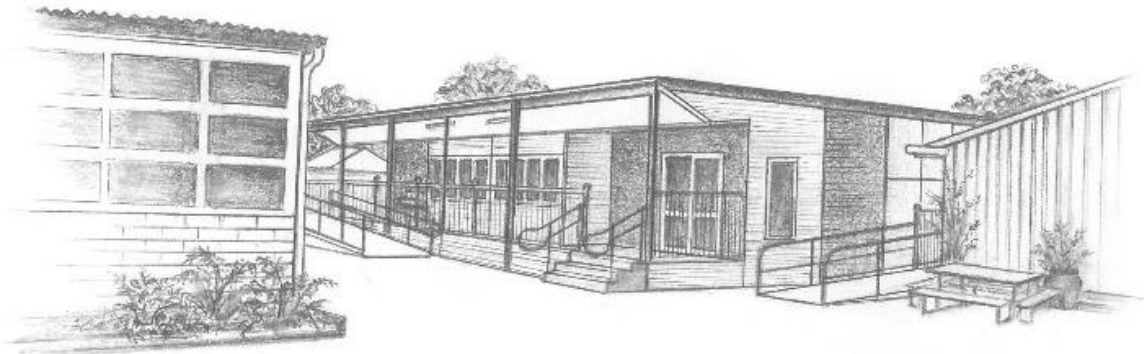




# OSH Care Operations Manual





# PHILOSOPHY AND GOALS OF THE SERVICE

## Philosophy

The Tallygaroopna Primary School Council believes that every family has the right to quality care that recognises and values the child as an individual and is responsive to the needs of families. We value the importance of play and the role it has in middle childhood development.

The setting therefore needs to be a warm, secure, caring environment where the development of independence and self-confidence is fostered, and creativity and individuality are encouraged. The partnership between parent and carer is invaluable in the care and outcome for the child.

Our program is flexible and responsive to the changing needs of the children and their families and is provided in a way that recognises and is supportive to each family's values and cultural and religious needs.

## Goals

The Program aims to:

- Provide a safe, warm and caring atmosphere for children
- Provide a wide variety of stimulating and interesting activities that cater for the needs of individual children
- Promote warm and friendly relationships, with staff children and parents
- Encourage child, staff, parent and community involvement in the development of the program
- Conduct a school age child care program consistent with the policy and guidelines contained in the National Standards for OSHC

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# ANIMALS

1. All animals in the program (whether visiting or permanent) will be kept clean and healthy with regular worming and vaccination where appropriate.
2. Staff must ensure that play areas within the program are free from animal hair.
3. Animals must be kept in a separate area from children, whether inside or in the yard. A protected run, whether inside or out, must be maintained to securely separate the animal and the children. All fencing must restrict penetration by small fingers.
4. Any direct contact with animals must be closely supervised by the staff and be under their control eg, holding rabbit or guinea pig etc.
5. Staff are to ensure that children wash their hands thoroughly after touching the animals. On the occasion that animals are in the room, staff also must ensure that tables are disinfected before any food is served.
6. Staff must ensure that garden areas, including sandpit, are kept free from animal excrement.
7. Staff must ensure that animal food, bowls and litter trays etc. are inaccessible to children and are kept in a hygienic condition.
8. Birdcages are not to be kept in food preparation areas. Feathers, droppings and seeds are to be cleared away at regular intervals. Cages are not to be cleaned while children are in the program and should be wet down before cleaning.

## **Sources:**

Department Education and Early Childhood

- Children's Services Adviser
- Department of Communication Diseases – Public Health Division

## BEHAVIOUR SUPPORT FOR CHILDREN

1. The School Conduct Code remains in force during the time of the program.
2. Where, over a period of time, a child's behaviour warrants special attention, the Co-ordinator, in consultation with the principal, shall ensure that consultative, problem solving measures designed to improve the behaviour are put in place. The parents and the child (where appropriate) will be given the opportunity to meet with the principal and the Co-ordinator and will be consulted from the outset. This consultation process and the measures decided upon will be allowed to operate over an appropriate and reasonable period of time.
3. Where these measures have not improved the situation, the principal will advise the School Council president of the situation. The principal will convene a meeting of the Co-ordinator, the child's parents and the child (if appropriate). The parents may also invite a person of their choice to support them. The School Council president, or his/her nominee, may also attend the meeting. The meeting will consider :
  - the child's behaviour;
  - the strategies being implemented by the program staff to encourage the child to improve his/her behaviour;
  - the possibility of exclusion should the behaviour continue; and
  - what alternative child care arrangements can be made.

This consultation process and the strategies decided upon will also be allowed to operate over an appropriate and reasonable period of time.

4. If the above strategies fail to achieve an acceptable change in behaviour, and the principal, in consultation with the Co-ordinator, believes that the child should be excluded from the program, normal school procedures should be followed.
5. Occasionally it may be necessary to instantly remove a child from the program session where the child :
  - behaves in such a way as to constitute a danger to the physical and emotional health of any staff member or other child;
  - consistently and deliberately fails to do as they are asked by a staff member; and/or
  - is in such a condition as to constitute a health risk to any staff member or other child.

In such instances the parents or emergency contact will be contacted to immediately collect the child.

### **Sources:**

- School Conduct Code
- Tallygaroopna School Engagement Policy
- Tallygaroopna School Principal

## BOOKINGS AND CANCELLATIONS

1. Numbers in the OSHC Program are limited to 15 places at any one time.
2. Parents can enrol their child by completing an Enrolment Form available at the school office or through the Coordinator. Children cannot commence in the Service unless an enrolment form has been completed. This rule may be waived in exceptional circumstances, at the discretion of the Principal.
3. Parents can book children in either as a permanent or casual booking:
  - A permanent booking is an ongoing position kept available in the program and must be paid for even if the child is absent (excursions, school camps, sleepovers, and holidays) during the school term. Permanent bookings are not charged when there is no school operating eg. curriculum days, school holidays
  - Casual bookings are for positions made available on a daily basis and are subject to availability
4. Places are allocated according to Priority of Access Guidelines which are set by the Commonwealth Government. Therefore places shall be allocated according to the following:

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 A New Tax System (Family Assistance) Act 1999
Priority 3:	any other child

Within these main categories priority should also be given to the following children:

  - Children in Aboriginal and Torres Strait Islander families
  - Children in families which include a disabled person
  - Children in families on low incomes
  - Children in families from culturally and linguistically diverse backgrounds
  - Children in socially isolated families
  - Children of single parents

Where there are no vacant places, a child placed under a lower priority may be required to alter their booking to provide a place for a higher priority child eg. Priority 1. This may involve reducing the hours/days of care or shifting the day of care, or utilising casual bookings only. **Families will receive 2 weeks notice should this have to happen.**
5. Children can attend the program after sports training and after school activities.
6. Permanent bookings can be made by:
  - indicating times and days on the Enrolment form (permanent bookings)
  - notifying the Coordinator of the OSHC Program
  - contacting the school by telephone
7. Casual bookings can be made by:
  - notifying the coordinator of the next booking as you collect your child from the program
  - ringing the school on (03) 5829 8264 before midday on the day of attendance
  - by sending a written note with a school child

**Casual bookings are subject to availability.**
8. The OSHC Program cannot accept verbal messages from children in relation to bookings/cancellations.
9. It is the parents' responsibility to keep the Service up to date with all family details including changes to contact numbers and addresses, emergency contacts, medical and custody details.



10. Parents will be required to complete a new enrolment on an annual basis.

### **Cancellations:**

1. The school is to be contacted by the parent/guardian in the instance of a child's absence. If the child is expected in the program and hasn't arrived, the staff member will contact the school office by phone and a staff member will ascertain the child's whereabouts.
2. Permanent bookings must be paid for even if the child is absent. Where a parent wishes to cancel a permanent booking on an ongoing basis **1 week's** notice shall be required.
3. Casual bookings can be cancelled by **midday on the day of booking**, otherwise fees for the booked time shall be charged.

### **Allowable and Approved Absences**

1. Allowable and approved absences only relate to situations where a child is absent and is charged for a booking eg. permanent booking or where a child does not arrive for a casual booking. These are based on the Commonwealth's Guidelines for CCS (Childcare Subsidy).
2. Parents are granted 40 **allowable absences** per child per financial year. Therefore their child can be absent for any reason on 40 occasions. Once a parent exceeds 40 allowable absences they will be charged a full fee (with no CCS deducted) for any further absences in that financial year (unless it is deemed an Approved absence).

### **Sources:**

Department of Education, Employment and Workplace Relations (DEEWR)

- Child Care Services Handbook
- Child payment team
- FAO – Centrelink

Community Child Care – Melbourne

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

Australian Government Family Assistance Office

## CHILD PROTECTION

1. Staff will familiarize themselves with the aspects of reporting child abuse, as published by Child Protection Victoria.
2. Staff will comply with the Children, Youth and Families Act and other relevant legislation, with the focus on the best interests of the child, including appropriate development, promoting stability, being aware of cumulative harm and keeping aboriginal children connected to their community and culture.
3. Staff will document observations, including date and time, in regard to any suspected child abuse incidents.
4. Staff will take any issues to the Coordinator, who will then refer to the Principal or a senior member of the teaching staff who will make the judgment about referring families to Child FIRST, should they have reason to believe that a child and/or family is vulnerable, but the concerns have a low to moderate impact on the child and the immediate safety of the child is not compromised.
5. Staff will take any issues to the Coordinator, who will then refer to the Principal or a senior member of the teaching staff who will make the judgment about calling Child Protection Victoria. If they have reasonable grounds to suspect that any child has been abused; physically, sexually, emotionally, or suffering neglect and a report is made the following information will be disclosed:
  - The child's name, age and address
  - Reasons of suspecting abuse
  - Assessment of immediate danger to the child
  - Description of any injury or behaviour observed
  - Current whereabouts of the child (if known)
  - Any other relevant information about the child or family
6. If Child Protection/Child FIRST are requesting information about a child as part of an initial investigation, the Service is obliged to provide such information.
7. Where Child Protection has requested to interview the child at the program, the staff member shall immediately contact the Principal or senior teaching staff member for guidance.

**To consult about possible abuse and report when necessary is the responsibility of every professional. Legal protection (ie: Child Safe Standards) is provided to those who report abuse to the authorities on the basis of reasonable concern. A professional who makes a notification with the best interests of the child in mind is protected from any legal action for defamation. A notification of suspected child abuse does not constitute a breach of professional ethics.**

8. Contact numbers for notification are below:

## FOUR CRITICAL ACTIONS FOR SCHOOLS

# Responding to Incidents, Disclosures and Suspicions of Child Abuse

### YOU MUST TAKE ACTION

As a school staff member you play a **critical role** in protecting children in your care.

- You **must** act, by following the Four Critical Actions, as soon as you witness an incident, receive a disclosure or form a reasonable belief\* that a child has, or is at risk of being abused.
- You **must** act if you form a suspicion/ reasonable belief, even if you are unsure and have not directly observed child abuse (e.g. if the victim or another person tells you about the abuse).
- It is strongly recommended that you use the **Responding to Suspected Child Abuse** template to keep clear and comprehensive notes, even if you make a decision not to report.

\*A reasonable belief is a deliberately low threshold. This enables authorities to investigate and take action.

### 1 RESPONDING TO AN EMERGENCY

If there is no risk of immediate harm go to **Action 2**.

If a child is at immediate risk of harm you **must** ensure their safety by:

- separating alleged victims and others involved
- administering first aid
- calling **000 for urgent medical and/or police assistance** to respond to immediate health or safety concerns
- identifying a contact person at the school for future liaison with Police.

Where necessary you may also need to maintain the integrity of the potential crime scene and preserve evidence.

### 2 REPORTING TO AUTHORITIES / REFERRING TO SERVICES

As soon as immediate health and safety concerns are addressed you **must** report all incidents, suspicions and disclosures of child abuse as soon as possible. Failure to report physical and sexual child abuse may amount to a criminal offence.

Q: Where does the source of suspected abuse come from?

#### WITHIN THE SCHOOL

##### VICTORIA POLICE

You **must** report all instances of suspected child abuse involving a school staff member, contractor, volunteer or visitor to Victoria Police.

You **must also** report **internally** to:

**GOVERNMENT SCHOOLS**

- School principal and/or leadership team
- Employee Conduct Branch
- DET Incident Support and Operations Centre.

**CATHOLIC SCHOOLS**

- School principal and/or leadership team
- Diocesan education office.

**INDEPENDENT SCHOOLS**

- School principal and/or school chairperson
- Commission for Children and Young People on **1300 782 978**.

All allegations of reportable conduct **must** be reported as soon as possible to:

**GOVERNMENT SCHOOLS**

- Employee Conduct Branch

**CATHOLIC SCHOOLS**

- Diocesan education office

**INDEPENDENT SCHOOLS**

- Commission for Children and Young People on **1300 782 978**.

#### WITHIN THE FAMILY OR COMMUNITY

##### DHHS CHILD PROTECTION

You **must** report to DHHS Child Protection if a child is considered to be:

- in need of protection from child abuse
- at risk of being harmed (or has been harmed) and the harm has had, or is likely to have, a serious impact on the child's safety, stability or development.

##### VICTORIA POLICE

You **must also** report all instances of suspected sexual abuse (including grooming) to Victoria Police.

You **must also** report **internally** to:

**GOVERNMENT SCHOOLS**

- School principal and/or leadership team
- DET Incident Support and Operations Centre.

**CATHOLIC SCHOOLS**

- School principal and/or leadership team
- Diocesan education office.

**INDEPENDENT SCHOOLS**

- School principal and/or chairperson.

### 3 CONTACTING PARENTS/CARERS

Your principal **must** consult with DHHS Child Protection or Victoria Police to determine what information can be shared with parents/carers. They may advise:

- not to contact** the parents/carer (e.g. in circumstances where the parents are alleged to have engaged in the abuse, or the child is a mature minor and does not wish for their parent/carer to be contacted)
- to contact** the parents/carers and provide agreed information (this must be done as soon as possible, preferably on the same day of the incident, disclosure or suspicion)
- how to communicate** with all relevant parties with consideration for their safety.

### 4 PROVIDING ONGOING SUPPORT

Your school **must** provide support for children impacted by abuse. This should include the development of a **Student Support Plan** in consultation with wellbeing professionals. This is an essential part of your duty of care requirements.

Strategies may include development of a safety plan, direct support and referral to wellbeing professionals and support.

You **must** follow the **Four Critical Actions** every time you become aware of a further instance or risk of abuse. This includes reporting new information to authorities.

### CONTACT

<p><b>DHHS CHILD PROTECTION</b></p> <p>AREA</p> <p>North Division <b>1300 664 977</b></p> <p>South Division <b>1300 655 795</b></p> <p>East Division <b>1300 360 391</b></p> <p>West Division (Rural) <b>1800 075 599</b></p> <p>West Division (Metro) <b>1300 664 977</b></p> <p><b>AFTER HOURS</b></p> <p>After hours, weekends, public holidays <b>13 1278</b>.</p> <p><b>CHILD FIRST</b></p> <p><a href="https://services.dhhs.vic.gov.au/referral-and-support-teams">https://services.dhhs.vic.gov.au/referral-and-support-teams</a></p> <p><b>ORANGE DOOR</b></p> <p><a href="https://www.vic.gov.au/familyviolence/the-orange-door.html">https://www.vic.gov.au/familyviolence/the-orange-door.html</a></p>	<p><b>VICTORIA POLICE</b></p> <p><b>000</b> or your local police station</p> <p><b>DET INCIDENT SUPPORT AND OPERATIONS CENTRE</b></p> <p><b>1800 126 126</b></p> <p><b>INCIDENT MANAGEMENT AND SUPPORT UNIT</b></p> <p><b>1800 126 126</b></p> <p><b>EMPLOYEE CONDUCT BRANCH</b></p> <p><b>(03) 9637 2595</b></p> <p><b>DIOCESAN OFFICE</b></p> <p>Melbourne <b>(03) 9267 0228</b></p> <p>Bairns <b>(03) 5337 7135</b></p> <p>Sale <b>(03) 5822 6600</b></p> <p>Sandhurst <b>(03) 5443 2377</b></p>	<p><b>INDEPENDENT SCHOOLS VICTORIA</b></p> <p><b>(03) 9825 7200</b></p> <p><b>THE LOOKOUT</b></p> <p>The LOOKOUT has a service directory, information, and evidence based guidance to help you respond to family violence: <a href="http://www.lookout.org.au">http://www.lookout.org.au</a></p> <p>Family violence victims/survivors can be referred to <b>1800 Respect</b> for counselling, information and a referral service: <b>1800 737 732</b>.</p>
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### Sources:

- Children, Youth and Families Act
- Child Protection – Department of Human Services, Victoria
- Child FIRST – FamilyCare, Shepparton
- Children's Services Adviser - Department Education and Early Childhood
- Child Protection
- Sexual Officers and Child Abuse Unit – Shepparton Police
- Protocol between Child Protection and Children's Services (Victorian Department of Human Services)

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 Last Review: Oct 2023  
 Next Review: Dec 2025

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## DELIVERY AND COLLECTION OF CHILDREN

1. Parents will provide the Program with a list of persons authorised to deliver and/or collect their child and will inform the staff of any changes to this list. Initially this notification will be made on the Program Enrolment Form. Refer also to 'Family Law' policy.
2. Where the children arrive from school the OSHCP Staff will sign the child/ren. The parent/guardian sign the children out upon departure. The exact time of arrival and departure is to be recorded and the Attendance sheet signed with each child's arrival and departure.
3. Parents will notify staff of any change to the normal collection arrangements for their child by:
  - written notification
  - a phone call from a nominated authorised person.
4. No child will be allowed to leave the Program unless collected by an authorised person.
5. Parents shall make contact with a staff member upon prior to departure to ensure staff are aware of a child's departure and to allow for exchange of any relevant information. Children are the legal responsibility of the service until they are signed out by the parents.
6. Persons collecting a child (other than the parents/guardian of the child) must be 18 years or over unless written permission (verbal permission is not acceptable) is given for a person of 16 or 17 years of age.
7. If the authorised person is unable to collect a child then the Program is to be contacted by an authorised person and given details of the person collecting the child. The latter person must provide proof of identity. Staff members are to record any phone authorisation with time and date.
8. If an unauthorised person delivers or comes to collect a child, the OSHCP staff member will ring parent/guardian for authorisation. The staff member is to record phone authorisation with time and date.
9. In the instance of a child leaving the Program temporarily for another activity (eg soccer training), they are to be signed out and in again by an authorised person as per the procedure outlined above.

### **Late collection of children**

1. No child is to remain in the program after 6:00pm. If parents suspect that they will be late, they must contact one of the approved, alternate people nominated on their child's enrolment form and have them collect their child before 6:00pm.
2. When a child is left in the program after 6:00pm, the coordinator will take the following action:
  - ring parents/guardians
  - ring emergency contacts/authorised persons
3. If no contact can be made to either of the above, then the principal shall be notified to attend the OSHC Program.
4. If contact cannot be made to parents/guardians or emergency contacts after 30 minutes of closure, the Police or DHS shall be called. A notice shall be left on the door of the school notifying where the child has been taken and/or who the parent needs to contact.
5. If late pick-ups become a regular occurrence, the child(ren)'s place in the program will be reviewed.

6. The OSHC Program will bill parents for all expenses involved.
7. A penalty fee of \$5 per 10 minutes per child will apply if children are not collected by 6:00pm.

**Sources:**

- Children's Services Adviser - Department Education and Early Childhood
- Community Child Care – Melbourne
- Victorian Legal Aid
- Education & Care Services Regulations

## DRUGS, ALCOHOL, ILLEGAL SUBSTANCES

1. Any alcohol or controlled substances must be out of reach of children.
2. No illegal substances should be used/taken while children are in session.
3. Personal prescribed drugs must only be taken in accordance with doctor's instructions.
4. Long term medication, which may affect the quality of care provided by a staff member, must be discussed with the OSHC coordinator on a case-by-case basis.
5. No person adversely affected by drugs, alcohol or illegal substances shall supervise or remain in the presence of any child/ren in the Service.
6. In the event of such an occurrence immediate contact must be made with the OSHC Program coordinator or Principal.

## **EMERGENCY PROCEDURES**

1. Emergency phone numbers shall be displayed during session times.
2. An 'Emergency Contacts' list of local contacts (those within short travelling time to the OSHC Program) is to be kept with other emergency numbers and the children practiced in the situations that these numbers are to be used.
3. Evacuation procedures shall be practised on a regular basis (each term) with the OSHC Program children.

### **Evacuation Procedure**

1. In the case of an emergency and evacuation is required, staff shall follow the emergency evacuation procedures:
  - Collect mobile phone, attendance roll and emergency contact list
  - Evacuate building to safe area on the school oval or project room – on site / recreation reserve or town hall – off site.
  - Call appropriate emergency service
  - Keep students as calm as possible
  - Return to OSHC Program room if emergency passes, or when the emergency services give the all clear.
  - Record incident and action taken
2. In the case of an emergency parents are advised to contact the school on 5829 8264 or the Principal directly.

### **Incapacity of Staff Member**

1. As a single staff model staff regularly discuss procedures for the children to follow in the event that a staff member becomes hurt and/or incapacitated. These procedures will include:
  - the location of emergency phone numbers
  - Ring 000, including what to say if the children have to ring 000
  - Contact numbers for:
    - Assistant
    - Principal
    - Nearby staff or parents who have agreed to be on hand in case of emergency
2. Children attending the OSHC Program will be instructed in the above procedure in the event that there is only one staff member on the premises.

### **Injury to Child**

1. The OSHC Program staff shall provide first aid.
2. Where the child required further treatment, an ambulance shall be called.
3. Contact shall be made to parent/guardian on the enrolment form.
4. Notification to DET must occur within 24hrs by phone if a serious incident occurs requiring emergency services.

### **Unwelcome Visitor/Parent/Intruders/Lockdown**

1. In the event of an unwelcome visitor eg. Non-custodial parent demanding to remove child, loiterer, aggressive person etc. OSHC Program staff shall:
  - Immediately ensure that all children are inside the project room and doors are locked,
  - Request person to leave premises
  - Phone police and an emergency contact and provide details if the person does not leave
  - Contact custodial parent/legal guardian in the instance that person is non-custodial parent.

### **Fire**

1. Check source of fire
2. Unless fire is small, evacuate all children to school oval or project room
3. If possible, put out fire (only if can be done safely)
4. Call Fire Brigade on 000
5. Await instructions of Fire Officer in charge
6. Keep children and onlookers away from fire
7. Notify Principal/Senior Staff member/OSHC Program 'Emergency Contact'.

### **Bomb Threat**

1. Telephone Police on 000
2. Evacuate all children to school oval or project room
3. Wait for instructions from Police
4. Notify Principal/Senior Staff member/OSHC Program 'Emergency Contact'

### **Toxic Emissions/Gas Leaks**

1. When alerted, check source of disaster.
2. Evacuate all children well away from disaster area, to school oval or project room – on site / recreation reserve or town hall – off site.
3. Call Fire Brigade on 000
4. Wait for instructions from Fire Brigade.
5. Notify Principal/Senior Staff member/OSHC Program 'Emergency Contact'

**FULL DETAILS OF ANY OF THE ABOVE INCIDENTS AND ACTION TAKEN SHALL BE RECORDED AND FILED.**

**Note: DET must be notified within 24hrs of a serious incident where emergency and services are required**



**Sources:**

Education & Care Services Regulations

Tallygaroopna Primary School Emergency Management Plan

Department of Education, Employment and Workplace Relations (DEEWR)

Department Education and Early Childhood Development

- Children's Services Adviser
- Child Protection

Community Child Care – Melbourne

CFA – Shepparton

# **FACILITIES AND EQUIPMENT**

## **Facilities**

1. The program will be based within the school buildings and grounds.
2. The indoor space available for the program is the Multipurpose building, a space of 127.5m<sup>2</sup>.
3. The outdoor space available for the program includes 2 outdoor play areas and 2 outdoor shaded play areas. This totals 5153.75m<sup>2</sup>.
4. The shaded playground area and the multipurpose room shall be used for outdoor activities in hotter weather.
5. The Co-ordinator will have access to other school facilities, such as phone, sports equipment computers, ipads and interactive panels
6. Children who are not attending the program who are in the school grounds will be excluded from the areas required for those attending the program.
7. OSHC children and staff are to use the toilets and hand-washing facilities provided.
8. Toilets are provided for boys and girls and disabled access is also available.
9. Storage facilities are provided within the OSHC/Art room.

## **Equipment**

1. A range of equipment is available to ensure that the developmental needs of the children in care can be properly met and facilitate a balanced learning program including the development of the children's fine and gross motor skills and social interactions.
2. Provision of equipment is based on programming to meet the outside school hours developmental needs of children.
3. As well as equipment purchased specifically for the program, the Co-ordinator has access to school classroom equipment and sports equipment.
4. Equipment purchases are made subject to approval from the Principal and, if necessary, the School Council. An allocation for equipment purchases is made within the Service's annual budget.

## **Maintenance and repairs**

1. OSHC Program staff shall ensure that all equipment is in good working order, that repairs are reported and equipment removed from children's access until fixed.
2. Staff report the above matters to the OSHC School committee representative / School Council who shall decide the appropriate action for repair and/or replacement.

## **Telephone Access**

The school telephone system is available for use by program staff as well as a mobile phone / cordless phone which is to be taken if outside during outdoor activities.

## **Sources:**

Community Child Care – Melbourne

## FAMILY LAW

1. Staff will undertake training (as available and appropriate) for high-risk situations.
2. Parents/Guardians are required to inform the Service of any orders under the Family Law Act, in relation to children attending the program.
3. Parents/Guardians must provide the program with a current copy of orders, to ensure that the staff can legally abide by these orders.
4. Parents/Guardians should provide a list of people who are allowed contact with the child.
5. Parents/Guardians should inform the program immediately if they believe a court order may be violated.
6. If a person not entitled under any Family Law Act Orders arrives to collect the child (and the staff have a copy of the order), staff will advise the person that they have a legal obligation to refuse to hand over the child to that person.
7. If that person insists on taking the child, the staff member should:
  - Discourage the person and explain the program's policy and legal obligations.
  - If possible, contact the parent/guardian who has parental responsibility.
  - Make every effort to contact the police for attendance before the child is removed.
8. If the person is still insistent on removing the child and the staff consider that their safety and/or the safety of children are at risk:
  - The staff should allow the child to depart with that person.
  - Telephone the police and the parent who has parental responsibility immediately or any emergency contacts if parent is unavailable.
  - Record full details of the person, incident, including a description of any vehicle used, registration number of the vehicle, etc.
  - Notify the Program Committee / School Council or Principal with all relevant details as soon as circumstances allow.
9. In extreme circumstances staff may need to consider emergency procedures such as those for evacuation/hostage situations etc. (Refer Emergency Procedures Policy).

### **Custody/Court Orders**

#### 1. Parents

All parents have powers and responsibilities in relation to their children, which can only be changed by a court order. Lawful authority is not affected by the relationship between the parents, such as whether or not they have lived together or are married. A court order, such as under the Family Law Act, may take away the authority of a parent to do something or may give it to another person.

#### 2. Guardians

A guardian of a child also has lawful authority. A legal guardian is given lawful authority by a court order. The definition of "guardian" also covers situations where a child does not live with his or her parents and there are no court orders. In these cases the guardian is the person the child lives with who has day to day care and control of the child.

#### 3. Court Orders Relating To The Child

Parents should notify the program if there are any court orders regarding the powers and responsibilities of the parents in relation to the child or access to the child. If there are any such orders, they should bring the original court order/s for staff to see and a copy to attach to the enrolment form.

Parents should also notify the program if these orders:

- a) Change the powers of a parent/guardian to:
- authorise the taking of the child outside the service by a staff member of the service
  - consent to the medical treatment of the child
  - request or permit the administration of medication to the child
  - collect the child AND/OR
- b) Give these powers to someone else.

**Sources:**

- Victorian Legal Aid
- Children's Services Adviser - Department Education and Early Childhood

# FINANCE

## **Fee structure**

See separate sheet for current details of fee structure.

## **Budget**

1. The program will endeavour to operate on a break-even basis.
2. The program staff will be paid at the appropriate rate as specified by DET.
3. The fee structure will be reviewed regularly and provided to parents using the program.

## **Fees**

1. OSHC fees are set by the School Council and reviewed annually. The Principal in consultation with School Council may vary the fees if circumstances require it to be changed.
2. Accounts for childcare will be monthly in arrears and sent out to parents on a monthly basis.
3. Payment is to be made to the School Bursar personally, through the Fees Box (located inside school office) or paid through the BSB account. The payment slip on the bottom of the account is to be included with the payment. Parents paying at the OSHC Program shall be directed to pay fees directly into the Fees Box as the OSHC Program staff are not required to handle fee collection.
4. Fees are required to be paid within 14 days of issue of statement.
5. Parents/guardians are encouraged to inform the Program Committee / School Council, School Bursar or Principal of problems they are encountering with the payment of fees. The above will endeavour to establish a suitable arrangement for payment of fees.
6. All debtors exceeding 28 days will receive a reminder (sticker/notice) on the next invoice.
7. If a debtor cannot make a payment, but is willing to develop a payment schedule that is acceptable to the Program Committee / School Council, then the matter will go no further.
8. If the debt is not paid within 14 days, an invoice shall be issued with a notice of cancellation by a specified date. This notice shall be signed by the School Principal and the School Council President.
9. If payment is not received care shall cease and the place allocated to another child.
10. In the instance where payment is made by cheque, and the cheque has been dishonoured, parents are required to pay all costs associated with this process.
11. All accounts are to be cleared at the end of each year/prior commencement of care in the New Year. Failure to do so may jeopardise the child's place for that New Year.
12. Receipts will contain a statement of the number of allowable absences used to date in the current financial year

## **Fee for late pick-ups**

A penalty fee of \$5 per 10 minutes per child will apply if children are not collected by 6:00pm.

## **Childcare Subsidy (CCS)**

1. Information about the Federal Government Childcare Subsidy (CCS) Scheme is available from the Family Assistance Office. Families can phone 136150 or can apply online ([www.familyassist.gov.au](http://www.familyassist.gov.au)).
2. It is the responsibility of the parent/guardian to ensure that a Childcare Subsidy application is lodged within 7 days of the commencement of care. Failure to do so will result in the full fee being charged from the date of care commencing.
3. It is the family's responsibility to ensure their Childcare Subsidy information is current with the Family Assistance Office.

## **OSHC Program – CCS Documentation**

<b>Service</b>	<b>CCS Approval Id</b>	<b>CCMS Organisation Id</b>	<b>CCMS Payee Id</b>	<b>CCMS User Id</b>
<b>ASC</b>	3-IFNI92	3-HOHJ6C	3-HOHJ6C	CCMS_3_HOHJ6C

**Service ID: SE-40001463**

**Provider ID: PR-40001262**

**CCS Provider ID: 190001660X**

Contact the FAO on 13 6150 or [www.familyassist.gov.au](http://www.familyassist.gov.au) for more information.

### **Sources:**

Department of Education, Employment and Workplace Relations (DEEWR)

- Child Care Services Handbook
- Child payment team
- FAO – Centrelink

Community Child Care – Melbourne

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

Australian Government Family Assistance Office

# GRIEVANCE AND COMPLAINTS PROCEDURE

## **Procedure for Parents**

1. Parents should direct any concerns that they have regarding the Outside School Hours Care Program to:
  - the Program Co-ordinator in the first instance. If the concern is unresolved then to,
  - the Principal, in writing. If there is still no resolution, then to
  - the School Council, in writing. If there is still no resolution, then
  - School Council/Principal shall seek assistance from the Regional Office of DET to come to an appropriate resolution.
2. As the Program is run separately to the school program, parents need to direct concerns to the above, and not the classroom teachers.

## **Procedures for Children**

1. Children should direct any concerns that they have regarding the OSHC Program to:
  - the Program Coordinator in the first instance
  - the Program Coordinator in the second instance with support of a parent/guardian
  - the Principal, in writing. If there is still no resolution, then to
  - the School Council, in writing. If there is still no resolution, then
  - School Council/Principal shall seek assistance from the Regional Office of DET to come to an appropriate resolution
2. As the Program is run separately to the school program, children and parents need to direct concerns to the above, and not the classroom teachers.

## **Procedure for Staff**

1. Staff should direct any concerns that they have regarding the operation of the Outside School Hours Care Program, or Committee decisions, to:
  - a member of the OSHC Sub-Committee / School Council,
  - the Principal, in writing. If there is still no resolution, then to
  - the School Council, in writing. If there is still no resolution, then
  - School Council/Principal shall seek assistance from the Regional Office of DET to come to an appropriate resolution
2. DET must be notified by telephone within 48hrs (followed by written notification as soon as possible) after a complaint is made if complaint alleges:
  - Health, safety or well being of any child in the service may have been compromised
  - A contravention of the Act or Regulations

## **Sources:**

- Tallygaroopna Primary School Principal and School Council
- Community Child Care – Melbourne

# HEALTH AND SAFETY

## **Smoking**

Smoking is not allowed as DET Regulations prohibit smoking within the school grounds and school buildings.

## **First aid**

1. All staff will have qualifications in First Aid, including Anaphylaxis training.
2. Relief staff will only be used if they have a current first aid certificate (minimum Level 1).
3. The OSHC Program will ensure that First Aid equipment is available and up to date at all time

## **Chemical use and storage**

1. Safe storage and minimal use of toxic chemicals and potentially dangerous products will be implemented to protect all children from access to these products without jeopardising hygiene
2. Correct measurements of all products shall be used as per manufacturer's directions and all spray bottles must be correctly labelled.
3. Safety data sheets are to be available and displayed in chemical storage areas.
4. Chemicals and potentially dangerous products are kept up high and out of reach of children, or kept in a locked cupboard.
5. Sanitisers will not be sprayed in the presence of children.

## **Sources:**

Department of Health - Greater Shepparton City Council  
Children's Services Adviser - Department Education and Early Childhood  
Community Child Care – Melbourne  
Goulburn Valley Food Safety Services  
Education & Care Services Regulations



## HOURS OF OPERATION

1. The program runs in the School Multi Purpose Room Monday to Friday from 3.25pm till 6.00pm.
2. On the last day of the school term, the program will run between 2.25pm and 6.00pm.
3. The program does not run during school holidays or Pupil Free days.

### **Sources:**

- Department of Education, Employment and Workplace Relations (DEEWR)
- Community Child Care – Melbourne

## HYGIENE

Children will be cared for in a manner that supports safe, clean and hygienic health management.

1. Staff will adhere to and model appropriate hygiene procedures (as per below) and encourage other adults in the Program to do likewise.
2. Children will be encouraged to follow simple hygiene guidelines as modelled by staff and other adults in the Service:
  - Wash hands with soap after toilet
  - Wash hands with soap before and after handling/eating food.
  - Wash hands with soap after outdoor play
  - Wash hands with soap after handling animals
  - Wipe running noses
  - Flush toilet after use
  - Not eating food items, which have fallen on the floor or been otherwise contaminated.
  - Not sharing drink or eating utensils.
  - Not sharing hairbrushes, combs, clips, etc.
3. A supply of facial tissues will be easily accessible to staff and children in the Service at all times.
4. Staff will ensure that children are offered water after each meal/snack to rinse their mouth for dental hygiene purposes.
5. Tables shall be sanitised before and after snack time.
6. A supply of disposable gloves will be easily accessible to staff to use as required eg. in the OSHC cupboard, first aid kit etc.
7. Staff will ensure that the building, equipment and furnishings are maintained in a clean, hygienic condition at all times.

### **Sources:**

Greater Shepparton City Council

- Family and Children Services Management
- Department of Health

Department Education and Early Childhood

- Children's Services Adviser
- Department of Communication Diseases – Public Health Division
- The Blue Book- Infectious Diseases Unit Department Human Services

Dental Health Services Victoria

- Health Promotion Unit

Goulburn Valley Food Safety Services

Staying Healthy in Child Care Book – Government Information Shop

## ILLNESS OR INJURY

1. The staff member will administer first aid to a sick or injured child.
2. Parents of children not well enough to stay in the program after treatment will be contacted to collect their child. If parents are unavailable, a nominated contact person will be contacted.
3. Except in extreme emergency, an attempt will be made to contact the child's parents/guardians to inform them that an ambulance is being called. Parents will be informed as quickly as possible of their child's condition and of the actions taken by the Co-ordinator. Parents are advised to join the Ambulance Service, as it is their responsibility to pay for this service if it is summoned for their child.

Refer to 'Emergency Procedures' Policy.

# IMMUNISATION

1. It is highly recommended that all children attending the OSHC Program have received all immunisations recommended for their age. On the enrolment form parents/guardians are required to provide immunisation information about their child/children. Where a child is not immunised and there is an outbreak, parents will be offered the option of withdrawing the child from care for the period of the outbreak.  
In a case of an outbreak of Diphtheria, Measles, and Whooping cough unimmunised children will be excluded according to the requirements sent out in Communicable Disease Exclusion Chart
2. **For families to be eligible for Child Care Subsidy, the Family Assistance Office (FAO) requires details of a child's immunisation and will only offer the subsidy if the child is up to date with immunisation or the parent has substantiated non-immunisation with written documentation. It is the parents' responsibility to ensure that this information is provided to FAO.**

## **Sources:**

Greater Shepparton City Council

- Family and Children Services Management
- Department of Health
- Communicable Disease Exclusion Chart: Scheduled 6 Health ( Infectious Diseases) Regulations
- Education & Care Services National Law Act
- Education & Care Services Regulations

## INCLUSION, DIVERSITY and EQUITY

1. All children shall have access to the OSHC Program regardless of income, additional needs, cultural background or disability.
2. Staff shall respect the diversity of children's backgrounds and abilities and accommodate individual needs of each child.
3. Staff shall facilitate an environment that is free from bias and prejudice for children, adults and staff.
4. Staff will offer programs that are based on individual needs and in consideration of gender, cultural background, additional needs and/or disability.
5. Staff will model anti-bias and gender equity attitudes and behaviours.
6. Staff will correct any incorrect and inappropriate assumptions from children and/or other staff. Explanations shall be given in regard to what is unfair about such attitudes/behaviours displayed.
7. Staff shall discuss with children options for anti-bias play and promote inclusion in all areas of the program for all children.
8. Resources shall reflect the diversity within the Community.
9. Staff shall protect the child/adult who has been treated unfairly.
10. Staff will encourage the participation of parents/guardians to monitor their child's progress and develop strategies for the child on a continuing basis.
11. Staff will liaise with other agencies as appropriate to ensure positive outcomes for each child.
12. Additional needs should be identified and support sought by a recognised professionals (e.g. Specialist Children's Services, Inclusion Support personnel, Paediatrician).
13. Where additional support/funding is required to ensure inclusion in the Service every effort will be made to seek such support/funding prior to the child commencing care.
14. For children with additional needs all persons involved, including parent(s), child (if appropriate) staff, and appropriate specialist support shall be consulted and included in decision making.

### **Sources:**

Community Child Care – Melbourne

Ethnic Council – Shepparton

- Children's Services Resources Development Officer (CSRDO's)

Scope Early Years Developmental Program – Shepparton

- Inclusion Support Facilitators

<https://www.vic.gov.au/dpcs-cultural-diversity-inclusion-strategy>

Cultural Diversity Strategy

<https://www.gowrie-melbourne.com.au/>

Lady Gowrie Child Centre

[www.fka.com.au](http://www.fka.com.au)

FKA Multicultural Resource Centre

## **INFECTIOUS DISEASES AND CONTROL**

1. The Program will at all times follow proper Infection Control procedures, as outlined below, to minimize the risk of transmission of infectious diseases.
2. All staff will receive basic education on Infectious Diseases and preventative strategies and will have access to further information and support service as required.
3. Parent/Guardians must notify the OSHC Program staff of any infectious disease nominated on the Department of Education for school children chart. Children are to remain away from the OSHC Program according to the guidelines.
4. If any child contracts an infectious disease, a notice will be displayed in a prominent position in the OSHC room. Further information about the disease will be available from staff.
5. Children found to be sick during the day will be isolated from other children, kitchen, food storage area and food preparation areas to prevent air borne bacteria/viruses from coming into contact with any of the above. Parents/emergency contacts will be notified to pick up the child in question. All details will be recorded on the Illness Record that must be signed, timed and dated when the child is collected.
6. Children with HIV/AIDS will not be excluded.

### **Infectious Diseases Exclusion**

The infectious diseases exclusion times will be as set out in the Schools Exclusion List as in Appendix.

### **Sources:**

Greater Shepparton City Council

- Family and Children Services Management
- Department of Health

Department Education and Early Childhood

- Children's Services Adviser
- Exclusion from Schools and Children's Centre Table

Goulburn Valley Food Safety Services

Staying Healthy in Child Care Book – Government Information Shop

## MEDICATIONS

1. All medication must be in the original container, bearing the original label. All medication must be prescribed for the child and must state on the label the date of prescription, child's name, dosage and times to be administered.
2. No medication is to be kept in children's bags. Children are to hand medication to a staff member upon arrival in the program and be kept out of reach of children at all times.
3. Medication Authorisation Forms are to be completed by parents/guardians and sent with the medication.
4. The dosage and times must be strictly adhered to eg. before or after food.
5. The staff are not to administer the first dose of any medication in case of severe reaction.
6. Parent's/Guardian's permission must be given for all medication administered. Details must be recorded on the Medication Authorisation forms which are available from OSHC staff and sent with the medication. Parents are to indicate the appropriate time that the medication is required. "If required" or "when needed" is not acceptable.
7. Written permission must be obtained from the child's doctor (as relevant) for all ongoing medication, and all long term medication must be reviewed regularly by the child's doctor at a period of time set by the doctor. Ongoing medical conditions and medication must be recorded on relevant Action Plans eg Asthma, Epilepsy, Anaphylaxis.
8. Medication must not be administered if the expiry date has elapsed.
9. The staff must document time and dose following administration of all medication on the Medication Forms.

It is the parents' responsibilities to keep the OSHC Program staff up to date with any medical details in regard to their child.

**Asthma plans:** The staff must have a recent copy of the child's Asthma Plan signed by the child's doctor. Asthma plans are advised to be reviewed every 12 months or upon notification of a change in the child's condition by the parent/doctor.

### Asthma

1. Asthma affects up to one in four primary aged children and one in ten adults. It is important therefore for all staff members to be aware of asthma, its symptoms and triggers, and the management of asthma in a school environment.
2. Asthma attacks involve the narrowing of airways making it difficult to breathe. Symptoms commonly include difficulty breathing, wheezy breathing, dry and irritating cough, tightness in the chest and difficulty speaking.
3. Children and adults with mild asthma rarely require medication, however people with severe asthma may require daily or additional medication (particularly before / after exercise).
4. Professional development will be provided annually for all staff on the nature, prevention and treatment of asthma attacks. Such information will also be displayed in the OSHC folder.
5. Parents must supply, after consultation with their Doctor up to date asthma information on their child consistent with Asthma Victoria's requirements.

6. Asthma plans will be attached to the student's medical records for reference.
7. Parents/guardians are responsible for ensuring their children have an adequate supply of appropriate asthma medication (including a spacer) with them in OSHC at all times.
8. The school will provide, and have staff trained in the administering of, reliever medication in our first-aid kits.
9. The OSHC coordinator will be responsible for checking reliever puffer expiry dates.
10. A nebuliser pump will not be used by the OSHC staff unless a student's asthma management plan recommends the use of such a device, and only then if the plan includes and complies with the School Policy & Advisory Guide – [Asthma Attacks: Treatment](#)
11. All devices used for the delivery of asthma medication will be cleaned appropriately after each use. See School Policy & Advisory Guide – [Asthma Kits](#)
12. Care must be provided immediately for any student who develops signs of an asthma attack.
13. Children suffering asthma attacks should be treated in accordance with their asthma plan.
14. If no plan is available staff will follow Asthma Victoria's 4 x 4 x 4 Emergency Asthma Management.
15. An ambulance must be called if there is no improvement after the second 4-minute wait period, or if it is the child's first known attack. Parents must be informed whenever their child suffers an asthma attack.
16. The Principal in consultation with School Council may vary this Policy if circumstances require it to be changed.

**Sources:**

Children's Services Adviser - Department Education and Early Childhood

Education & Care Services Regulations

Community Child Care – Melbourne

Asthma Foundation

Royal Children's Hospital

- Centre for Community Child Health
- Allergy Unit

[www.allergy.org.au](http://www.allergy.org.au)

ASCI Clinical Allergists and Immunologists in Australia and New Zealand

Asthma Foundation of Victoria

[www.asthma.org.au](http://www.asthma.org.au)

Asthma Victoria



## NUTRITION AND FOOD SAFETY

1. The Service will display a list of foods that children may consume.
2. A high standard of hygiene will be observed when food is stored, handled and prepared for the children's consumption.
3. All food on the premises intended for consumption is to be protected at all times from contamination.
4. Staff will list individual children's food allergies and consult this when planning activities involving food.
5. Nutritional needs of children will be catered for while they are attending the Service. Nutritional afternoon snacks will be provided.
6. Food and drink provided by the Service will be consistent with the Australian Dietary Guidelines for children.
7. Children's individual needs and quantity will be respected and accommodated.
8. Cultural food difference will be respected and appropriately offered to all children.
9. The Service will cater for children with specific dietary needs, for health or medical reasons, will have their requirements made known to everyone responsible for preparing or serving food to them.
10. The Service will encourage children to broaden their food knowledge and sample varied foods.
11. No child will be forced to eat what they do not want. No child will be bribed to eat one food before or after another.
12. There will be no withholding of food and drink as a method of behaviour management, or as a bribe or incentive.
13. Children will be encouraged to assist in the serving and clearing of food and drink.
14. Parent education will be provided to improve nutrition knowledge. Parents and children are encouraged to participate in the menu planning, food preparation and presentation.
15. Children will have access to water whenever at all times.
16. No hot drinks are to be taken into the rooms by staff. Staff will only have cold drinks while in the children's rooms

## **Food Handling Procedures**

Staff will adhere to and model the above procedures and encourage children to do so where appropriate. As well as the guidelines implemented under the Hygiene Policy the following guidelines will be implemented in regard to Food Handling:

- All food preparation areas will be cleaned and sanitised before and after food preparation
- Staff will wash hands effectively before preparing, handling, serving and eating food
- Staff will wear gloves when preparing food
- Children will use tongs for food at afternoon tea
- Staff will ensure that tables are sanitised prior to afternoon tea or food activities
- Staff will ensure that children wash hands before and after afternoon tea and/or handling food
- Staff will ensure that all drinking and eating utensils are washed thoroughly between uses
- Staff will follow hygiene practices as per the Hygiene Policy eg washing hands after using the toilet, after outdoor play, after handling animals etc.

Staff will follow the guidelines set out in the Service's Food Safety Program.

## **Sources:**

Food Safety Standards – Australian New Zealand Food Authority (ANZFA)

Service Food Safety Plan

Greater Shepparton City Council

- Family and Children Services Management
- Occupational Health and Safety Manual
- Department of Health

Dental Health Services Victoria

- Health Promotion Unit
- Oral Health Promotions: A resource Pack for Children's Services

Goulburn Valley Food Safety Services

<https://www.education.vic.gov.au/Documents/school/principals/management/gfylanfoodsaf.pdf>

# OCCUPATIONAL HEALTH AND SAFETY

A healthy and safe working environment is vital to the successful functioning of the OSHC Program. Promotion and maintenance of a safe working environment is a responsibility shared by all.

1. OH&S matters are to be discussed at staff and OSHC Committee meetings.
2. Matters are to be resolved at Committee level and/or referred to the school OH&S staff representative.
3. Issues relating to OH&S eg. building works being conducted at the school, will be communicated to all staff.
4. All accidents and incidents will be investigated and reported.
5. WorkCover and rehabilitation issues are to be referred to the Principal.
6. Victorian WorkCover Authority field officers are welcome at the school. Any resulting Improvement Notices or Prohibition Notices will be complied with, and reported immediately to the DET Occupational Health and Safety Unit.

## **Manual handling**

Manual handling is the most successful way of reducing hazards in the workplace. Manual handling means "lifting, lowering, pushing, pulling, carrying, moving, holding or restraining an object, animal or person".

Staff are encouraged to use common sense and not take unnecessary risks when handling large/heavy objects. Staff are to undertake the following measures:

- To seek assistance when lifting heavy/large objects/moving equipment
- To avoid twisting when lifting or stretching over to lift
- To keep objects as close to the body as possible
- Feet are to be placed in a striding position
- Knees are to be bent when lifting and prepared to move in a forward direction when lifting
- To transfer heavy items to smaller containers to reduce weight.

## **Sources:**

Greater Shepparton City Council

- Family and Children Services Management
- Occupational Health and Safety Manual

## ORIENTATION

1. Parents and children are encouraged to visit their Program to meet with Staff and discuss relevant issues prior to application for a place.
2. An Information Package shall be supplied and this shall contain: Parent Handbook, Enrolment Form and CCS information.
3. Once a position has been confirmed, an orientation plan will be discussed and implemented to meet the needs of the child and family.
4. Staff will endeavour to obtain knowledge and understanding of the child, his/her background, interests, likes and dislikes to assist in the settling process.

### **Sources:**

- Community Child Care – Melbourne  
Scope Early Years Developmental Program – Shepparton
- Inclusion Support Facilitators

## PARENT AND CHILDREN INVOLVEMENT

1. Parents are encouraged to become actively involved in the program by:
  - Providing feedback on their child's involvement
  - Commenting on the program and providing suggestions
  - Contributing materials eg craft, junk/recyclable materials etc.
  - Becoming actively involved on the Sub-Committee / School Council
  - Attending Sub-Committee / School Council meetings
  - Having access to the program at all times.
  
2. Children are encouraged to become actively involved in the program by:
  - Providing feedback on an informal basis as they undertake the program and activities
  - Provide suggestions of requested activities on the bottom of the Program or in the Suggestion Box
  - Evaluating the Program on the Child Evaluation Sheet
  - Involvement with group discussions and/or informal discussions with staff
  - Contributing materials and activities eg craft, junk/recyclable materials, CDs, games etc.

## PARTICIPATION AND ACCESS

1. All children will have equal opportunity to access the after school care program.
2. Staff will offer programs that are based on individual and group needs, and in consideration of gender equity, cultural background, social needs and/or disability.
3. Staff will encourage input and participation by all parents/families to ensure equal access for all children.
4. Staff will encourage the participation of parents/guardians to monitor their child's progress and develop strategies for the child on a continuing basis.
5. Where additional support/funding is required to ensure access to childcare, every effort will be made to seek such support/funding prior to the child commencing care.

### **Priority of access**

1. The OSHC Program is required to follow the Commonwealth Government's Priority of Access guidelines. The OSHC Program is approved for 15 places and these shall be allocated according to the following:

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 A New Tax System (Family Assistance) Act
Priority 3:	any other child

Within these main categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
  - Children in families which include a disabled person
  - Children in families on low incomes
  - Children in families from culturally and linguistically diverse backgrounds
  - Children in socially isolated families
  - Children of single parents
2. Tallygaroopna Primary School children shall also be given priority over children attending other primary schools within the above priorities and categories.
  3. Where there are no vacant places, a child placed under a lower priority may be required to alter their booking to provide a place for a higher priority child eg. Priority 1. This may involve reducing the hours/days of care or shifting the day of care, or utilising casual bookings only. Families will receive 2 weeks notice should this have to happen.

**Sources:**

Department of Education, Employment and Workplace Relations (DEEWR)

- Child Care Services Handbook
- Child payment team
- FAO – Centrelink

Community Child Care – Melbourne

Ethnic Council – Shepparton

- Children's Services Resources Development Officer (CSRDO's)

Scope Early Years Developmental Program – Shepparton

- Inclusion Support Facilitators

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

Australian Government Family Assistance Office

<https://www.vic.gov.au/dpcs-cultural-diversity-inclusion-strategy>

Cultural Diversity Strategy

<https://www.gowrie-melbourne.com.au/>

Lady Gowrie Child Centre

[www.fka.com.au](http://www.fka.com.au)

FKA Multicultural Resource Centre

## **POLICIES**

The policies of the OSHC program guide and describe the main processes, functions and operations of the program. The development and review of policies should therefore have an agreed process so that various stakeholders are part of the consultation and review process.

1. The policies describe the aims and implementations of the operations and directions of OSHC.
2. The process of considering OSHC policies will be managed by the nominated supervisor, will be a continuous cycle, and will use a transparent and consultative process.
3. All policies will use the OSHC policy layout including the following elements: TPS OSHC, policy name, implementation, evaluation and cycle review time.
4. When developing a new policy, the nominated supervisor will consult with the OSHC coordinator in order to draft the initial policy statement. The draft policy will then be circulated for comment to the appropriate committee/s, staff members, and finally to the School Council for ratification.
5. Policies will be developed taking into account the National Quality Framework.
6. An index of policies including a review schedule, with the coordinator reviewing policies annually and the School Council ratifying policies every second year.
7. Changes as a result of policy developments and / or reviews will be widely advised to the OSHC staff and families.
8. All staff will have opportunities to provide input into any policy development or review process.
9. The focus of all OSHC policies must remain the needs of students and OSHC operations.
10. Any concerns relating to the structure of the OSHC program must be directed to the nominated supervisor or School Council.

### **Sources:**

- ACECQA – National Quality Framework
- Education & Care Services Regulations



## PROGRAMMING

1. The program will incorporate activities and experiences which take into account the children's changing needs in the areas of physical, cognitive, creative, language, social and emotional developments.
2. The program will foster an environment, which accepts equal rights and provides equal opportunities for all children.
3. The program will reflect cultural diversity and promote understanding and acceptance of different cultures, including the Aboriginal and Torres Strait Islander culture.
4. Parental and community involvement will be encouraged in the development of the program through input and use of available skills and resources.
5. The program will be implemented through the use of professional skills and by coordinating the efforts of staff and parents.
6. The staff will collaborate and communicate with each other as to the aims and requirements of the program and delegate duties as required.
7. An outline of the program will be on display in the OSHC room with additional information being provided to parents through staff/parent interaction (such as verbal discussion, parent involvement in activities) and newsletters.
8. Individual portfolios will be kept on each child and available to parents on request.
9. The information from these individual records will be treated within the guidelines of the 'Confidentiality of Records/Information' policy in a confidential manner.
10. Evaluation of the program will be an on-going process, to review objectives and strategies and to aid future planning.

### **Excursions**

As this program is funded as a single staff model, there will be no excursions undertaken away from the school as part of program activities.

### **Sources:**

Community Child Care – Melbourne

Ethnic Council – Shepparton

- Children's Services Resources Development Officer (CSRDO's)

Scope Early Years Developmental Program – Shepparton

- Inclusion Support Facilitators

<https://www.gowrie-melbourne.com.au/>

Lady Gowrie Child Centre

[www.fka.com.au](http://www.fka.com.au)

FKA Multicultural Resource Centre

## RECORDS, INFORMATION and CONFIDENTIALITY

1. All information provided to the Program regarding the child and the family will be treated in strict confidentiality and within the guidelines of the Information Privacy Act (Vic.) and the Health Record Act
2. All records will be stored in a secure, lockable place.
3. Attendance records must be kept, listing the name (including surname), time of arrival and time of departure of each child. The person dropping off and picking the child up must sign both places where applicable. (See 'Delivery and Collection' Policy).
4. Accident, injury, illness or medication records must be kept listing:
  - Accidents or injuries received by a child or any illness that becomes apparent while attending the Centre.
  - All action undertaken by staff in relation to the accident, injury, illness or medication
  - Parent/Guardian's signature.
  - Date and time.
5. Enrolment records will be reviewed on an annual basis and records will be destroyed if a child has not attended for a period of one year.
6. Developmental Records will be given to parent/guardian in person when staff are notified of a child leaving the service. No records will be posted. If parent/guardians are unable to collect records in person, those records will be destroyed after the child has not attended the service for one year.
7. Childcare Subsidy (CCS) notices and all relevant documentation eg. parent statements, records for allowable absences etc. are required to be kept for a period of 3 years as per the requirements of the Family Assistance Office.
8. Program Plans may be kept for up to 2 years, therefore enabling assessment for Accreditation purposes.
9. Records will only be available to:
  - OSHC Staff
  - School Principal
  - Parents (those pertaining to their own child)
  - Child Protection, Department of Human Services
  - Police (subject to Police business)
  - Solicitors and/or Court upon issue of subpoena of records.
10. Disposal/destruction of records will be in accordance with the requirements of the Victorian Public Records Act

### **Sources:**

Education & Care Services Regulations

Greater Shepparton City Council

- Family and Children Services Management
- Communication Department - including Privacy Working Group
- Customer Service

Department Education and Early Childhood

- Children's Services Adviser
- Child Protection

Victoria Police

Sexual Officers and Child Abuse Unit – Shepparton Police

# STAFFING

Staff are employed under the conditions set out by DET.

## Staff Qualifications

All staff will be encouraged to have qualifications/experience as required under the Children Services Act and Children Services Regulations

- All staff will have a current Police Check and Working with Children Check.
- The Staff will have Level 2 First Aid qualification including Anaphylaxis training
- Relief staff will only be used if they have a current first aid certificate, Anaphylaxis training and annual CPR training.

## Staff Ratios

The Tallygaroopna Primary School OSHC Service has been approved by the DET Single Staff Model:

- The ratio will be 1 member of staff to 15 children, with a maximum of 15 children present at any one time.
- No excursions are to be undertaken, all activities are school based.
- An additional staff member may be called in if deemed necessary.

## Job descriptions

All staff are provided with Position Descriptions. The staff will carry out the duties as detailed in the relevant position description.

## Recruitment

- The Program Sub-Committee / School Council will liaise with other school and authorities running similar programs with a view to building a database of available staff, for both long term and short-term availability.
- When a position within the program staff becomes vacant, the program committee / school council will advertise in the local press and/or school newsletter for a replacement. Relief staff may be appointed individually.
- Applicants shall be selected for interview based on their ability to meet the key selection criteria in the position description.
- A new staff member cannot commence until a **current** original police check, Working with Children Check and First Aid Certificate has been sighted by the Principal.
- The committee will manage the selection process and make a recommendation to the School council or representative.

## Staff induction

- Prior commencement the new staff member shall be provided with the following
  - Letter to sign – stating staff are aware of terms and conditions of employment
  - Position description
  - Staff handbook, including information on grievance procedures and OSHCQA
  - Service Policy Book
  - Parent Handbook
- An Induction Checklist may be carried out within the orientation period and signed off by the Principal
- The new staff member shall be doubled up with the staff member who is leaving/another staff member to allow appropriate handover
- The new staff member shall be introduced to children, staff and other families

- The Coordinator or Committee member shall indicate the key aspects of the staff handbook that the new staff member is to read prior commencement with the children. The new staff member is expected to then read all sections of the staff handbook within a fortnight of starting work and the policy book and parent handbook within one month of commencement.

### **Staff Training and Support**

The program committee / school council will ensure that the staff have access to appropriate training sessions. An amount will be set aside in the annual budget to cover the costs of these sessions.

### **Staff Meetings**

Staff may be required to attend regular informal OSHC staff meetings. The Coordinator is also expected to attend OSHC meetings with the principal and provide a report at each meeting.

### **Termination of staff / volunteers**

Notice of 2 weeks shall be provided where services of staff are no longer required.

### **Volunteers**

- Volunteers may be used within the OSHC Service but they must provide a current police check, working with Children check and appropriate references.
- Volunteers must not be left alone with children or a group of children.
- All volunteers will be advised of issues such as safe work practices and confidentiality by the OSHC staff
- Volunteers will work under the supervision of OSHC staff.
- Volunteers on an ongoing basis shall be provided with and expected to read and abide by the Services policies and practices
- The OSHC coordinator and/or Principal must be informed of any concerns/issues with volunteers

### **Sources:**

- Community Child Care – Melbourne
- School Services Officers (State Government School), Victoria Award, 2000
- Victoria Police
- Department of Justice
- Education & Care Services Regulations 2011 (updated September 2013)

## SUN SMART

1. The Program will require children to wear hats, which protects the face, neck and ears whenever they are outside between mid-August and the end of April or when the UV is 3 or above. Parents are to provide a broad rimmed hat for their child/ren for the OSHC Program.
2. Spare hats are available for children to use at the service.
3. If a hat is not available, staff will organise a play area in/under shade and children will be restricted to this shaded area.
4. SPF 15 (or higher), broad spectrum, water – resistant sunscreen will be provided for staff and children's use as necessary. With parent's permission, staff will apply sunscreen to children before outdoor play from September 1<sup>st</sup> to April 30<sup>th</sup>.
5. Activities will be scheduled for shaded or undercover areas during times of high risk.
6. Staff and parents will act as role models by:
  - Wearing appropriate hats and clothing outdoors;
  - Using SPF 15 (or higher) sunscreen for skin protection;
  - Seeking shade whenever possible for outdoor activities.
7. Learning about the sun and how to protect skin from the sun will be incorporated into programmed activities.
8. The Sun Smart policy will be reinforced in a positive way through parent newsletters, notice boards and meetings.
9. Staff and parents will be provided with educational material on sun protection.

### **Sources:**

- Sun Smart – Anti Cancer Council: Victoria

## WAITING LIST

1. Where a vacancy is unavailable, parents shall be asked to provide details to the OSHC Coordinator who will place the child on the waiting list.
2. The parent will be contacted should a vacancy become available.
3. Waiting lists shall be reviewed on a regular basis. Parents may be contacted requesting that they confirm that care is still required.
4. When a vacancy occurs in the Program a place will be offered to the first child on the Waiting List according to:
  - The date of when the name was placed on the waiting list
  - Priority of access guidelines
  - Whether the child is already attending the Program
  - Whether the child has a sibling already attending the Program.

### **Sources:**

Department of Education, Employment and Workplace Relations (DEEWR)

- Child Care Services Handbook
- Child payment team

## **POLICY REVIEW**

This Policy document will be reviewed annually. Families, children, staff and management will be consulted and have opportunity to provide feedback in the process of this review.

School Council will ratify this policy document biennially.

# APPENDIX

School Engagement Policy

Tallygaroopna PS OSH Care Child Safe Environment Policy

Tallygaroopna PS OSH Care Determining Responsible Person Policy

Tallygaroopna PS OSH Care Excursions and Service Events Policy

Tallygaroopna PS OSH Care Participation of Volunteers and Students Policy

Tallygaroopna PS OSH Care Relaxation and Sleep Policy

Tallygaroopna PS OSH Care Water Safety Policy

Tallygaroopna PS OSH Care Enrolment and Orientation Policy

Tallygaroopna PS OSH Care Interactions with Children Policy

Tallygaroopna PS OSH Care Fees Policy

Department of Education Schools Exclusion List

Sources for Policy Book



# Minimum period of exclusion from primary schools and children's services<sup>1</sup> for infectious diseases cases and contacts

Public Health and Wellbeing Regulations 2019

## Schedule 7

Column 1 Number	Column 2 Conditions	Column 3 Exclusion of cases	Column 4 Exclusion of Contacts
1	Chickenpox	Exclude until all blisters have dried. This is usually at least 5 days after the rash appears in unimmunised children, but may be less in previously immunised children	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded
2	Conjunctivitis	Exclude until discharge from eyes has ceased	Not excluded
3	Cytomegalovirus (CMV) infection	Exclusion is not necessary	Not excluded
4	Diarrhoeal illness*	Exclude until there has not been vomiting or a loose bowel motion for 24 hours	Not excluded
5	Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later	Exclude family/household contacts until cleared to return by the Chief Health Officer
6	Glandular fever (Epstein-Barr Virus infection)	Exclusion is not necessary	Not excluded
7	Hand, Foot and Mouth disease	Exclude until all blisters have dried	Not excluded
8	Haemophilus influenzae type b (Hib)	Exclude until 48 hours after initiation of effective therapy	Not excluded
9	Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness	Not excluded
10	Hepatitis B	Exclusion is not necessary	Not excluded
11	Hepatitis C	Exclusion is not necessary	Not excluded
12	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	Not excluded
13	Human Immuno-deficiency virus Infection (HIV)	Exclusion is not necessary	Not excluded
14	Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing	Not excluded
15	Influenza and influenza like illnesses	Exclude until well	Not excluded unless considered necessary by the Chief Health Officer
16	Leprosy	Exclude until approval to return has been given by the Chief Health Officer	Not excluded
17	Measles	Exclude for at least 4 days after onset of rash	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of exposure with any infectious case, or received Normal Human Immunoglobulin (NHIG) within 144 hours of exposure of any infectious case, they may return to the facility
18	Meningitis (bacterial—other than meningococcal meningitis)	Exclude until well	Not excluded
19	Meningococcal infection	Exclude until adequate carrier eradication therapy has been completed	Not excluded if receiving carrier eradication therapy
20	Mumps	Exclude for 5 days or until swelling goes down (whichever is sooner)	Not excluded
21	Molluscum contagiosum	Exclusion is not necessary	Not excluded
22	Pertussis (Whooping cough)	Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment	Contacts aged less than 7 years in the same room as the case who have not received three effective doses of pertussis vaccine should be excluded for 14 days after the last exposure to the infectious case, or until they have taken 5 days of a course of effective antibiotic treatment
23	Poliovirus infection	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery	Not excluded
24	Ringworm, scabies, pediculosis (head lice)	Exclude until the day after appropriate treatment has commenced	Not excluded
25	Rubella (German measles)	Exclude until fully recovered or for at least four days after the onset of rash	Not excluded
26	Severe Acute Respiratory Syndrome (SARS)	Exclude until medical certificate of recovery is produced	Not excluded unless considered necessary by the Chief Health Officer
27	Shiga toxin or Verotoxin producing Escherichia coli (STEC or VTEC)	Exclude if required by the Chief Health Officer and only for the period specified by the Chief Health Officer	Not excluded
28	Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well	Not excluded
29	Tuberculosis (excluding latent tuberculosis)	Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious	Not excluded
30	Typhoid fever (including paratyphoid fever)	Exclude until approval to return has been given by the Chief Health Officer	Not excluded unless considered necessary by the Chief Health Officer

### Regulation 111

A person in charge of a primary school, education and care service premises or children's services centre must not allow a child to attend the primary school, education and care service premises or children's services centre for the period or in the circumstances:

\* specified in column 3 of the Table in Schedule 7 if the person in charge has been informed that the child is infected with an infectious disease listed in column 2 of that Table; or

\* specified in column 4 of the Table in Schedule 7 if the person in charge has been informed that the child has been in contact with a person who is infected with an infectious disease listed in column 2 of that Table.

\*Diarrhoeal illness includes instances where certain pathogens are identified including Amebiasis (*Entamoeba histolytica*), Campylobacter spp., Salmonella spp., Shigella spp. and intestinal worms, but is not limited to infection with these pathogens.

### Further information

Please contact the Communicable Disease Prevention and Control Section on 1300 651 160 or visit [www2.health.vic.gov.au/public-health/infectious-diseases/school-exclusion](http://www2.health.vic.gov.au/public-health/infectious-diseases/school-exclusion)

<sup>1</sup> Children's services cover the terms 'education and care service premises' or 'children's services centre' used in the regulations. It includes centres such as childcare centres and kindergartens.

## **Sources – Operations Manual**

The following are a range of other sources that staff/Committee members/School staff have accessed to in the development of a number of policies within this Policy Book:

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National Council for Accreditation Council

- Sydney office
- OSHC Quality Assurance Handbook

Childcare Networks

- Local OSHC Network
- Regional Childcare Centre Network
- State OSHC Committee Network- Melbourne

Local Councils Network - Regional Areas and Melbourne networks

Maternal Child Health Nurse network – Shepparton

GV Community Health Service – Shepparton

Dietician – GV Base Hospital

Goulburn Ovens Institution Tafe

Local Primary and Secondary School Network

Local General Practitioners

Local Pharmacists

### **Web Sites Sources**

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

Australian Government Family Assistance Office

[www.allergy.org.au](http://www.allergy.org.au)

ASCIAC Clinical Allergists and Immunologists in Australia and New Zealand

[www.education.vic.gov.au](http://www.education.vic.gov.au)

Department of Education and Training

<https://www.gowrie-melbourne.com.au/>

Lady Gowrie Child Centre