charged). Parents are not charged for permanent bookings that fall on public holidays, curriculum days or teacher strike days.

All Payments will be acknowledged as soon as possible if not immediately with a receipt which is signed and dated.

6.3 30% CHILD CARE TAX REBATE

The rebate covers 30% of out-of-pocket child care expenses for approved child care with a maximum rebate per child of \$4000, Indexed each year). Out-of-pocket expenses are child care fees not already covered by the Australian Government's child Care Benefit (CCB). It is not means tested.

The Coordinator will print a 30% Child Care Statement at the end of each financial year.

6.4 FEES FOR SPECIAL ACTIVITIES AND EXCURSIONS

In order to meet the needs and interests of the children incursions and excursions form part of the program. All costs for activities, incursions and excursions are included in the standard fee unless specified in the vacation care program outline. The Coordinator will notify parents in advance of any additional charges. These additional charges if any do not attract CCB.

Parents will be invoiced for these additional activities within the normal billing period.

6.5 LATE PICK UP FEES

The After School Care Program closes at 6.30pm each evening. Late pick up fees have been put into place to prevent any family from continually attending the service after the advertised closing time. They also ensure that staff are paid for the additional hours they are required to work due to the late pick up of children.

The service charges the family \$1.00 per minute per child or part thereof. The late fee is added to the child's weekly invoice for care.

6.6 LATE / NON PAYMENT OF FEES

All fees for care must be paid by the due date. If you are experiencing financial difficulties please contact the Coordinator to discuss payment options.

Children may be excluded from attending the service if fees are not paid.

6.7 PUBLIC HOLIDAYS

The centre does not open on public holidays therefore you are not charged for them.

7 HEALTH AND SAFETY

7.1 MEDICATION

Definition - Medication

Includes but is not limited to; eye drops, cough mixture, panadol and asthma medication. Medication includes all prescription and over the counter drugs.

Definition – Lawful Authority

A power, duty, responsibility or authority conferred at common law or under an Act to make a decision regarding the health, welfare or other aspect of a child's care. Parents have lawful authority over their child unless a court order states otherwise.

Good practice with regard to the staff giving children medication is essential to ensure that appropriate doses of correct medicines are given to the child.

Medication is kept out of reach of children in keeping with the requirements of the medication (fridge or locked cabinet). Where staff have been notified all personal medication including asthma pumps will be stored in a manner which prevents access by other children.

Medication will only be given with permission from parent/guardian/person with lawful authority or in the case of an emergency, with permission of a medical practitioner. This procedure is in line with the National Standards for Outside School Hours Care. Authorisation, in writing, from a parent /guardian/ person with lawful authority will include the child's name, the name of the medication, the dosage and times and or circumstances of administration, along with details of last dosage taken prior to attending the service. Where children require medication regularly, approval, in writing, from parents/ guardians/ person with lawful authority will be updated on a regular basis. Notification, in writing, will also need to be obtained from parents/ guardians /person with lawful authority where a child self-administers the medication.

Medication will only be given if it is clearly marked with the child's name, contained in the original container, within its due date and kept in appropriate storage. Children will not be given a higher dosage than that written on the label.

In an emergency, if the parent/guardian/person with lawful authority is unable to be contacted. The service will contact the family doctor first, and then a registered medical practitioner. Evidence of this permission from the doctor will be kept on the child's individual file.

Parents will be notified if any required medication was not administered for any reason as soon as possible.

A medical register will be maintained by the service containing the date, time and dosage of medication that was administered as well as the name of the person who administered it.

7.2 MEDICAL PLANS

Enrolment forms provide families with the opportunity to share their child's medical information with the service staff. This information is critical to the safety of children with significant medical conditions. All medical details are held in a confidential manner in accordance with the Privacy Act 1988.

Individual medical health plans are designed for children with serious health conditions and are reviewed on a 6-monthly basis (to ensure relevance and accuracy) unless there is a change of condition.

If relevant you may be asked if the staff can place your child's details on a notice board to ensure their health is considered at all times and that all staff working with your child are aware of their condition.

If your child has a serious health condition such as asthma, epilepsy, serious allergies or any other serious or life threatening medical condition it is important that the staff are made aware of this prior to commencement. Please ensure that your child brings their medication to the service each day.

7.3 HYGIENE

In order to ensure that the spread of infection is kept to a minimum all staff will model a high level of personal hygiene to the children in the service and ensure hygiene practices are followed to ensure cross infection is prevented.

Staff and children wash and dry their hands before and after meal times, after using the toilet, blowing their nose, handling animals and other unhygienic practices. The children are provided with paper towels, for the drying of hands.

7.4 INFECTION CONTROL

Staff will follow all required precautions in regard to the management of spilt blood/bodily fluids. A blood spills kit is provided within the facility and any used syringes found on the premises are placed in a syringe container. Children are encouraged to report any syringes found and not to touch them.

All spills of bodily fluids will be mopped up with paper towel, placed in a sealed bag along with the gloves the staff member was wearing and disposed of in a bin with a lid. (All items can be found in the blood spills kit). Gloves (provided by the service) will be worn when dealing with spills of bodily fluids. Spills will be cleaned with a bleach solution. Hands are washed in hot soapy water after cleaning up a spill. Equipment exposed to blood or bodily fluids will be cleaned with hot soapy water and bleach as soon as possible.

In order to ensure all staff and children are safe whilst at the centre sound hygiene and infection control guidelines are followed at all times.

7.5 HEAD LICE INSPECTIONS

Throughout the year, the service will be arranging head lice inspections of children attending the service.

The management of head lice infestation works best when all children are involved in our screening program.

The service is aware that this can be a sensitive issue and is committed to maintaining the children's confidentiality and avoiding stigmatisation.

Before any inspections are conducted the coordinator will explain to all children what is being done and why, and it will be emphasised to the children that the presence of head lice in their hair does not mean that their hair is less clean or well kept than anyone else's. It will also be pointed out that head lice can be itchy and annoying and if you know you have them, you can do something about it.

The inspection of the children will be conducted by a member of staff (coordinator) who has been trained by the local council. The person conducting the inspections will check through each student's hair to see if any lice or eggs are present.

In cases where head lice are found, the person inspecting the child will contact the parent directly or, if unavailable, the listed emergency contact.

Please note that the law requires that where a child has head lice, that child should not return to school until appropriate treatment has commenced.

7.6 INFECTIOUS DISEASES

Rowellyn Park OSHC follows correct hygiene practices and meets the requirements of State and Commonwealth legislation. Parents/ guardians/ approved persons are notified of any infectious diseases present at the venue or school and information regarding common infectious diseases is available for families as required. Details of specific individuals are not disclosed.

The service will hold information regarding immunisation schedules, providers of immunizations and contact details of the Departments Health Office. Upon enrolment your child's immunization status will be requested to ensure that you are notified of any outbreak of infectious diseases which may affect your child.

Parents/guardians are notified of any symptoms their child is showing of illness as soon as is practicable. Families are referred to their local doctor for diagnosis of possible infectious disease.

Children suffering an infectious disease will be excluded from the service in accordance with appropriate guidelines. Refer to Appendix 2 for a schedule of infectious diseases and exclusion details.

7.7 HIV/ AIDS / HEPATITIS

It is important to inform the service of your child's medical needs upon enrolment. However this is not mandatory. Families will not be pressured to disclose medical conditions to the service and children may not be excluded on the grounds of HIV/AIDS or Hepatitis.

All medical details of staff, parents and children attending the centre are maintained in a confidential manner. The number of staff aware of a child's medical condition is restricted to those working directly with the child who will need to detect situations where there is the potential for transmission. Children with moist skin lesions or abrasions are asked to cover them with a waterproof bandage whilst attending the service.

7.8 FIRST AID

In the event of an accident or a child falling ill, first aid equipment and expertise is available. A first aid kit is maintained in good order and is accessible by all staff both at the centre and on excursions. At least one staff member on duty holds a current Level Two first aid certificate.

7.9 ILLNESS

When a child becomes ill the child's parent/guardian will be contacted by service staff to make arrangements for the child to be taken home as soon as possible. Whilst your child is awaiting your arrival they will be made as comfortable as possible and signs and symptoms of the illness will be recorded. This information will be placed on your child's file.

It is recommended that families consider the following guidelines in terms of their child's health and wellbeing:

- A child with a fever over 38 degrees Celsius should be kept at home for at least 24 hours after the fever has gone.
- A child with an acute illness requiring medication should be kept at home for at least 24 hours after the illness has gone.
- A child who is vomiting should be kept at home until the vomiting has stopped.
- A child who is experiencing diarrhoea should be kept home until they have been diarrhoea free for at least 24 hours.

7.10 ACCIDENTS

It is vital that sound accident prevention strategies are developed, monitored and practiced by staff. These strategies are designed to reduce the incidence of any accidents occurring. Your child's wellbeing is of prime concern and first aid will be administered immediately by staff to ensure the best outcome. Parents will be informed immediately if medical aid or hospitalisation is required.

The staff maintain visual contact with all children at all times to ensure prompt attention is provided. First aid is administered as quickly and effectively as possible to prevent any serious harm or secondary issues. Emergency procedures are placed in key areas within the facility for staff, parents and children to refer to. Counseling can be arranged for staff, families and children as required.

The Coordinator will ensure all preventative strategies are put in place and that reporting of an accident or hazard is properly documented. In most cases the Coordinator will record the incident details, carry out an investigation and follow through on any recommendations arising from the investigation. The purpose of an investigation is not to lay blame, though at times the facts may indicate where fault may be found. The purpose is to:

- learn from the event via careful fact finding.
- make decisions and take actions to ensure a safer environment.
- prevent similar accidents from occurring in the future.

7.11 EMERGENCY MANAGEMENT

The personal safety and security of children and staff while attending the service is paramount. Therefore the centre has emergency procedures which are known and practiced regularly by staff and children. The service has written procedures for dealing with emergencies such as dealing with, a medical emergency, a fire, threats to staff or children, a bomb threat and robbery.

7.12 SUNSMART

Staff will observe strict sun protection practices in accordance with relevant government guidelines to minimise risks to themselves and the children. All children and staff are required to wear a suitable hat and apply sunscreen (factor 30 or greater) before they go outdoors between 10.00am and 2.00pm or 11.00am to 3.00pm during daylight savings.

Suitable hats means broad brimmed style (the brim should be between 8-10cm) that shade the face, ears and neck (school hat) and legionnaire style will only be except if we go to a swimming pool as part of the vacation care program (excursion) whilst in the water. The coordinator may have some for sale.

Clothing should provide adequate protection from the sun which means that shirts that cover the shoulders, have collars and have sleeves that are at least elbow length are recommended. Longer style shorts and skirts are recommended.

All children are required, staff and visitors are encouraged, to wear a suitable hat and apply sunscreen (factor 15 or greater) before they go outdoors between 10.00am and 2.00pm and 11.00am to 3.00pm during daylight savings.

The Rowellyn Park OSHC in conjunction with the Rowellyn Park School sun smart policy will implement the wearing of a broad brimmed style hat from September through to March which usually coincides with term one and four during activities conducted outside including excursions.

Children are encouraged to play in shaded areas.

The availability of shade will be considered at excursion venues.

They adhere to these practices and set an example for children such as wearing hats when outdoors in summer.

Due to hygiene practices we cannot allow the sharing/borrowing of hats

The Service will provide a box for children to share their named hats if they would like to leave at the program.

When participating in outdoor water activities, children will need to wear t-shirts or rash tops, hats, zinc cream on tops of feet, ears, behind neck and face including lips. Sunscreen (factor 30+, broad-spectrum, non-allergenic, and water resistant) and zinc cream will be provided by the OSHC service, although children are encouraged to provide their own. Reapplication of sunscreen will occur every 1 1/2 hours whilst in the water.

Sunscreen (factor 30+, broad-spectrum, non-allergenic, water resistant) will be provided by the OSHC service, although children are encouraged to provide their own. Children are encouraged to apply sunscreen approximately 20 minutes prior to going outdoors. Even children playing in shaded areas must wear sunscreen. Reapplication of sunscreen will occur after 2 hours in the sun.

Parents will be asked to sign permission for staff to apply sunscreen on their child's skin

Information regarding the sunscreen type and brand will be provided to parents to assist in the prevention of allergic reactions to the cream.

Articles will be provided in the newsletters that discuss the risks of exposure to the sun and sun protection issues.

The development of appropriate strategies by the Coordinator and staff for children not having approved hats may include:

- Exclusion from a Vacation Care Excursion if it is planned for outside. (parents will need to be notified, to organize an approved hat or for the child to be collected).
- Indoor supervision when a school based program has been planned for Vacation Care.
- When an outside activity is planned for Before or After School program, indoor supervised activities will be provided for children who do not have their approved hat.

7.13 SMOKE FREE ENVIRONMENT

In accordance with Government policy our service is a smoke free environment. We ask that all family members and visitors meet this requirement whilst on the premises.

7.14 TRANSPORT

Rowellyn Park OSHC will ensure any child, while in transit, is safe. Any vehicles that are used to transport children must be in a roadworthy condition, registered for the maximum number of passengers and they are comprehensively insured. All drivers hold appropriate licenses. When hiring transport, the service will ensure insurance policies are in place. Where seat belts are provided all children and staff are required to wear them.

A breakdown contingency plan has been developed to ensure the safety of children and staff in the event that the transport arrangements breakdown.

7.15 VENUE AND SECURITY

The personal safety and security of children, staff and family members while at the service is of primary importance. To ensure this safety, the venue, grounds, and all equipment and furnishings used by the service are maintained in a safe, clean, hygienic condition and in good repair at all times.

Appropriate heating, ventilation and lighting both indoors and outdoors is provided for all children. Heating and cooling units are guarded and positioned so they do not harm children.

Emergency exits are clearly identified and fire safety equipment is accessible to staff. A telephone is accessible to the service at all times for incoming and outgoing calls including excursions.

Staff will position themselves to ensure maximum supervision of all children at all times. A head count of children is undertaken throughout the session and checked against the sign in and out register. Staff ensure that children ask before using the toilet inside the building and when outside the children go in pairs.

The venue is secure and a closing routine is undertaken when leaving the premises. Adequate lighting is provided during the winter months to ensure safe arrival and departures to and from the service for parents, children and staff.

7.16 CAR PARK

Please remember that the staff car park is not accessible between 7.30 am and 5.30 pm.

The only times parents are able to park in the car park are:

Before 7.30 am (Before School)

After 5.30 pm (After School)

It would also be a great help to us if you would not encourage the children to cross the car park when picking them up. The children know that this is against school rules.

APPENDICES

APPENDIX 1

EXCLUSION LIST

APPENDIX 1

Conditions	Signs and Symptoms	Exclusion of Cases	Exclusion of Contacts
Acquired Immune Deficiency Syndrome (AIDS / HIV)	Breakdown of body's defence system	Not excluded unless child has a secondary infection	Not excluded
Amoebiasis (Entamoeba histolytica)	Diarrhoea	Exclude until diarrhoea has ceased	Not excluded
Asthma	Laboured breathing persistent cough, blueness around lips and extremities, wheezing	Not excluded Recommend that a child who requires treatment more often than four hourly should not be in care.	Not excluded
Campylobacter	An intestinal infection, identified through faecal culture. Diarrhoea (sometimes bloody), low-grade fever and abdominal cramping.	Exclude until diarrhoea has ceased	Not excluded
Chicken Pox	Small dark pink spots on trunk and upper limbs, which appear in crops over a period of time. Spots then form watery blisters that break easily. Fever, runny nose, cough, fatigue and general rash.	Exclude until fully recovered or for at least 5 days after the eruption first appears. Some remaining scabs are not a reason for continued exclusion.	Any child with an immune deficiency (for example, leukemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded.
Common Cold	Upper Respiratory Infection Blocked nose, fever, coughing, headache, sore throat, irritability and sneezing.	Not excluded To prevent spread of infection, and provide effective care to the child parents are advised to keep children at home while symptoms are obvious - green/yellow nasal discharge, elevated temperature.	Not excluded
Conjunctivitis	Infection of the Eyes Weepy red eyes which are sore or itchy. Intolerance of bright lights. A discharge can cause eye lashes to stick together after sleep.	Exclude until discharge from eyes has ceased.	Not excluded
Croup	Croup refers to any kind of inflammation of the larynx or voice box in children - is not a single disorder in itself. Harsh, barking cough, noisy breathing. Several viruses can cause croup.	Not excluded Parents should be encouraged to exclude the child until fully recovered.	Not excluded
Cytomegalovirus (CMV)	A member of the herpes group. Either mild or no symptoms present.	Exclusion not necessary	Not excluded
Diarrhoea	Increased frequency, runniness or volume of faeces.	Exclude until diarrhoea has ceased or until medical	Not excluded

Conditions	Signs and Symptoms	Exclusion of Cases	Exclusion of Contacts
	Vomiting and stomach pain.	certificate of recovery is produced.	
Diphtheria	An acute infectious bacterial disease with inflammation of mucous membrane especially of the throat, resulting in formation of false membrane causing difficulty in breathing and swallowing.	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later.	Exclude family/household contacts until cleared to return by the Secretary.
Fever	Normal temperature 36-37 degrees. Temperature elevated. Child looks flushed and feels hot to touch	Not excluded A child with a temperature in excess of 38.5 degrees may also be required to go home.	Not excluded
Glandular Fever (mononucleosis)	An infectious viral disease characterised by swelling of the lymph glands and lethargy.	Exclusion is not necessary.	Not excluded
Hand, Foot and Mouth Disease	A viral illness with blisters in the mouth and on the hands and feet. This is not a serious illness and has nothing to do with the animal disease known as Foot and Mouth Disease. The child may have a low fever and lack of appetite	Excluded until blisters have dried.	Not excluded
Head Lice, Ringworm, Scabies, Pediculosis	A parasite Itchy scalp, particularly when head is hot. Tiny pearls of white eggs attached to the root of the hair. Difficult to remove	Re-admit the day after appropriate treatment has commenced	Not excluded
Haemophilus type b (Hib)	Can cause meningitis, swelling of the throat, pneumonia, joint infection. Symptoms of meningitis include fever, vomiting, headache, irritability, fitting and neck stiffness. Caused by a bacteria in the throat and nose.	Exclude until medical certificate of recovery is received	Not excluded
Hepatitis A	Inflammation of the liver Caused by a virus. Jaundice, dark brown urine, pale stools, loss of appetite, nausea, low grade fever, lethargy, abdominal discomfort	Exclude until medical certificate of recovery is produced, but not before 7 days after the onset of jaundice or illness	Not excluded
Hepatitis B	Infection of the liver, passed on by infected blood into a cut or the mouth lining of other person. Symptoms include abdominal discomfort, loss of appetite, nausea, fever, tiredness, joint pain, dark urine and yellow skin or eyes (jaundice)	Exclusion is not necessary	Not excluded
Hepatitis C	Infection of the liver. Made through contact with infected blood such as through a blood transfusion. Symptoms include abdominal discomfort, loss of appetite, nausea, fever, tiredness, joint pain, dark urine, and jaundice.	Exclusion is not necessary	Not excluded
Herpes simplex ("cold sores")	Area of infection usually reddens and then fluid-filled blisters appear. Blisters tend to reappear on the same part of the persons body.	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by a dressing where	Not excluded

Conditions	Signs and Symptoms	Exclusion of Cases	Exclusion of Contacts
		possible.	
Impetigo (School Sores)	A bacterial skin infection caused by the staph organism, the strep organism or both. Flat, yellow, crusty or moist patches on the skin.	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing.	Not excluded
Influenza & influenza like illness	A viral disease of the respiratory tract characterised by fever, chills, headache, muscle pain, head cold and mild sore throat. Recovery between 2-7 days.	Exclude until well.	Not excluded
Leprosy	A contagious disease which affects the skin, mucous membranes, and nerves, causing disfigurement.	Exclude until approval to return has been given by the Secretary	Not excluded
Measles	A viral infection which begins with fever, tiredness, a cough, runny nose and inflamed eyes for several days, followed by bright red itchy rash, starting on the face then over the body. The child usually feels very ill. This is not a simple childhood disease.	Exclude for at least 4 days after the onset of the rash	Immunised contacts not excluded. Nonimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case they may be able to return to care.
Meningitis (bacteria)	Usually more severe than the viral form. Fever, loss of appetite, vomiting, stiff neck and irritability. Older children may experience irritability, confusion, drowsiness, stupor or coma.	Exclude until well.	Not excluded
Meningococcal infection	Meningococcal infection may cause meningitis or septicaemia. Symptoms of septicaemia include high fever and rash.	Exclude until adequate carrier eradication therapy has been completed.	Not excluded if receiving carrier eradication therapy
Mumps	A viral infection Swelling or soreness occurs on one or both sides of the face below or in front of ears. Difficulty in swallowing or eating. Fever, headache	Exclude for 9 days or until swelling goes down (whichever is sooner)	No excluded
Parvovirus B19, Slapped cheek syndrome, fifth disease	Mild viral illness, fever, red cheeks, itchy, lacelike rash on the body and limbs. May have a cough, sore throat or runny nose.	Exclusion not necessary	Not excluded

Conditions	Signs and Symptoms	Exclusion of Cases	Exclusion of Contacts
Poliomyelitis	An infectious viral disease which affects the central nervous system and can cause temporary or permanent paralysis	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery	Not excluded
Ringworm	A fungus infection Itchy skin eruption that spreads out ring like from the site of infection	May return after medical treatment has been completed	
German Measles (Rubella)	A mild viral disease. Swollen glands behind ears and at back of skull. Pink or red spots starting behind the ears spreading to forehead then rest of body.	Exclude until fully recovered or for at least 4 days after the onset of the rash	Not excluded
Salmonella, Shigella	Diarrhoea, fever, abdominal pain, nausea and vomiting.	Exclude until diarrhoea ceases	Not excluded
Streptococcal infection including Scarlet Fever	Begins with sore throat, high temperature and frequent vomiting. Followed by a rash which first appears on the neck, chest and rapidly spreads across the body to the legs.	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.	Not excluded
Trachoma	Contagious disease of the eye with inflamed inner surface of the lids.	Re-admit the day after appropriate treatment has commenced.	Not excluded
Tuberculosis	Infection of the lungs. Mild fever.	Exclude until receipt of a medical certificate stating child is not infectious	Not excluded
Typhoid fever (including paratyphoid fever)	An infectious bacterial fever with an eruption of red spots on the chest and abdomen and severe intestinal irritation.	Exclude until approval to return has been given by the Secretary (DHS).	Not excluded unless considered necessary by the Secretary (DHS).
Whooping Cough	An acute contagious disease of the bronchial tubes and upper respiratory passages. Incubation period 7-10 days. Heavy cold like symptoms, cough and fever.	Exclude the child for 5 days after starting antibiotic treatment.	Exclude unimmunised household contacts aged less than 7 years and close child care contacts for 14 days after the last exposure to infection or until they have taken 5 days of a 10 day course of antibiotics.
Worms (intestinal)		Exclude if diarrhoea present.	Not excluded

Medical Certificate means certificate of a registered medical practitioner. Details included in this table were taken from: Communicable Diseases Section, DHS, May 2001, Staying Healthy in Child Care – Third Edition, June 2001.