



Welcome | Our Family Handbook explains important information to assist you and your child's transition in to care at Gulfview Heights Primary School OSHC.

We strongly recommend you read the provided information and ask questions to confirm your understanding of how OSHC operates. You will be required to sign and return the form on the last page of the handbook to confirm you have read and understood the information you have been given in your enrolment pack.

*We have an open-door policy and you and your family are welcome to visit OSHC at any time.*

# OSHC's Philosophy

Gulfview Heights Primary School Out of School Hours Care aims to provide a caring and safe environment where children are able to participate in positive experiences whilst developing socially, emotionally and intellectually. We expect children to respect all people and property. Parents, staff, children and the community are encouraged to participate in decision making.

## Acknowledgement

We recognise that the Kurna people are the landowners and original custodians of the Adelaide plains.

## The child

We believe that children in our care should:

- feel safe, secure and supported both physically and emotionally
- learn through fun, play and experimentation
- have an awareness and understanding of differences in culture, language, age, needs and ability
- develop an awareness and respect for their environment

## Environment

The environment our service provides for children, families, staff and visitors:

- will be nurturing and caring, fostering confidence, self-worth and self-esteem
- practices positive role modelling
- is a welcome and friendly atmosphere
- builds and maintains secure, respectful and confidential relationships

## Program

Our OSHC program:

- acknowledges each child as unique and an individual
- offers a variety of interesting and challenging experiences for children to choose from
- supports children with additional needs
- values individual expertise of staff and community members
- provides structured and unstructured options
- allows parents/caregivers to exchange information about their child

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## **Service Information**

OSHC caters to primary aged children (5 to 12 years). We are open Monday to Friday for Before School Care during the term: 6.30am to 8.35am and After School Care 3.10pm to 6.30pm. Our office hours are 6.30am to 9.30am and 1pm to 6.30pm (during the school term). OSHC operates Vacation Care during the school holidays, Monday to Friday between the hours of 6.30am to 6.30pm. OSHC is closed on all South Australian public holidays.

## **Contact Information**

Phone: 8182 6950 M: 0417 945 104

Fax: 8281 5839

Email: [oshc.ghps176@schools.sa.edu.au](mailto:oshc.ghps176@schools.sa.edu.au)

Website: ghps.sa.edu.au

## **Management Structure**

Approved Provider: Gulfview Heights Primary School Governing Council Inc.

Nominated Supervisor: Jackie Cridland

Director: Jackie Cridland

Assistant Director: Debbie Hodgetts

## Our Team of Educators



Jackie  
Director



Debbie  
Assistant Director



Amanda  
Qualified Educator



Meryn  
Qualified Educator



Zoe  
Educator



Madeline  
Educator



Jordan  
Educator



Jasmine  
Educator



Millie  
Educator

## **Our Commitment to Child Safety**

We are committed to ensuring the safety and wellbeing of children while they are being educated and cared for by educators and staff at Gulfview Heights Primary School OSHC. We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to comply as an organisation to prevent and respond to allegations of child abuse.

Our staff carry out their responsibilities as mandatory reporters as required by law under the Children and Young Persons (Care and Protection Act 1998) and maintain up to date with knowledge of child protection law.

Our staff are recruited through a robust screening process to ensure they display the right personal qualities and experiences to provide high quality supervision and care to children. All staff hold a validated Working with Children Check.

We have zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegations or concern will be responded to promptly by management. We request that you contact our Nominated Supervisor if you have any concerns on 81826950 or 0417945104.

## **Code of Conduct**

The Code of Conduct establishes the standards for all employees of OSHC. Employees are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's Code of Ethics. The values that underpin our work ethic include equality, respect, integrity and responsibility.

## Our Educators and staff

OSHC is made up of team of high-quality professional educators that are committed to and passionate about school aged care. Our staff promote the human rights, safety and wellbeing of all children and consider and respect the diverse backgrounds and needs of children.

We create an environment that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families.

All staff hold valid Working with Children Checks and all Responsible Persons (placed in charge of the day-to-day running of the service) have current ACECQA approved First Aid, Emergency Asthma and Anaphylaxis qualifications.

Our educators take into account children's learning styles, abilities, interests, linguistic and cultural diversity and family circumstances when planning and implementing learning programs. We support and respect the history and backgrounds of Aboriginal and Torres Strait Islander people and aim to foster each child's sense of identity.

All staff are encouraged and supported to attend professional training and development to further their knowledge and skills. For further details on the qualifications of the educators, please see our Director.

## National Quality Framework

OSHC complies with the Australian Government's National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law and National Regulations, the National Quality Standard and a rigorous assessment and rating system. Our educational program and curriculum are based on the School Aged Care Learning Framework – *My Time, Our Place*.

We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our service to identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement. Additional information about NQF can be found at [www.ACECQA.gov.au](http://www.ACECQA.gov.au).

## Regulatory Authorities

OSHC is regulated by the national body for early education and care – the Australian Children's Education and Care Quality Authority (ACECQA) as well as the state licensing department in South Australia. To contact our Regulatory Authority, please refer to the contact details below:

- Department for Education OSHC Unit  
82266427  
[dec.d.oshc@sa.gov.au](mailto:dec.d.oshc@sa.gov.au)

## Staff/child ratios

We comply with the National Regulations for educator to child ratios across our service to ensure adequate supervision is provided for all children.

At OSHC:	1:15
Excursions:	1:8
Swimming/water-based activities:	1:5

## Educational Program

We provide a range of both structured and non-structured play-based learning experiences that are designed to be stimulating, challenging, inclusive and meet the needs and interests of all children. The development of our program is informed through ongoing observations, evaluations and collaboration between educators, children, families and relevant stakeholders.

OSHC's curriculum follows *My Time, Our Place* Framework for School Aged Care in Australia as per our programming policy.

The Framework has been designed for use by school age care educators working in partnership with children, their families and the community, including schools. It represents Australia's first national framework for school age care to be used by school age care educators and aims to extend and enrich children's wellbeing and development in school age care settings.

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

The Framework acknowledges the importance of play and leisure in children's learning and development and that their learning is not limited to any particular time or place. Developing life skills and a sense of enjoyment are emphasised. The Framework recognises the importance of social and emotional development and communication in learning through play and leisure, and it forms the foundation for ensuring that children in all school age care settings engage in quality experiences for rich learning, personal development and citizenship opportunities. (My Time, Our Place. p.4.)

## My Time, Our Place

Fundamental to the Framework is a view of children's lives as characterised by belonging, being and becoming. From birth children are connected to family, community, culture and place. Their earliest development and learning take place through these relationships, particularly with families, who are children's first and most influential educators. As children participate in everyday life, they develop interests and construct their own identities and understandings of the world.

### BELONGING

Experiencing *belonging* – knowing where and with whom you belong – is integral to human existence. Children belong first to a family, a cultural group, a neighbourhood and a wider community. Belonging acknowledges children's interdependence with others and the basis of relationships in defining identities. In early childhood, and throughout life, relationships are crucial to a sense of belonging. Belonging is central to being and becoming in that it shapes who children are and who they can become.

### BEING

Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the here and now in children's lives. It is about the present and them knowing themselves, building and maintaining relationships with others, engaging with life's joys and complexities, and meeting challenges in everyday life.

### BECOMING

Children's identities, knowledge, understandings, capabilities, skills and relationships change during childhood. They are shaped by many different events and circumstances. Becoming reflects this process of rapid and significant change that occurs as children learn to grow. It emphasises learning to participate fully and actively in society.

## Goals for your child at OSHC

***Children in school age care settings are challenged to be curious about what is of interest to them while at the same time developing self-identity and social competencies.***

(adapted from Stig Lund, Danish National Federation of Early Childhood Teachers and Youth Educators and Nordic Teachers Council)

In school age care settings educators collaborate with children to provide play and leisure opportunities that are meaningful to children and support their wellbeing, learning and development. School age care settings pay attention to the needs and interests of individual children within a context that promotes collaboration and active citizenship. Children in school age care settings have choice and control over their learning as they collaborate with educators to extend their life skills and develop dispositions towards citizenship. (My Time, Our Place, Framework for School Age Care. p.6, 2011)

We will create a range of short and long-term goals for your child. We will use these goals to develop programs and inform our observations which will be based on the 5 outcomes in the Framework for School Age Care – *My Time, Our Place*. These include:

Outcome 1: Children have a strong sense of identity

Outcome 2: Children are connected with and contribute to their world

Outcome 3: Children have a strong sense of wellbeing

Outcome 4: Children are confident and involved learners

Outcome 5: Children are effective communicators

We strongly encourage communication between families and educators to ensure continuity in the program we are delivering to your child and acknowledge that the role of the educator is to work in partnership with families; children's first and most influential educators.

## **Documentation of Children's Learning**

Children's learning may be documented in a variety of ways to assist with ongoing reflection, evaluation and assessment of their strengths, interests, behaviours and relationships. Documentation may include:

- child's profile
- goals from families and educators
- observations
- objectives for further development
- work samples
- learning stories

The individual child's documentation is maintained and used as a direct tool for critical reflection, evaluation and future planning within OSHC's program. This makes the program reflect the value of individuality and is not to be used as a means of comparison between peers or stereotypes. You will be given your child's documentation/portfolio when they finish at OSHC. The documentation is always available for you to review at your convenience.

## Communication

We work in partnership with you and your family. We support and encourage communication with your child's educators about your child's unique needs and their general enjoyment of their day at OSHC. Everybody has a preferred time and method of communication. Sometimes, mornings and afternoons can be a little rushed, and not the best time to discuss your child's day and enjoyment at OSHC. You are encouraged to talk our Director to arrange to meet at a mutually convenient time.

We have many types of communication we use for families, including:

- Phone calls
- Emails
- Letters
- Face to face
- Formal meetings

## Enrolment Information

Prior to your child commencing at OSHC, you'll be required to complete an enrolment form and provide documentation.

### Enrolment Form

We will require a copy of your child's immunisation history statement from the Australian Immunisation Register.

Please note, enrolment records will need to be updated annually or whenever your circumstances change.

### Family law and access

OSHC will uphold any responsibilities or obligations in relation to Family Law and access to the service. We require certified copies of any court order, parenting orders or parenting plans, relating to your child and request that if situations change, a copy of the Court Order is provided to OSHC. We will only allow children to leave OSHC with the written/verbal permission of the custodial parent/guardian. Without a Court Order we cannot stop a parent collecting a child. All documentation relating to custody and access are held and maintained securely with their enrolment form.

### Authorised Nominees

You will be requested to provide information about authorised nominees on your child's enrolment form. These are persons that you provide permission to:

- collect your child from OSHC
- provide consent for medical treatment for your child from a medical practitioner

- provide consent for the transportation of your child by an ambulance service

Please understand that it is essential we have up-to-date information on your child's enrolment record in case of an emergency. It is important that you notify the Director of any changes to enrolment information including:

- your residential address
- health of your child
- telephone/mobile numbers
- contact details for any parent or authorised nominee
- family changes (parenting orders)
- emergency contact information details etc.

## **Authorisations**

The enrolment form will include additional authorisations for OSHC to seek medical treatment and emergency transportation for your child if required. Authorisations will also be requested for permission to administer emergency medication to your child in the case of an asthma or anaphylaxis emergency (Ventolin or Epi-pen), permission to access medical treatment and transport in case of an emergency.

## **Photographs**

As part of the enrolment process, we will also ask for your permission to take photographs and video of your child during normal activities and excursions as part of our observation and programming process.

## **Medical conditions – Allergies, Asthma, Diabetes or Epilepsy**

It is vital we are aware of any medical condition including diabetes, epilepsy, allergies, eczema, asthma, risks of anaphylaxis to your child including any potential triggers. Families are required to indicate any allergies or asthma on the enrolment form.

OSHC requires a Medical Management Plan or Asthma/Anaphylaxis Action Plan to be completed by your General Practitioner to assist in managing your child's needs. This needs to be provided prior to your child's commencement at OSHC. In consultation with the Director, you will be asked to develop a Risk Management Plan to assist our educators. Any prescribed medication that your child may require must be provided each day they attend OSHC.

To ensure the safety and wellbeing of your child, please update your child's Medical Management Plan/Action Plan every 12 months or whenever a change in their medication or treatment occurs. (Australian Society of Clinical Immunology and Allergy) (ASCIA).

## **Diagnosed disability or additional needs**

If your child has a diagnosed disability or learning, behavioural or other diagnosed difficulty, please speak to our Director prior to enrolment.

We provide a supportive and inclusive environment that allows each child to fully participate in quality education and care. We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child to have equitable access to resources and participation. If your child has as National Disability Insurance Scheme (NDIS) package, we may need your consent to make contact with services and/or therapists who are working with your child to seek information regarding their learning plan to support continuity of learning.

OSHC may be able to apply for additional support through the Inclusion Support Program to assist your child's access.

## **Transportation**

As part of our service we provide transportation between OSHC and other locations during school holidays whilst participating on excursions. The safety of children enrolled in OSHC is paramount and we take every reasonable precaution to protect children from any hazard that could cause injury or harm. We undertake comprehensive risk assessments and ensure supervision is adequate at all times. Educators to child ratios are strictly adhered to at all times. For regular transportation written authorisation will be required every vacation care period. Any other forms of transportation will require individual written authorisation.

## **Excursions/Incursions**

As part of our program, we, on occasion will plan excursions within the community and incursions at OSHC. These activities enhance the program, children's learning experiences and involvement in the community. Safety is an essential part of all excursions and they are only undertaken after risk assessments have been conducted and risk management strategies implemented.

Written authorisation will be requested from parents prior to any activity and must be received by OSHC before any child can participate in the excursion. During any excursion, attendance records are maintained accurately, a qualified first aid officer is always present, staff ratios based on the risk assessment are strictly adhered to as a minimum and children are supervised at all times. For further information, please refer to our *Excursion Policy*.

# Fees, rebates and attendance

## Fees

Below is a full fee schedule, before Child Care Subsidy (CCS) has been applied.

Before School Care: \$15.00 per session

After School Care: \$20.00 per session

Vacation Care Home Day: \$50.00 per day

Vacation Care Incursion Day: \$55.00 per day

Vacation Care Excursion Day: \$65.00 per day

## Statement of fees

Each week we will send you a statement via email. Please check these statements to ensure all details are correct and accurate. If there is any discrepancy, please contact the Director as soon as possible.

## Child Care Subsidy (CCS)

Child Care Subsidy offers assistance to families to help with the cost of child care aged 0 – 13 years. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- **Combined annual family income**
- **Activity test** – the activity level of both parents
- **Service type** – type of child care service and whether the child attends school

Families who wish to receive Child Care Subsidy as reduced fees must apply through **myGov** website. This includes completing the Child Care Subsidy activity test. Child Care Subsidy is paid directly to OSHC to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by OSHC and the subsidy amount received. This is called the 'gap fee'.

On enrolment we will need the Customer Reference Number (CRN) of the person linked with the child, along with the child's CRN so we can confirm the attendance and ensure that you are receiving the appropriate subsidy.

## Complying Written Agreement (CWA)

A Complying Written Agreement (CWA) is an agreement between OSHC and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and details of the fees to be charged. Before Child Care Subsidy can be paid, you must approve the enrolment information within the CWA via the **MyGov website**.

## **Allowable Absences**

Parent/guardians must notify OSHC 24 hours before the session starts if a child will be absent from Before/After School care. Please note that failure to notify us of your child's absence will result in your child being recorded as absent.

Once your Vacation Care bookings have been confirmed you will be charged for all days requested regardless of any absences.

We encourage families to notify OSHC as soon as possible if your child will be absent for any session or day you have booked. It is recommended that absences are notified to OSHC by email, sending a text to the mobile or by phoning in.

Child Care Subsidy will be paid for any absence from an approved child care service your child attends for up to 42 days per child per financial year.

You can access your child's absence record on your online statement by selecting '**View Child Care Details and Payments**' on your [Centrelink online account](#).

If your child has not attended OSHC for 14 continuous weeks, your child's enrolment will be cancelled, and Centrelink will stop paying your CCS subsidy from the last session your child attended.

## **Fees in arrears/Financial Support**

Families who have outstanding fees of 3 weeks, will receive notification of their account being overdue and requesting payment immediately, or that contact be made with the Director within 7 days to negotiate payment options.

Following further non-payment of fees owed to the service, or failure to make contact with the Director, a letter will be sent to the family advising that their child/ren's attendance at the service may be refused until all outstanding fees are paid, including any administration fees (which will be charged at the Directors discretion).

Further non-payment may result in the debt being handed over to a debt collector for fee recovery or further process through the courts. The parent/caregiver is responsible for any fees associated with debt recovery.

If you are experiencing financial hardship, please speak to the Director. Additional Child Care Subsidy (ACCS) may be available to support your family. We may be able to organise a payment plan before your fees go into arrears.

## **Permanent and Casual Bookings**

Permanent bookings are an ongoing booking that:

- remains the same from one week to the next
- are chargeable regardless of attendance (unless you have provided the adequate notice to cancel)

Casual bookings are one off bookings that:

- can be booked at the last minute for emergency care, provided that we have vacancies. If there are no vacancies, we will put your child on a casual waiting list and will contact you if a vacancy becomes available
- are designed to support families taking on casual work and shift work
- can be cancelled at no cost, provided 24 hours' notice is given via email or phone

## **Waiting List**

Casual waiting list: We will create a casual waiting list for casual bookings that have been requested for a session which is at capacity. If positions become available, we will allocate them in order of application whilst adhering to recommendations of Priority of Access.

Permanent waiting list: If you would like to increase your child/ren's permanent sessions but there are no permanent vacancies, your child/ren will be placed on a waiting list until a position becomes available. Positions will be allocated in order of application, whilst adhering to our Priority of Access process.

## **Vacation Care**

OSHC provides Vacation Care during the school holidays. Our program is developed in consultation with the children, families and educators to include a variety of activities including excursions, themed and incursion days. The program and booking form will be emailed to families by week 8 of each term. Parents/guardians will need to complete and return the booking sheet by the specified cut-off date in order to secure your child/ren's position.

## **Withdrawal from care/Reducing Enrolment Days**

Please see the Director to notify any changes to days booked. Children are not able to attract CCS for any days after the last day your child physically attends the service.

## **Service Policies and Procedures**

You will find a copy of our service policies and procedures in the OSHC. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and Regulations and Family Assistance Law.

Educators cannot make exceptions for individuals unless the Director or Management do so on account of serious/or extraordinary circumstances.

We are constantly reviewing our policies and procedures and ask staff and families to participate in order to ensure our policies and procedures meet the needs of our families whilst adhering to the required legislations.

## **Arrival and Departure**

For safety and security ALL children must be signed in on arrival and signed out on departure by an authorised person over 18 years of age.

No child will be allowed to leave OSHC with a person who is not stated on the enrolment form, unless prior arrangements are made with the Director. Photo identification will be required for any person collecting children not known to educators. No child is permitted to travel home on their own.

## **Parent Participation and Feedback**

OSHC has an Open-Door Policy and actively seeks and encourages families to be involved in the service. This can range from evaluating and adding input to your child's program and observations, volunteering within the service and sharing skills and experiences that the children and the program will benefit from and providing feedback.

If, for any reason you have any concerns regarding the service or your child's experience we have a *Grievance Policy* that supports all stakeholders in our community. This, along with all our policies, is available for families to consult and implement at any time. Copies of all our policies are available in OSHC. You are welcome to take a copy home to review at your leisure.

## **Technology, Television and devices (including mobile phones)**

OSHC encourages the use of technology to assist with the implementation of our program, activities and research. Children are able to access a range of technologies at OSHC to facilitate their homework. This will always be carried out under adult supervision.

On occasion we may program a movie during quiet time or wet weather. Consideration is made of the content and the suitability to the age of the children involved. All permitted media (films, music and games) are classified G or PG. Permission for children to watch these movies is requested on our enrolment form.

## **Homework**

We understand that many children may need to complete homework whilst in care. Whilst we do not offer a one-to-one homework/tutoring program, we support children by providing them with the space, staff support and resources to complete their homework.

If you would like your child to be encouraged to complete their homework please notify the OSHC staff. Please note the staff will not force your child to do homework while in care.

## **Food/Menu**

OSHC provides a nutritious menu that has been developed with the Australian Dietary Guidelines. We provide breakfast and Afternoon Tea.

A weekly menu will be on display on the program as well as on the cupboard. Children have the opportunity to contribute to the development of the menu by providing us with suggestions and feedback. We encourage families to do the same.

We cater to children's individual special dietary requirements by providing a variety of menu options. Please ensure that your child's health, allergy and cultural dietary requirements are kept up to date to ensure that our team are providing appropriate food options for you child/ren.

## **Toys**

OSHC has an abundance of toys and we ask that children do not bring in toys from home. This eliminates toys getting lost, broken, disappointment for other children and responsibility on educators to track numerous toys throughout the day.

## **Behaviour Guidance**

Educators follow a Behaviour Guidance Policy that extends across the service giving consistency of expectations. This policy allows children to develop self-discipline, respect for others, for property and respect for self, whilst learning to regulate their behaviour in different environments.

OSHC has a set of rules which we have developed along with the children and families. We use these rules as a point of reference to guide children's behaviour in a positive manner. This ensures that children have as a clear understanding of the expectations of their behaviour whilst in our care.

If you require further information on this policy please ask educators and refer to the Behaviour Policy.

## Physical Play

Physical Play includes activities that use physical movements to allow children to use their energy, enhance their concentration, co-ordination, motivation, learning and wellbeing. We feel that physical play is a vital part of everyday life and especially important in an OSHC setting given the amount of time children have been non-active in the classroom throughout the day.

OSHC provides children with a wide range of both indoor and outdoor physically active play based learning experiences.

Physical play provides children with the opportunity to:

- use their imagination
- foster self-esteem and confidence
- develop strong bones and muscles
- build resilience
- promote peer groups/friendships
- become more independent
- improve strength and balance
- test abilities and experience adventure
- challenge their fears
- develop flexibility and coordination
- improve spatial awareness
- develop and improve mathematical concepts
- be confident as they learn to control their bodies and understand their limits
- learn to cooperate and share with others
- promote healthy growth and development

## Sustainability

OSHC is passionate about sustainability. We believe in supporting children to appreciate and care for the environment by embedding sustainable practice into the daily operation of OSHC, infrastructure and teaching.

In order to empower our sustainability program, we emphasise children's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, encouraging them to participate in a recycling program, using recycled materials for art/craft resources, reducing energy and conserving water. We aim to provide children with skills and knowledge required to become environmentally responsible.

## **Sun Safety**

Children and educators will wear hats and appropriate clothing when outside. Staff will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF30+), which is reapplied according to the manufacturer's recommendations.

### **SUN HAT**

A sun protective hat must be worn every day when playing outside for protection against the sun. Please note that educators will enforce the 'no hat, no outdoor play' rule and children will be instructed to play under shelter if they do not have a suitable hat.

## **Family Involvement**

We welcome and encourage the involvement of all parents/families at OSHC. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge. There are many ways for your family to be involved. We understand that our busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated. Here are just a few ideas.

### **Your occupation or hobby**

You are the most important person in their world. We welcome all parents to OSHC to talk about their occupation or hobby (e.g. music, craft, cooking). Everything parents do interest children and these talks are the best educational resources you can provide for OSHC.

We use information that has come from discussions about occupations and hobbies in our program and the ideas explored can turn into interest projects providing valuable learning.

### **Your culture**

We aim to foster relationships among families and community and invite you to share aspects of your culture, history, language and celebrations with OSHC. Your involvement greatly assists us to enrich the lives of all our families and children.

### **Recyclable items**

We are always on the lookout for recyclable items. Empty food containers, ribbons, wrapping paper, paper or anything interesting from your work is much appreciated.

## Suggestions

Parents are welcome to visit or call OSHC at any time. If you have any suggestions or ideas on how best we can work together in OSHC, please let us know.

If you have any concerns, please see the Director. We have a grievance procedure if you would like to formally raise any concerns.

## Community Information

We have a community notice board at the entry to OSHC. This board is used to display relevant programs, menus, notices, updates and reminders for children and families. Please ensure you check this on a regular basis.

## Health and Hygiene

OSHC has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices. All staff diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues. We request that all children and visitors to OSHC wash their hands upon arrival.

Our educators teach and model correct hand washing technique to children and regularly clean and disinfect touch objects throughout OSHC to reduce the spread of infection.

### When should I not send my child to OSHC?

OSHC cares for children before and after a busy and demanding day for the bodies and minds of our children at school and during vacation care. We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care. To minimise the spread of infections and diseases, and maintain a healthy environment for all children, educators and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC) – *Staying Healthy in Childcare*. Our policies and procedures for *Sick Children* and the *Control of Infectious Diseases* are available for all families to view.

Please monitor your child's health and do not bring your child to OSHC if they are suffering from an infectious disease/illness or are generally unwell.

If your child becomes ill whilst at OSHC, we will contact you or an authorised nominee to collect your child. If your child is unable to be collected, educators will contact the child's emergency contact for collection. When your child is collected, you will be provided with an Injury, Incident, Trauma and Illness Record completed by the educator which includes information about your child's illness, their symptoms, general behaviour and any action taken. You will be requested to sign and acknowledge the details in this record. If your child becomes ill whilst at school and returns home, please ensure that OSHC is made aware.

Your child should not attend OSHC if they have had paracetamol within 24 hours for a temperature. Children who are on antibiotics are to be kept away from OSHC for the first 24 hours to allow the child to rest and to reduce the risk of spreading the infection. If your child has been vomiting or had diarrhoea, they will be excluded for 48 hours. For certain illnesses, a medical clearance may be required before your child returns.

If your child has been away due to illness, please check with OSHC as to whether or not you will need a certificate before your child returns.

## Infectious Diseases

The National Health and Medical Research Council have supplied the following information regarding minimum exclusion period for children from an early childhood education and care service. Please inform staff if your child has any of the following so that we can notify the Public Health Unit and other families of any infectious diseases/illnesses. (Confidentiality is always maintained).

CONDITION	EXCLUSION
Fever	At least 24 hours after the fever has reduced
Diarrhoea/Gardia	Excluded until at least 24 hours after the diarrhoea has ceased
Hand, Foot and Mouth Disease	Until blisters have dried
HIB	Exclude until medical certificate of recovery is received
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness
Herpes/Cold Sores	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible
Influenza and flu-like illnesses	Colds with fever, nasal discharge, coughing, wheezing area excluded for the period of acute illness <b>Not including COVID-19, please refer to OSHC's CORONAVIRUS (COVID-19) MANAGEMENT POLICY</b>
Measles	Exclude for at least 4 days after onset of rash
Meningitis (Bacterial)	Exclude until well
Meningococcal Infection	Exclude until adequate carrier eradication therapy has been completed
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner)
Chicken Pox	Until blisters have dried
Poliomyelitis	Exclude for at least 14 days from onset. Exclude until medical certificate of recovery is received
Rubella (German Measles)	Exclude until fully recovered or for at least 4 days after the onset of rash
Salmonella, Shigella	Exclude until diarrhoea ceases

Streptococcal Infection (Including Scarlet Fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received
Whooping Cough	Exclude the child for 5 days after starting antibiotic treatment
Worms (intestinal)	Exclude if diarrhoea present

## Immunisation

When enrolling your child at OSHC you will be asked to provide an Immunisation History Statement as recorded on the **Australian Immunisation Register (AIR)** to prove that your child is up to date with their scheduled immunisations. This statement is available through your online Medicare account through **myGov**.

For eligibility for Child Care Subsidy and other family payments, immunisation must be in accordance to the National Immunisation Program (NIP) Schedule.

If your child is not fully immunised and an outbreak of a vaccine preventable disease occurs at OSHC, your child will be unable to attend the service.

## Medication

If your child requires medication whilst at OSHC, you must complete an *Administration of Medication Record* to give your consent for an educator to administer prescribed medication to your child. Medication must be given directly to an educator for appropriate safe storage. Under no circumstances should medication be left in a child's bag.

Educators can only administer medication that is:

- prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)
- in its original packaging and have the original label clearly showing your child's name
- not past the expiry/use by date.

If the child is also required to take the medication during school hours, an educator will take/collect the medication to/from the school office.

Any child's prescribed medication such as asthma inhalers, adrenaline auto injectors (EpiPen) or Insulin (for diabetes), must accompany the child each day to OSHC or parents must ensure that OSHC has adequate supplies of the required medication at all times.

Upon collection of your child at the end of the day, you or an authorised person will be requested to sign the *Administration of Medication Record*.

## **Incidents, injury or trauma**

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents. We always have an educator with First Aid, emergency asthma, anaphylaxis management and CPD qualifications on shift at all times we provide education and care to children.

In the event of a minor injury, first aid will be provided as required. An *Incident, Injury, Trauma and Illness Record* will be completed and when you collect your child, you will be notified about the injury and asked to acknowledge and sign the record. If your child injures their head, even if it is a small bump, you will be contacted to advise you of the injury. Our educators will continue to monitor your child closely and advise if you should come and collect them.

If an injury or incident is serious and we believe urgent medical attention is required, The Director will contact you immediately. If we cannot contact a parent or guardian, we will attempt to contact an authorised nominee for consent. Where you or your authorised nominee cannot be contacted, we may call an ambulance. If you are unable to meet the ambulance at OSHC, we will send one of our educators/staff members to accompany your child in the ambulance.

Please note that Ambulance cover is the responsibility of the family.

An *Incident, Injury, Trauma and Illness Record* will be completed, and a parent will be required to acknowledge and sign this record. A copy of any documentation from the hospital or treating doctor will also be requested. OSHC will also be required to notify the Regulatory Authority in the event of any serious incident or injury. In these circumstances, you may be contacted by the Director and the Regulatory Authority to follow up the incident and actions taken by OSHC.

## **Safety in our Service**

OSHC conducts risk assessments regularly and develops emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures to carry out emergency and evacuation drills. These may occur at any given time throughout the Before/After/Vacation care session. Emergency and evacuation drills are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire (bush fire), lock down, invac, evac and off site. Under regulations, we are required to practice emergency and evacuation drills every 3 months.

An emergency evacuation plan and lock down procedure are displayed at exit locations and clearly indicated.

## **Drop off and pick up time**

We ask that parents be extremely mindful of danger when arriving and departing from our OSHC and closely supervise your child/ren. Children will be effectively supervised at all times while attending the service.

It is a legal requirement that each child is signed in by their parent or legal guardian. Children are not to be dropped off in the car park and walk in unattended to OSHC to be signed in by a staff member.

## **Collection Procedures**

It is a legal requirement that each child is signed out on the roll each day. Only those person(s) specified on the enrolment form will be able to sign out and collect the child/ren. If for some unforeseen circumstance those person(s) specified cannot collect the child/ren, the centre must be notified via a phone call that someone else is authorized to collect them. The authorised person picking up the child must be 18yrs or older.

Parents and authorised persons must accompany their child/ren from the centre. Children will not be allowed to meet their parents in the car park. This procedure is to ensure the safety of your child/ren as well as meeting government standards.

All children are expected to be collected by 6.30pm. A late fee of \$15 per 15 minutes, or part thereof, will be charged after 6.30pm. In the case of unforeseen emergencies or if you will be late collecting your child/ren, the centre must be notified by phone.

If a parent is late and has not contacted the centre, every effort will be made to contact the person(s) listed on the enrolment form. If no one is contactable and the child/ren are still in care by 7.00pm, Crisis Care will be notified and the child/ren will be collected by them. A notice will then be put up on the gate with relevant contact numbers.

## **Collection of Children After School**

All children are signed out in the morning and signed in in the afternoon by one of the staff members of Gulfview Heights OSHC. If a child has not signed in, all measures will be taken to locate the child. Staff will check the communication books to ensure a message was not overlooked, ring the school to see if the child went home ill or is waiting at the office, check their classroom, search the school grounds and ring all contacts listed on the computer. All avenues will be explored until the child is located.

Children who have just commenced school (Reception) will be taken to their class in the morning. This procedure will continue until the child feels confident and comfortable walking to and from OSHC .

After school all Reception – Year 2 students will be collected by a staff member and walked up to OSHC together based on the list provided from the afternoon booking sheet.

## **Workplace Health and Safety**

We are committed in providing an environment that is safe and healthy for every employee, volunteer, child, family and visitor. We have made every reasonable effort to minimise the risk of serious workplace injury and request all people accessing OSHC adhere to our policies regarding Workplace Health and Safety.

Each morning and afternoon, our educators conduct safety checks of the indoor and outdoor environment and will alert management of any potential risk or hazard to children to ensure this is rectified before children use the equipment or area.

We welcome all feedback regarding the safety of our service. If you see something that concerns you regarding safe work practices, the safety of the building and equipment or general Work health and Safety, please contact the Director immediately.

## **Privacy and Confidentiality**

We are committed to protecting the privacy and confidentiality of children, individuals and families and have policies in place to ensure strict confidentiality is maintained.

To plan programs for you child/ren, we need to collect information from you. This information helps us to access and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law. We do not ask for personal information about you or your child from other professionals or organisations without your consent. You may request to look at the information in your child's file or request a copy of information in the file at any time.

Our *Privacy and Confidentiality Policy* is available to view at any time. This policy sets out how we ensure OSHC acts in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained and stored in accordance with Education and Care Services National Regulations and that all staff understand the requirements of the Notifiable Data Breaches (NDB) scheme. Any Privacy complaints will be managed promptly and in a consistent manner outlined in our *Grievance Policy*.

OSHC is required to keep and maintain detailed records about children, parents and staff in accordance with relative legislation contained in the National Law and Regulations and Family Assistance Law. We ensure all records are stored in a secure and locked location. We must keep records for the prescribed periods of times as legislated related to child enrolments, attendance, medical records, incident, injury, trauma and illness records, child assessments and any relevant legal information/documents. A full detail about record keeping is available in our *Record Keeping and Retention Policy*.

## Parent Acknowledgement

I/We have read this handbook carefully. I/We understand the commitment that you are undertaking and our responsibilities to OSHC.

I/We have completed the enrolment form at OSHC. I/We have read and agree to comply with the requirements set out in this handbook and in OSHC's policies.

Family Name	
Parent Name/s	
Child/ren's Name	
Parent Signature	
Parent Signature	

*Please list what skills, talents, interests and culture that you and your family (not forgetting grandparents) may be willing to share with OSHC.*
