

St Clare of Assisi

Outside School Hours Care



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Website: <http://sca.act.edu.au/parents/outofschoolhoursca.html>

Family Handbook

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INTRODUCTION:

The staff of St Clare of Assisi Outside School Hours Care (OSHC) would like to welcome you and your child/ren to the centre. This booklet has been put together to give an overview of the St Clare of Assisi Outside School Hours Care Program.

BEFORE SCHOOL CARE (BSC):

Before School Care is a program for children who need care before school begins. Breakfast is provided for children who attend Before School Care and is packed up at 8.30am. Children have the opportunity to engage in unstructured indoor and outdoor play and stimulating activities that help them get ready for the day ahead.

AFTER SCHOOL CARE (ASC):

After School Care is a program for children who need care after school finishes. The children start the afternoon split into Juniors (K-2) and Seniors (3-6) until the children are all accounted for and then they have the ability to move between the areas that are open that afternoon – OSHC room, hall, outside areas and Outside The Fence area. Our After School Care Program offers a wide range of flexible activities. Children can choose from a variety of materials and resources including iPads, arts and crafts, music, dramatic play, construction, board games, cooking and sports. With support from qualified and experienced educators, children are encouraged to select and plan their own activities and experiences. In consultation from parents, educators can also ask children to complete homework, however they are not able to sit with children while they do this.

VACATION CARE:

Vacation care provides care to school aged children during the school holiday periods. Vacation care offers great fun and diversity through activity theme days, excursions and incursions.

The program for each holidays is developed with input from families, children and educators.

AGE GROUPS FOR CHILDREN USING OUR SERVICE:

Our service provides care for primary school aged children who are enrolled in school for the current year. Children who are enrolled in Kindergarten for the coming year are welcome to use our service during the January School Holiday period.

HOURS OF OPERATION:

Before School Care: 7:30am – 8:45am

After School Care: 3:00pm – 6:00pm

Vacation Care: 7:30am – 6:00pm

**Please be aware, children will not be accepted at the Centre prior to 7:30am.*

ENROLMENT:

A current year enrolment form must be completed for every child attending the service. All of the information on the form is mandatory and assists our educators to provide the best possible care for your child/ren. Any form that does not have all the information completed will be returned to the applicant for completion. Please include all additional documentation as applicable, especially medical plans and court orders. OSHC will not be processing any enrolment forms that do not have medical action plans with photos attached.

Please make sure that you and/or your partner have completed all the sections and you have signed and dated where required.

Enrolment forms must be updated, during the school year, whenever there is a change to your personal details. It is crucial that we have correct information, particularly contact information, in case of an emergency involving your child. Change of details forms can be obtained at the OSHC office or SCA website or you can email changes of details.

Please record on the enrolment form and discuss with the Senior Staff any special requirements your child may have, for example: allergies, medical conditions, behavioural issues, emotional issues, parenting orders, fears/phobias, extra-curricular activities, etc.

BOOKINGS BSC/ASC:

- All bookings need to be made through OSHC and **not** through the front office of the school.
- Bookings may be made on a permanent or casual basis.
- A permanent booking is an ongoing booking on the same day/s every week.
- Fees will be charged for permanent bookings regardless of attendance.
- A \$5.00 administration fee (No Notice Fee) will be charged if a child is absent for an ASC booking and the Centre has not been notified by 3pm.
- A casual booking is a booking that is made on an irregular basis. Casual bookings must be booked in before the child arrives at the service and are subject to availability. It is recommended that casual bookings are made the week prior to coming to ensure there is a place available.
- Fees will be charged for casual bookings that are not cancelled 24 hours prior to the day of care.

CHANGES TO BOOKINGS BSC/ASC:

- Changes to a child's permanent bookings must be given in writing to a Senior staff member. This is subject to availability and will be confirmed by a Senior staff member.
- If a change is required due to the child being absent from the program during term time i.e. Family holidays, school camps etc, full fees will be charged. Places will not be held if payment does not continue.
- To change a booking parents can fill in a change of booking form available from the OSHC office, SCA website or email OSHC directly.

CANCELLATION OF BOOKINGS:

- **Two week's notice in writing** must be received by OSHC for the cancellation of ALL care from the service.
- Fees will be charged until written notification is received. Please read the information below about cessation of care.
- To terminate care parents can fill in a termination of care forms are available from the OSHC office or SCA website.
- Casual BSC that is not cancelled the night before or ASC that is not cancelled before 12pm on the day of care will be charged.

CESSATION OF CARE:

The service is bound by government requirements for Cessation of Care. Under Cessation of Care CCB will not be paid for absences where fees are charged to reserve a place for a child who has not yet started care or who has finished care prior to the termination notice period.

This means that if your child does not start on the start date requested, you will be required to pay full fees for the days until your child attends the service, at which point CCB will be applied.

CCB will not be paid for absences once a child has stopped attending care. If your child does not attend in the 2 weeks where notice is given to terminate care, you will be required to pay full fees from the last day in which the child attended the service until the end of the termination period.

ABSENCES FROM BSC/ASC:

- OSHC must be notified if your child is not attending ASC that day. Ph: 6294 8004, Mobile: 0407 363 625, Email: sca.oshc@cg.catholic.edu.au.
- The school does not inform OSHC of absences and even if you have called the school you will still need to notify OSHC separately.
- Please note, if your child has a booking and is absent, fees will still apply and you will still be charged.
- An additional fee (No Notice Fee) of \$5.00 will be charged if OSHC are not notified by a parent or guardian of absence prior to 3:00pm.
- Notice is not required for BSC bookings.
- If a sibling attends the service it is not sufficient for the sibling to inform educators that their sibling is away – the notice needs to come from a parent.

VACATION CARE BOOKINGS:

- A current year enrolment form must be completed (this is the OSHC Enrolment form that is used for BSC and ASC). In addition to this, a Vacation Care booking form must be completed for each holiday period in which you are seeking care.
- Booking forms for each holiday period will be available at the beginning of Week 6. Please make sure you complete all of the booking form, and that you have signed all of the appropriate areas.

- Bookings must be returned to the OSHC room by the Friday of week 9. Bookings will only be taken after then if there are spaces available to fill the required educator:child ratio.
- **Full payment** is required at the time of booking to secure your child/ren's place at the program and so that we can confirm numbers for excursions etc.
- On days where numbers are limited they will be filled in a first in basis with a wait list developed after that.
- All bookings for the Vacation Care Program are treated as a permanent booking. Therefore, if your child/ren do not attend on the days you have indicated you are still required to pay for the care requested.
- No refunds or credits will be given unless OSHC cancels a program. Changes to bookings need to be made before Friday of week 9 by 4pm.
- If you receive CCB and would like to know your CCB amount before paying your Vacation Care fees, you need to contact Annette Galvin on 6294 1860 or annette.galvin@cg.catholic.edu.au prior to placing a booking. If you do not contact Annette you will be required to pay the full amount as policy is payment on booking.

AUSTRALIAN GOVERNMENT PRIORITY OF ACCESS:

In the event that OSHC fills the licensed places available, a wait list will be available. To ensure that the system is fair, the Australian Government has determined guidelines for allocating places in such circumstances. These guidelines apply to all OSHC Services.

They set out the following three levels of priority:

- Priority 1 – a child at risk of serious abuse or neglect.
- Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under section 14 of the Family Assistance Act.
- Priority 3 – any other child.

SIGN IN AND SIGN OUT:

- Parents/Authorised persons need to sign their child in and out at the Centre at the time of arrival and departure, by signing and writing the time. This procedure is a legal requirement and your cooperation in the matter is appreciated.
- Parents are requested to notify an educator of their arrival and departure for safety reasons.
- Children will not be released to anyone not authorised by the parents to collect the child/ren. Persons unknown to educators will be asked for identification.
- If your child/ren attend extra-curricular activities during OSHC sessions e.g. Music, sports training, etc, notification must be provided in writing by the parent, informing of the time, dates (or days if it is an ongoing activity), persons who have permission to sign the child out and back into the centre, arrangements eg. Will go straight from school and be signed back in by ..., and also acknowledging that OSHC is not responsible for the child during this time. This can be done by email.

FEES/FEE STRUCTURE:

Before School Care:	\$12.00 per morning (includes breakfast)
Before School Care Casual:	\$14.00 per morning (includes breakfast)
After School Care:	\$22.00 per afternoon (includes afternoon tea)
After School Care Casual:	\$24.00 per afternoon (includes afternoon tea)
Vacation Care:	\$65.00 per day. This includes morning tea, afternoon tea and any incursion, excursion or activity that is run on the day.

ACCOUNTS/PAYMENT OF FEES:

- Invoices are issued fortnightly by email and are due by the date on the account. Parents specify the email on the yearly enrolment form.
- Fees are to be paid for the days the child/ren are booked into the services including times when the child/ren is absent due to illness, holidays, etc.
- A late fee of \$20 for every 5 minutes each child or part thereof after 6pm will apply if children are not collected at the conclusion of their session. Parents will be required to sign a late note on collection of the child/ren.
- While we appreciate notification when parents are going to be late, the late fee will still apply even if the service has been notified. These costs will be included in the next account. The charging of a late fee is to cover the additional costs incurred by having educators remain behind after the 6pm closure.
- If you have any questions related to your account please contact our Finance Officer, Annette Galvin on 6294 1860 or email her on annette.galvin@cg.catholic.edu.au
- Payments can be made by:
 - Electronic Funds Transfer:
 - BSB: 062786
 - A/C: 19991
 - Reference: Child's name
 - Credit card: Can be used at the service (however we do not accept American Express) – Please see a staff member for assistance.
 - EFTPOS: Can be used at the service – Please see a staff member for assistance.
 - Cheque: Cheques are made payable to: **St Clare of Assisi OSHC** Place cheques into an envelope stating clearly the family name and the amount. Envelopes are to be given to a Management staff member.
 - Cash: The centre does not take cash payments. Cash payments are to be made at the school front office.

OVERDUE FEES:

Parents are responsible for ensuring payment of OSHC fees are paid on time. The policy for fee payment at Outside School Hours Care (OSHC) at St Clare of Assisi is a fortnightly settlement. These fees are required to pay educators and running costs of the centre. OSHC runs independently of the school's financial structure and therefore must pay its own costs.

To ensure that a just and fair system exists for all families in the school community there is a Fee Collection Policy. This is for your information only and is not intended to offend.

The following outlines the Fee Collection process at St Clare of Assisi OSHC.

- Invoices are issued fortnightly by email and payment is due by the date on the invoice;
- Payment is requested by C.O.B. on the due date;
- Payment may be made by EFT, EFTPOS, Credit Card or Cash;
- If you are experiencing difficulties we request that you speak with the Finance Officer immediately; who will speak with the Principal to arrange a possible payment plan;
- No financial assistance in the form of reduction of fee is available for the Service, as if you are eligible you received Child Care Benefits from the Government.
- It is important to note that all information is strictly confidential;
- If your debt accrues to the equivalent of one months care , a reminder letter is sent from the Principal requesting immediate payment; once again parents are invited to contact the Principal;
- If your debt accrues to the equivalent of two months fees in arrears, a Cancellation of Placement letter is sent and your child/ren will no longer have a placement at the centre. If your debt is older than three months the matter will be automatically referred to our Debt Collection Agency for recovery procedures if a payment plan is not in place.

The Principal and the Community Council Fees Committee assess all matters relating to the non-payment of fees. All matters are dealt with in the strictest confidence and regard is given to the Privacy Principles in the collection and retention of information.

CHILD CARE REBATE AND CHILD CARE BENEFIT:

Families may be entitled to receive the Child Care Rebate and Child Care Benefit.

The Child Care Rebate (CCR): pays up to 50% of your out of pocket expenses per child per year up to an annual cap of \$7,500. It is not income tested. To be eligible you must be using approved child care to attend work, study or training.

The Child Care Benefit (CCB): reduces the cost of your total child care fees at the time of payment and is calculated on the parent income.

It is important that even if you are assessed as 'not eligible' for the Child Care Benefit, you may still be eligible to claim the Child Care Rebate, but you must complete the 'Claim for Approved Child Care Payments' form through FAO.

Further information on your eligibility for Child Care Benefit and Child Care Rebate is available:

- Online at www.familyassist.gov.au
- By phone on 13 61 50 between 8am and 8pm Monday to Friday;
- At a Family Assistance Office (located in Medicare Offices, and Centrelink Customer Service Centres).

For the Centre to reduce fees by CCB or CCR a formal enrolment must be on our SCA OSHC system. The mandatory information that must be provided by the **family** to SCA OSHC for a

formal enrolment is on the enrolment form and as follows:

Child's Date of Birth
Child's CRN
Parent's Date of Birth
Parent's CRN

Our Centre uses the national child care system known as The Childcare Management System (CCMS). The CCMS software records child enrolment and attendance information which will be then sent to the Department of Education, Employment and Workplace Relations (DEEWR) via the internet to allow calculation and payment of Child Care Benefit (CCB) fee reductions.

INSURANCE:

Children who are enrolled at St Clare of Assisi Primary School or other Catholic Systemic School in the Archdiocese of Canberra and Goulburn are covered by CCI's Accident Insurance. All children are covered by public liability insurance.

MANAGEMENT STRUCTURE:

St Clare of Assisi OSHC is a non-profit organisation that operates under the authorisation of the Catholic Education Office and reports to the Principal of the school and SCA Community Council. The Centre also abides by the National Quality Framework and Standards.

STAFFING:

The OSHC Senior Staff team consists of the Director, Assistant Director and Educational Leader. The Centre also employs a number of Level 1, Level 2, Level 3, Level 4 and Level 5 Educators.

We recognize that the care of large groups of children for significant periods of time requires educators to have specialist skills and knowledge.

OSHC employs educators to meet the legislative requirements.

Educator to child ratios will be adhered to at all times and are as follows:

- There shall be a maximum of 11 children to 1 educator at all times.
- For excursions away from the Centre a risk assessment will be completed and ratios may change depending on the associated risk. This will be determined by the senior staff.

All educators employed by OSHC are deemed to be fit and proper persons to work within a child care service. This evaluation is made through such things as Working with Vulnerable People Checks and cards, contacting referees, 100 point identification check, establishing the person's good character and assessing their capabilities to provide an adequate standard of care in the OSHC setting.

CHILD PROTECTION/MANDATORY REPORTING:

All childcare workers are mandated to report any suspected child abuse.

OSHC considers any form of child abuse including emotional, physical and sexual abuse or neglect as intolerable under any circumstances.

OSHC has a legal and moral responsibility to protect children and young people from harm and to ensure that any incident of suspected child abuse is promptly and appropriately dealt with.

All OSHC educators are required to pass a police check and hold a Working with Vulnerable People card prior to employment.

NATIONAL QUALITY FRAMEWORK:

The National Quality Framework is a Nation Wide System that applies to Long Day Care, Family Day Care, Outside School Hours Care and Preschools.

The National Quality Framework includes:

- A National Legislative Framework
 - The Education and Care Services National Law
 - The Education and Care Services National Regulations
- A National Standard consisting of seven Quality Areas
 - Educational program and practice
 - Children's health and safety
 - Physical environment
 - Staffing arrangements
 - Relationships with children
 - Collaborative partnerships with families and communities
 - Leadership and service management
- A National Quality Rating and Assessment
 - This is a process through which services are assessed against the National Quality Standard and provided with a rating.
- A Regulatory Authority in each state and territory
 - The regulatory authority for ACT is the Children's Policy and Regulation Unit (CPRU). They have primary responsibility for the approval, monitoring and quality assessment of services in the ACT.
 - The CPRU are also responsible for:
 - Administering the framework
 - Granting approvals
 - Monitoring compliance
 - Investigating complaints or concerns.
- A new national body – ACECQA.
 - ACECQA's role is to oversee the National Quality Framework and guide its implementation in a nationally consistent way.

The central focus of the National Quality Framework is on outcomes for children. All education and care services must provide a program that is based on an approved learning framework, for School Age Care services this framework is 'My Time, Our Place'.

MY TIME, OUR PLACE – FRAMEWORK FOR SCHOOL AGE CARE IN AUSTRALIA:

The Framework aims to extend and enrich children's wellbeing and development in school age care settings. It acknowledges that children need a place to engage in a range of play and leisure experiences that allow them to feel happy, safe and relaxed. It also recognises that they need time to interact with friends, practice social skills, solve problems, try new activities and learn life skills.

Children's learning in school age care settings compliments their learning at home and school. In school age care settings there is great importance placed on relationships and nurturing children's talents and interests.

Through the framework's five learning goals educators will assist your child to develop:

- a strong sense of their identity
- connections with their world
- a strong sense of wellbeing
- confidence and involvement with their learning
- effective communication skills.

To find out more information visit www.deewr.gov.au/earlychildhood

INCLUSION SUPPORT SUBSIDY:

OSHC offers a program that is socially inclusive. A number of factors are taken into consideration to meet the needs of each individual child. This is done in consultation with parents, educators and where required Inclusion Support Officers. Our program may be eligible to receive an Inclusion Support Subsidy (ISS) which can assist with the inclusion of children with additional needs. For further information concerning ISS please contact Senior Staff.

COMMUNITY DIVERSITY AND SOCIAL INCLUSION:

OSHC values and respects diversity. OSHC educators are expected to demonstrate respect for all families and other educators regardless of culture, religious preference or physical ability. Respect for diversity is encouraged in our programs through the fostering of high self-esteem and a positive self-concept in children.

PROGRAM AND ACTIVITIES:

The program is developed through educators, children and family input; community events, children's interest and educator observations.

We encourage the parents and children to be involved in the planning of these programs to ensure their children's needs e.g. age, cultural diversity, developmental stages and interests are being met.

If you would like to comment on the program or have an idea that you think would be useful, please inform a member of our staff.

A range of equipment is provided to meet the outside school hours developmental needs of the children. The equipment and other materials utilised in programs are age appropriate, safe and well maintained.

Our aim is to provide experiences and play which are expected to be part of the life of school age children whilst in outside school hours care and during vacation care. These experiences are developed and tailored to meet the needs of the children in the service and include art, craft, cooking, gardening, nature play, group games, excursions, visitors to the service, physical activities and other recreational and creative experiences.

We provide a variety of different spaces daily – OSHC room, hall, oval, courts and outside the fence. These different spaces cater for the interests of the different children in our care.

Our outside the fence program encourages children to explore and appreciate nature. We use the area just outside the school boundaries where children are supervised and can climb trees, build structures, explore the water in the drains, look at the different animals and plants in the area and really enjoy being in nature.

EXCURSIONS:

During the school holidays, and before and after school care, we may leave the Centre to go on excursions.

On enrolment forms, parents sign permission for children to participate in short excursions away from the Centre within the surrounding suburbs. This could include nature walks, walks to local parks or shops. A map of the local area with boundaries is displayed at the service and available on the website.

During the excursions there will always be at least 2 educators, one of which will be first aid trained. The ratio of staff to children can increase on an excursion, depending on the risk factors determined in a risk assessment. Parents will be informed of the staff to child ratio of all excursions.

If excursions are close in proximity to the Centre, children and educators will walk to the excursion venue. For excursions where walking is not an option, OSHC uses buses to transport to and from the excursion venue.

In the event of an emergency during an excursion, OSHC carries a mobile phone and has a list of contact details for all children and educators attending the excursion.

FOOD AND NUTRITION:

OSHC offers breakfast for children who attend BSC, afternoon tea for those children who attend ASC, and morning and afternoon tea for Vacation Care.

OSHC aims to provide a nutritionally balanced menu, based on the five food groups, whilst trying to accommodate the taste buds and dietary needs of all the children. The OSHC nutrition policy is reviewed on a regular basis.

A copy of the menu can be found on the wall under the office window. Please feel free to comment on our weekly menu and if you have a recipe at home that is practicable and pleasing to the taste buds please send it in for us to try.

OSHC will endeavor, as far as is practicable to provide an environment that minimizes exposure to common food allergens. Because of this, **OSHC is a nut free environment.**

Educators aim to provide an eating environment that assists with the sharing of family and multicultural values and provides a calm atmosphere conducive to the role modeling and learning of appropriate skills.

Children are given the opportunity to develop their self-help skills through food preparation and service, and are encouraged to use best practice in regards to food hygiene and safety measures.

For Vacation Care parents are required to provide a drink bottle and lunch. Food should cover all food groups and be nutritionally sound in order to assist the child in participating in the high energy program. To assist us in providing an environment that minimises exposure to common allergens we ask that parents do not send any food containing nut or nut related products with their child.

ADDITIONAL DIETARY REQUIREMENTS:

OSHC educators will endeavour to provide assistance and support to any child with additional dietary requirements. Parents must inform educators upon enrolment about such requirements and provide necessary information with the enrolment form. Decisions regarding the best means of meeting a child's requirements will be made in consultation with parents and educators. Where specialised food requirements cannot adequately be met by OSHC, parents and educators will work together to develop strategies that will ensure the child receives appropriate snacks. OSHC will also endeavour to accommodate any religious beliefs, regarding food for individual families.

FAMILY INVOLVEMENT AND COMMUNICATION:

OSHC recognises the importance of parent involvement within the program. We realise that many working parents have limited time for this and therefore we aim to provide a variety of opportunities for parents to participate according to their availability.

Some of the ways you can be involved with the Centre include: completing surveys; attending parent meetings; family functions; input into weekly programs/menus; policy and procedure updates; spending time with your child at the service; sharing family and cultural celebrations with the service, reading the programmed documentation.

We encourage our families to share information about their skills, interests and views. These can be communicated formally and informally with the Director or other educators through conversation or emails.

Family members are invited to talk to the Director and senior staff and should feel comfortable voicing concerns or ideas that they feel will benefit the Centre.

CUSTODY AND ACCESS – COURT ORDERS:

If a parent is experiencing problems associated with custody and access then please notify the OSHC Senior Staff. A copy of any current Family Court Order must be provided on enrolment and we will do our utmost to abide by this. If there is any likelihood of problems associated with the collection of your child, it is the parents' responsibility to advise the Senior Staff. It is the responsibility of parents to ensure that the Centre is provided with information about any changes to court orders during the enrolled school year.

CONFIDENTIALITY:

The service protects the privacy and confidentiality of individuals by ensuring records about educators, children, families and management are kept in a secure place. These records are only accessed by senior staff and disclosed to those people who need the information to fulfill their responsibilities at the service or have a legal right to know.

All confidential conversations will be conducted in a quiet area away from children, parents and other educators. If you wish to have a confidential conversation with a senior staff member about your child/ren it assists us if you make an appointment in advance. This enables us to ensure that we retain our necessary supervision ratios as outlined under the National Quality Framework.

It is a legislative requirement for OSHC to retain certain records for specified amounts of time. All personal information will be appropriately stored with restricted access.

HOMEWORK:

A quiet space will be provided to encourage children to do their homework if required, but educators will not offer individual help as they are not qualified to do so and are required to supervise all of the children. Educators will not force or make homework time compulsory for any child, even if this is a request from parents, as the main focus of the program is recreation/leisure in a safe, fun and supervised environment. If you would like your child to complete their homework whilst at the program, you will need to have the discussion with your child.

PERSONAL ITEMS:

OSHC requests that all personal items, such as news items, library bags, toys and electronics be kept in children's bags for the duration of the program. We recommend that valuable personal items are not brought to the program as OSHC take no responsibility for belongings which are lost or stolen.

No handheld electronic devices (e.g. Nintendo DS, Gameboys, mobile phones, ipods or MP3 players) are to be brought to any OSHC programs. Any of these items will be locked in the office until the child is collected from the program.

CLOTHING:

As children in before and after school care are in school uniform, educators will encourage children to take care whilst participating in activities. Smocks will be provided for painting and messy activities.

For vacation care programs parents are asked to send children in clothes that are appropriate to the season and the activities they will be participating in. Simple play clothes and running shoes allow children to participate without limitations or worries that their clothes will get damaged. Shorts, t-shirts, jeans, jumpers and closed in shoes are recommended. For sun smart reasons, parents are asked not to send their children in singlet tops. A spare set of clothes can be sent in your child's bag if necessary.

Children are also required to wear hats whilst at OSHC in accordance with our sun safety policy. Please make sure your child has a labeled hat with them so they can participate in outside activities.

SMOKE FREE ZONE:

Smoking is not allowed in the service or its surrounding buildings, grounds or facilities.

EMERGENCY PROCEDURES:

To ensure the safety of the children, emergency procedures will be practiced on a regular basis and be consistent with other emergency/disaster plans used by the school. OSHC also has an Injury, Illness and Incident Policy in place and clear procedures in the event of a critical incident whilst in operation. Procedures are also in place in the event of harassment and/or threat to the children by persons known and unknown to the service.

SUN AND HEAT PROTECTION:

OSHC has a sun protection policy which uses guidelines from a Government approved UV radiation site (ARPANSA). Outside play is a valuable component of the OSHC program and all children will require a hat when the UV is 2 or above during the months between August to May. During the months of June and July children will be encouraged to leave their hats off or wear a beanie to allow for absorption of vitamin D when the suns UV radiation levels are at their lowest.

Although weather conditions determine if outdoor programs continue, parents should expect that children will be outside.

OSHC will use the guidelines from the ARPANSA website as well as their judgement to decide if outdoor programs should take place in shaded areas or if alternate indoor activities will take place.

BEHAVIOUR GUIDANCE/CODE OF BEHAVIOUR:

In order for the children to feel safe, secure and know the limits on their behaviour, the educators ensure that all children experience a consistent approach to behaviour guidance. This involves developing the children's awareness of what is appropriate behaviour, what is inappropriate behaviour, what is safe and what angers or hurts others. Throughout their time in OSHC, educators will work to assist your child/ren to further develop their capacity for self-discipline and self-regulation.

No child will be subject to punishment that humiliates, frightens or threatens them. OSHC has a behaviour guidance policy in place which outlines for educators a process of consistent and fair behaviour guidance steps to be followed if required.

Parents will be advised of repeatedly unacceptable behaviour. Senior Staff will keep in close contact with parents regarding children's behaviour, both positive and negative. Parents are welcome to approach Senior Staff if they are concerned about an issue which they believe may be affecting their child/ren.

In the event of a child being involved in an accident related to unacceptable behaviour an incident report will be completed by educators and the parent will be asked to read, discuss if required, and sign this form when they collect their child.

For some instances of unacceptable behavior or repeated instances of unacceptable behavior which puts the health and safety of the children and educators at risk, children will be sent home and parents call to collect them. While waiting for parents to collect, children will be asked to sit and do quiet activities away from other children.

As a last resort, a child may be excluded from the program for consistent, unacceptable behaviour which puts the health and safety of children and educators at risk. *This will only be done in consultation with parents, the Director and the Principal of the school.* Exclusion from the program will be discussed with the parent prior to the commencement of the exclusion period.

A copy of the OSHC Behaviour Guidance policy and procedure is available at the service.

ACCIDENT, ILLNESS AND INFECTIOUS DISEASE:

In the event of an accident/incident occurring, first aid will be provided by an educator with a current first aid certificate. We are required to have a qualified first aid educator working at all times whilst children are at the service.

If the parent is not contacted at the time of the accident/incident, they will be informed when they arrive to collect their child. Details about the incident will be written on an incident/accident form which the parent will be asked to sign.

If a child obtains a serious injury above the shoulders or an injury in the groin area or falls off the equipment or from a height, parents will be called and notified as soon as practicable as well as an incident report written.

If a child becomes ill at a program a parent will be contacted and asked to collect the child; if the parent is not able to be contacted, the emergency contact nominated on the enrolment form will be notified. Every effort will be made to make the child comfortable until the parent arrives.

Please make sure that the centre is notified as soon as possible and an action plan provided if your child has an on-going illness, condition, allergy or dietary requirement. Action plans are a requirement under the National Quality Framework and must include a photo of the child. If needed, a meeting can be held to discuss any concerns or issues.

In order to protect the health of both educators and children it is necessary to minimise the risk of cross infection by infectious disease. OSHC is guided by the health authorities as to any exclusion periods for specific infectious diseases.

Parents and the Department of Health will be notified of any reportable infectious diseases that occur at the service.

Periods of Exclusion - Children with Infectious Diseases

In accordance with the Children's Services Act 1986, any child or person suffering from infectious disease will be excluded from care. Parents must read the infectious disease poster displayed, as the exclusion periods will be strictly enforced.

The Public Health Regulations require children with infectious diseases and children who have been in contact with an infectious disease to be excluded from the centre for the periods stipulated below.

<i>Chicken pox</i>	<i>Excluded until recovered or for at least 5 days after the eruption first spot appears. Once a scab has formed on the spots the child is no longer contagious.</i>
<i>Conjunctivitis</i>	<i>Exclude until discharge from eyes ceases.</i>
<i>Diarrhoea</i>	<i>Exclude until diarrhoea ceases. 24 hours after the last diarrhoea incident.</i>

<i>Hepatitis A</i>	<i>Exclude for 7 days after the onset of jaundice and a certificate is furnished by a medical practitioner stating that the person is no longer infectious.</i>
<i>Impetigo</i>	<i>Exclude until appropriate treatment has commenced and sores on exposed surfaces are covered with a dressing.</i>
<i>Measles</i>	<i>Exclude for at least 4 days after the after the appearance of the rash.</i>
<i>Mumps</i>	<i>Exclude for 9 days after the onset of the treatment.</i>
<i>Ringworms</i>	<i>Exclude until the day after treatment has commenced.</i>
<i>Head Lice</i>	<i>Exclude until treatment.</i>
<i>Rubella</i>	<i>Exclude until recovered or for at least 4 days after the appearance of the rash.</i>
<i>Whooping Cough</i>	<i>Exclude for 5 days after starting antibiotic treatment.</i>

MEDICATION:

If a child requires medication while in care, parents must complete an 'Authority to Give Medication' form. If the form is not completed correctly, medication will not be administered, this form must be signed and dated.

- Any medication required by your child/ren must be handed to a senior staff member on arrival at the service by parent or guardian.
- Medication must be in its **original packaging and prescribed by a doctor** with the child's name, dosage to be given and storage instructions. If the medication to be given is ongoing, medication blister packets can be supplied with a letter from the child's doctor stating the above information.
- Educators will not administer medication:
 - If the medication has passed its expiry date.
 - If the prescribed medication does not have the child's name on the packaging.
 - At a higher dosage that is prescribed or more frequently than is prescribed on the packaging.
- All medication will be stored away from the children in a secure place within the Centre.

If your child suffers from Asthma, is anaphylactic or requires emergency medication, you will be required provide the service with an action plan including a photo. OSHC has the right to refuse care to children who require emergency medication and do not have a current action plan at the service.

POLICIES AND PROCEDURES:

OSHC has policies in place for all areas of the National Quality Framework; these are reviewed regularly with feedback from children, families, OSHC educators, the school and the CEO.

If you would like to read more about the OSHC policies and procedures, a complete manual is available from the OSHC office.

CUSTOMER FEEDBACK PROCEDURE:

OSHC views family feedback as an opportunity for improvement and also strives to utilise this feedback to build stronger relationships with individual families who have taken the time to let us know their thoughts.

Families can provide feedback through informal or formal conversations, through email, feedback forms and evaluation forms.

All family feedback is kept on file for program purposes.

The Management staff will be happy to discuss any feedback you have, including concerns or questions you might have concerning the program.

If you have a complaint please approach a member of the Senior Staff directly. If there is a continuing issue that you feel has not been addressed appropriately by the Director you may contact the school principal. If you feel this process has not met your needs, complaints can be directed to the Children's Policy and Regulation Unit.