



Tallygaroopna Primary School
Outside School Hours
Care Program
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Staff Manual

*This document should be read in conjunction with the
OSHC Operations Manual and Parent Information Book*



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1. 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 recognizes 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 and OSHC Quality Assurance Principles

2. Management of the Program

The OSHC program is run by the School Council. It may delegate authority for day-to-day running and decision making to a Sub-Committee comprising parents and at least one Councillor.

3. The number of staff employed at the service

The OSHC Program is staffed as a single staff model. There shall be a maximum of 15 children present at any one time.

4. Qualifications

- Coordinators of single staff model programs must have qualifications and/or experience to effectively carry out their role.
- A first aid certificate (Level 2) is mandatory for the Co-ordinator.
- Assistants and relief staff must have a Level 1 First Aid qualification.
- All staff will have a current Police Check and Working with Children Check.

5. Terms and Conditions of Employment

Hours of Employment

Educators are employed from 3.25pm each normal school day (2.25pm on the last day of term). Staff are required to sign in and out at the beginning and end of each session. Educators are employed from 7.30am to 8.30am if Before School Care (BSC) is implemented.

The program will not run during school holidays and Pupil Free days and staff members are not required during these periods.

Position Descriptions

Position descriptions are provided for the Educator positions. These are reviewed regularly. Copies of position descriptions shall be held by the Program Committee / School Council and in the Programs filing cabinet and accessible to staff at all times. A copy is to be given to all staff members.

Punctuality

Staff are expected to be ready to commence work at their starting time, therefore it is necessary for staff to allow several minutes to put personal belongings away and sign in before actually commencing work.

Termination of Staff

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

6. Relief Staff

- The names, and contact numbers, of available relief staff may be maintained by the program committee / school council, and this will be kept in the School Office, in the OSHC Program filing cabinet and by the program committee / school council.
- In the event of a staff member being unable to attend as expected, they should contact the School Office or a program committee member, as soon as practicable, so that a relief staff member can be contacted.
- If a relief staff member is attending for the first time, a program committee member may provide instructions and guidance in the expected routine.
- Relief staff must have a Level 1 First Aid qualification, Police check and Working with Children check.

7. Confidentiality

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. All records will be stored in a secure, lockable place.

8. Location of Staff Records

As program staff members are School Council employees, all staff records will be housed in the school safe with a copy of the Staff Details Form in the OSHC Filing cabinet. A copy of contact details for staff are also held in the OSHC Program filing cabinet.

9. Recruitment and Selection of Staff – for future planning

The Program Committee may liaise with other schools and authorities running similar programs with a view to building a data base of available staff, for both long term and short term availability. This ensures that staff should always be available as required.

When a position within the program staff becomes vacant, the program committee 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 a school staff member or Principal. In the case of First Aid, if the staff member is a second staff member they will be required to undertake and provide evidence of first aid training within 2 months of commencement.

Staff are required to have completed Food Handling training via the online course. (<http://dofoodsafely.health.vic.gov.au/>)

The Principal may manage the selection process and make a recommendation to the School council or representative.

10. Orientation of New Staff – for future planning

Prior to commencing, the new staff member may be provided with the following:

- Letter of appointment setting out 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 school representative.

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 new staff member is expected to 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.

11. Staff Training

The program committee may 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.

12. Staff Meetings

Staff may be required to attend regular informal OSHC staff meetings which are held in line with normal Tallygaroopna Primary School Staff Meetings. These may be on a needs basis. The Coordinator is also expected to attend OSHC meetings and may provide a report at each meeting.

13. Daily Routine

The Educator will commence duty at 3.25pm or 7.30am for BSC and notify the Office Staff of arrival. Staff are to refer to the Duty List for staff for the day to day duties.

14. Bookings

The OSHC Program is funded for 15 places. The Program **cannot exceed** this number.

1. 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 or on holidays during the school term.
 - Casual bookings are for positions made available on a daily basis and are subject to availability
2. Places are allocated according to Priority of Access (refer to Policy Book)
3. Children can attend the program after sports training at 4.30pm.
4. Permanent bookings can be made by indicating times and days on the Enrolment form.
5. 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) 58298264 before 3:00pm on the day of attendance

15. Health matters

Infectious Diseases

Families attending the program are expected to notify the program in the event of any child in the family suffering from an infectious disease. Refer to the Policy Book for further information regarding exclusion guidelines for sick children.

Hygiene

In order to help prevent the incidence of cross infection amongst children and staff, it is essential that staff maintain and role model good hand washing practices. Therefore, staff must wash their hands before and after toileting, before handling and serving food, wiping noses (own or children's) etc. Refer to "Hygiene" policy in Policy Handbook.

Gloves should also be worn if a staff member has a scratch or cut on their hand(s) or is dealing with any injury which has drawn blood or other body fluid.

Staff are encouraged to take pride in their own appearance wearing clean clothing daily.

Food Safety Practices

The OSHC Program follows Food Safety Standards and implements a Food Safety Plan which includes the following procedures:

- Sanitisation of food preparation areas
- Washing of hands before handling food
- Staff wearing gloves when preparing food
- Drinking and eating utensils are washed thoroughly between uses
- Sanitising of tables prior afternoon tea or food activities
- Staff ensuring that children wash hands before and after afternoon tea and/or handling food
- Staff ensuring that children use tongs for selecting afternoon tea
- Children are to be seated while eating and drinking

Medication

There are strict guidelines for the administration of medication to children. All medication must be authorised by parents/guardians and written up (by the parent and staff) on the medication authorisation forms. Refer to Medication policy for all details.

Smoking

As the OSHC Program operates on school premises no smoking is allowed.

Children's Toilets and Hand Basins

- OSHC children and staff have safe access to toilets and hand-washing facilities.
- Separate toilets are provided for girls and boys.

16. Safe Work Practices

Occupational Health and Safety

A healthy and safe working environment is vital to the successful functioning of the OHSC Program. Promotion and maintenance of a safe working environment is a responsibility shared by all. The OSHC staff are to follow appropriate occupational health and safety practices and report any accidents, incidents and hazards to the School OH&S representative and/or Principal. Occupational Health and Safety matters are also discussed at the Program's staff meetings.

Manual handling

To ensure the safety of all staff, volunteers and students the OSHC Program is committed to the relevant legislation and guidelines. 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.

Maintenance and repairs

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. Staff are to report the above matters to the School Principal who shall decide the appropriate action for repair and/or replacement. Staff are to complete the Hazard Checklist if needed.

Appropriate Clothing for Staff

Staff are required to meet and adhere to the following dress standards and requirements at all times, except where the standards and requirements conflict with religious, cultural or racial beliefs and/or requirements, or in special circumstances which are approved.

Staff are required to dress appropriately in comfortable and functional clothing. As per occupational health and safety legislation, footwear needs to allow quick and free movement to the children so shoes must be non slip and covered in. All staff clothing and accessories are to be appropriate and suitable for interaction with children and duties required.

Locked outside door

The outside door to the program room may be locked by 5pm each night when children and staff are inside.

Leaving

The educator must leave the program with the last adult/parent at the same time the last child is collected. It will therefore be necessary for the coordinator to complete any tasks normally done at the conclusion of the program prior to the last child's departure from the program.

Dangerous materials/tools

Program staff will ensure that safety will be paramount in the activities undertaken by the children. Children will not be permitted to use stoves, stanley knives and other potentially dangerous tools without constant supervision.

Receiving monies

Parents have been requested to send all fee payments to the School Office. Should parents hand money to program staff, the parent should be directed to place the fees in the secure collection box at the school office.

Keeping records safe

A lockable filing cabinet is provided to ensure that all records are able to be kept in a secure and confidential manner.

Telephone

The program has available a cordless phone for the use of staff. This is to be taken when outside the premises for outdoor activities in case of an emergency. It also allows parents to contact staff if required.

17. Sun Smart Policy

In line with the program's Sunsmart Policy children are required to wear broad brimmed hats between mid-August and the end of April or when the UV is 3 or above. Sunscreen is provided for all children and staff members in the program. Activities will be scheduled for shaded or undercover areas during times of high risk. Parents are to provide a broad brimmed hat for their child/ren for the OSHC Program.

Staff are to act as role models by:

- Wearing appropriate hats and clothing for outdoors
- Using SPF 15 (or higher) sunscreen for skin protection
- Seeking shade whenever possible for outdoor activities

Refer to Sunsmart policy in the program's Policy Book for more information.

18. Guidance and discipline policies relating to children

There are clear guidelines for dealing with children's misbehaviour in the OSHC Policy Manual. Program staff members are encouraged to work closely with the teaching staff to develop strategies to deal with problems with specific children. The staff member(s) of the Program Committee would be able to facilitate this contact.

19. Program Rules

The co-ordinator is expected to discuss with the children appropriate standards of behaviour, and to formalise a set of rules, or behavioural guidelines, for the program. These will be displayed within the program, and regularly discussed with the children.

20. Parent and Children Involvement

Parents are encouraged to become actively involved in the program by:

- providing feedback on their child's involvement
- completing the Parent Evaluation Sheets on the Program
- commenting on the program and providing suggestions
- contributing materials eg craft, junk/recyclable materials etc.
- becoming actively involved on the Sub-Committee
- attending Sub-Committee / School Council meetings.

Parents shall be informed of OSHC Program notices, information, program news etc. via the school newsletter.

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.

21. Information relating to OSHC Quality Assurance

The program committee / school council may undertake to meet all criteria set out in the OSHC Quality Assurance program. The committee will liaise with the program staff to ensure that the program is working towards meeting all QA principles. The committee will involve program staff, parents and children in the gathering of evidence in working through the Self Study process.

22. Report to Management

- When the Educator/staff member arrives at 3.25pm each day, they should notify the school office of their arrival.
- The Educator is also required to provide a report in the OSHC meeting if needed.

23. Grievance and Complaints Procedures

Procedure for Parents

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.

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

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

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

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

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

24. Emergency Procedures

OSHC staff are to go over these procedures with the children on a regular basis. This will ensure orderly conduct in the event that an emergency should arise. Evacuation procedures shall be practised on a regular basis. The Evacuation Areas are the football oval and the project room. The Evacuation Area is displayed on the attached map. Emergency phone numbers are to be displayed during session times.

Evacuation Procedure

- Evacuate the building to a safe area on the school oval or to the project room
- Take the mobile phone, call the appropriate emergency service
- Take the attendance roll from room when evacuating
- Keep students as calm as possible
- If emergency passes, or when the emergency services give the all clear, return to classroom

Fire

- Check source of fire
- Unless fire is very small, all children should be evacuated to a safe location
- If possible, try to put out fire, but only if it can be done safely
- Call Fire Brigade on 000
- Await instruction of the fire officer in charge
- Keep children and onlookers away from fire
- Notify Principal or Senior staff member
- Contact Parent or Emergency contacts

Precautions Against Fire

- Know where fire fighting equipment is kept on premises. A water based one is outside the library door in the corridor. A chemical one for electrical fires is located outside the Principal's Office.
- Ensure any flammable materials are safely stored on premises
- Have Fire Brigade telephone number available beside phone – dial 000
- Make sure both exits from the library are not blocked with obstructions
- Drill children on the correct procedure for evacuating the building

Bomb Threat

- Telephone Police on 000.
- Evacuate to a safe area.
- Wait for instruction from Police.
- Notify Principal or Senior staff member.

Toxic Emissions / Gas Leaks

- When alerted, check the source of the disaster.
- Evacuate well away from the disaster area.
- Call the Police on 000.
- Wait for instruction from Police.
- Notify Principal or Senior staff member.

Unwelcome visitor/parent/Intruder

In the event that an unwelcome visitor (eg non-custodial parent demanding to remove a child, loiterer), the program staff will:

- immediately ensure that all children are inside the building and that the doors are locked.
- request the visitor to leave, and if they fail to do so should phone the police and an emergency contact and provide details
- if the visitor is a non-custodial parent, the staff may also contact the custodial parent if they feel this would assist the situation.

Staff should not refuse to hand over a child or defy a direct request/order from the person/offender if it may endanger personal safety and/or the safety of others.

Injury to a child

In the event of a child requiring treatment past the first aid provided by the program staff:

- staff shall continue to administer first aid, as required
- an ambulance will be called by the staff member or responsible child in attendance on the instruction of the staff member
- Contact will also be made with a parent on the emergency numbers provided on enrolment

Incapacity of staff member

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 (on speed dial)for:
 - Educators
 - Principal

- o Nearby parents who have agreed to be on hand in case of emergency

In the case of an emergency where the staff member is incapacitated the following procedure shall be discussed with the children and implemented:

- An older child shall ring emergency services eg. ambulance, fire (if relevant)
- Another older child shall go to the staff room and contact an emergency adult via the speed dial (as indicated on the list beside the phone) to come to the Service immediately.

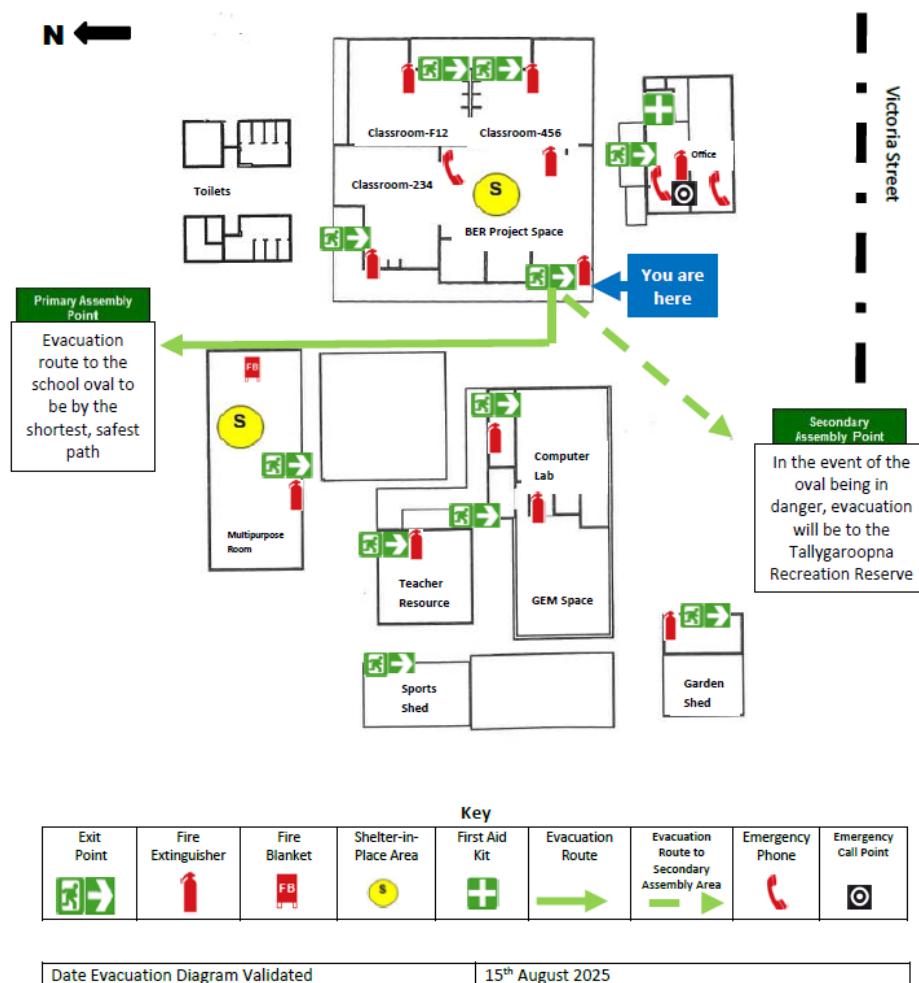
Availability of other adults to assist in an emergency

The committee will ensure that an up-to-date list of emergency contacts (within a short travelling time of the program) is available at all times. This will be displayed with other emergency contact numbers and the children practiced in the situations these numbers are to be used.

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

OSHC Emergency Evacuation

Tallygaroopna Primary School Evacuation Diagram



Using School Mobile Phone



Step1. Press HOME button (may need to press twice)



Step2. Press 3 0 6 7



Step 3. Press PHONE icon



Step 4. Press ★FAVOURITES



Step 5. Press A Principal – David Brodie
(or Karen Armstrong)

Press 000 to call for an ambulance



Step 5. Press RED button to finish call