
Specimen Hill Primary School Outside of School Hours Care Program

Policy & Procedure Document

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1 PHILOSOPHY AND GOALS

To provide a quality primary school-aged childcare service for Specimen Hill Primary School which is community-based, flexible and meets each child's need for care in a creative, stimulating, safe and secure environment before and after school and during school holidays.

The philosophy is implemented by the following goals:

- To offer a flexible service that responds to the care and recreational needs of children
- To provide an environment for children that:
 - - Is both safe and challenging.
 - Fosters individuality, recognising their needs and interests.
 - Promotes the physical health and well being.
 - Acknowledges the importance of the middle years of child development.
 - Values the benefit of play in both structured and self directed experiences.
 - Fosters a spirit of equity and inclusion.
- To ensure that the service accurately reflects the needs of children and parents by:
 - - Acknowledging the importance of parents in providing direction for the service.
 - Encouraging comments and feedback from all parents.
 - Acknowledging and being sensitive to the cultural backgrounds of families.
- To meet the National Standards for Childcare
- Strive to achieve the highest level of quality as determined by the Outside School Hours Care Quality Assurance System.
- To ensure that staff are able to:
 - - Fulfill the role and responsibilities they are employed to undertake.
 - Have their needs met.

2 INTRODUCTION

2.1 SERVICES PROVIDED

The Specimen Hill Primary School Outside of School Hours Care Program operates on a non-profit basis and was established in 1998. The Primary School is the sponsor of the service however the management of the service lies with the Outside School Hours Care (OSHC) Committee. Coordinators are employed to operate the programs on a day to day basis.

The Outside of School Hours Care Program provides the following components of care:

BEFORE SCHOOL CARE

The Before School Care Program operates from 6.30am to 8.45 each weekday during school terms for 40 weeks of the year.

This service is funded by the Commonwealth Government to provide Child Care Benefit to families. The Specimen Hill Primary School Outside of School Hours Care Program service provider number for Before School Care is 407 025 263A.

AFTER SCHOOL CARE

The After School Care Program operates from 3.15pm to 6.00pm each weekday during school terms for 40 weeks of the year. A nutritious snack is provided after school as part of the service. The service also provides an extensive program of creative and recreational experiences for the children.

This service is funded by the Commonwealth Government to provide Child Care Benefit to families. The Specimen Hill Primary School Outside of School Hours Care Program service provider number for After School Care is 407 025 263A.

PUPIL FREE DAYS

The Pupil Free Days operate from 8.00am to 6.00pm on days when the school has a pupil free day, during the school year. This service is funded by the Commonwealth Government to provide Child Care Benefit to families.

EARLY FINISH DAYS

The Early Finish days operate from 2.15pm to 6.00pm on the last day of school at the end of each term for 4 days of the year. This service is funded by the Commonwealth Government to provide Child Care Benefit to families.

The OSHC Committee and staff have developed this Policy and Procedures Document to provide families with information regarding the operation of this service. The Document includes policies established in line with State and Commonwealth Guidelines, legislation and quality assurance systems relating to Outside of School Hours Care. The outlined policies will be reviewed by management and staff on an annual basis to ensure relevance to the service and families.

A Parent Handbook is also available which provides information on the operation of the service and outlines parent, staff and child responsibilities.

2.2 THE ROLE OF THE GOVERNMENT BODIES

COMMONWEALTH GOVERNMENT

The Commonwealth Department responsible for Outside School Hours Care is the Department of Family and Community Services (FACS). The Department refers to itself as the Child Care Program and believes its role to be:

“... strengthening Australian Families by assisting families with dependent children to participate in the workforce and the general community.”

“In particular the Commonwealth Child Care Program has the following aims:

- Affordability – to keep child care affordable to low and middle-income families.
-
- Supply – to encourage the development of child care services and places in areas of greatest need and to ensure that the range, type and quality of services available meet the needs of families.
-
- Quality – to encourage quality outcomes for children in efficiently managed services and to support the development of children with special needs by enabling them to gain access to child care.”

The role of the Commonwealth:

- Administer Child Care Benefit to families.
-
- Administer financial support to approved community managed services in areas of need.
-
- Assist employers to provide child care for their employees.
-
- Assist parents with child care options.
-
- Quality assurance, training and support services to improve the quality of care of children.
-
- Funding, training and support products and services to promote equity of access.
-
- Policy advice, research and service management related to providing children’s services.
-

Details taken from the Community Based – Outside School Hours Care Handbook – July 2000 and internet site: www.facs.gov.au.

National Standards

The Commonwealth and State Governments have jointly developed National Standards for child care services. These standards express a national view about the level of care all Australians should expect to find in the different kinds of child care services available to them.

A copy of the National Standards can be found in the appendices section of your FACS – Outside School Hours Care Handbook or on the FACS website.

National Childcare Accreditation Council (NCAC) – Quality Assurance

The NCAC is an incorporated association established in 1993 by the Commonwealth Government. The NCAC administers the Quality Assurance System for Outside School Hours Care. The aim of the system is to assist services to implement strategies to improve the quality of care that they provide for children.

Further details regarding NCAC can be obtained on the web site: www.ncac.gov.au.

Child Care Benefit

Child Care Benefit is funded by the Commonwealth Government to assist families using an approved child care service with child care fees. Its primary focus is to support families who are working, studying, training and looking for work. The other main client group it supports is children who are at risk. The program is funded by the Commonwealth and as a result abides by regulations and guidelines pertaining to this funding.

Family Assistance Office (FAO)

The FAO is the main service delivery organisation for the Child Care Benefit and Family Tax Benefit payments. The FAO is a joint venture of Centrelink, the Australian Taxation Office and the Health Insurance Commission (Medicare). All service outlets of those organisations include FAO offices. The FAO can be contacted on 13 61 50. Further information can be obtained from the coordinators on this form of funding if required.

STATE GOVERNMENT

The State Government through the Department of Human Services (DHS) is currently investigating the role it will play in regulating Outside School Hours Care in regard to the National Standards.

Further details regarding the Department of Human Services can be obtained on the web site: www.dhs.vic.gov.au .

LOCAL GOVERNMENT**Food Safety**

The State Government through the Department of Human Services is responsible for food regulation in Victoria through the administration of the Food Act (1984). The Department of Human Services works with Local government who register food businesses in Victoria.

Food safety is a significant issue for Outside of School Hours Care and it is the responsibility of Local Government to assist services in regard to the level of registration and compliance required to meet the Food Act (1984) and Food Standards Code. Local Government Health Departments will also be able to assist you in regard to which class your service should be registered and if it requires third party auditing.

For more details on food safety refer to the State Government website: www.foodsafety.vic.gov.au

3 MANAGEMENT

POLICY STATEMENT

The service will ensure that the financial, administration and accounting reporting processes and tasks are completed to the satisfaction of the funding body, the sponsor, parents and staff.

3.1 MANAGEMENT OF THE SERVICE POLICY

POLICY

The Primary School is the sponsor of the service.

The School Council will ensure that the day to day management of the service meets with the requirements set by the Commonwealth's Department of Family and Community Services and legislation set by State and Commonwealth Governments under the direction of an OSHC Committee made up of school, parents and staff representation.

MANAGEMENT STRUCTURE

The OSHC committee is made up of members from the school, parent group and staff. Each member plays a certain role within the committee. These roles include: President; school principal, Treasurer; school bursar, Secretary; nominated teacher, a parent representative and the coordinators.

PROCEDURES

The sponsor has responsibility to ensure that:

- All aspects of the service, including policy, program and budget development, approval of all expenditure of the budget, staffing decisions and management of staff.
- The incorporated status is maintained including updating rules of association and having a certificate of incorporation.

The OSHC committee:

- Is made up of representatives from the sponsor body, the parent group and other interested parties.
- Representatives are elected at the Annual General Meeting and the following positions are held; President, Treasurer, Secretary, Parent Representatives and the Coordinator.
- The primary role of the OSHC Committee is to operate the Outside of School Hours Care service and to implement the school policy in relation to the service.
- Other roles and responsibilities are as follows:

- To encourage participation and suggestions from parents and staff regarding decisions to be made about the service operation, its policies and the fulfillment of its philosophy and goals.
- To regularly review parent and staff needs in relation to service operation and where appropriate to lobby groups to ensure that these needs are met.
- To be actively involved in staff recruitment and the development of a positive work environment.
- To develop and manage the finances of the service and to be responsible to the Department of Family and Community Services for funding.
- To meet before each school council meeting.
- To report directly to the School Council.
- To ensure that meeting agendas and minutes are displayed on the parent notice board at the service.
- To ensure that the service meets all legislative requirements as set by the State and Commonwealth Governments in relation to child care services, staff, financial management and health and safety.

The Coordinators have responsibility for:

- The day to day operation of the service and its programs.

Relevant Policies:

[Financial Management Policy](#)

[Insurance Policy](#)

[Policy Development Policy](#)

References:

FACS - Quality Practices Guide 1st Edition 2003 – Quality Area 8 - Managing to Support Quality – Principal 8.1- Management ensures the service operates within relevant legislation.

FACS, 2000, Community Based – Outside School Hours Care Handbook July 2000

Date approved:

Approved by:

To be reviewed:

3.2 INSURANCE POLICY

POLICY

Management will ensure that professional indemnity, public liability, building and contents, worker's compensation and any other necessary insurance is sufficient to cover the needs of the service, in line with State and Commonwealth Legislation.

PROCEDURE

The sponsor has the responsibility to ensure that:

- Commencement and payment of all relevant insurances is undertaken.
- Allocations will be made in the budget for all relevant insurances.
- Insurance will be paid on time.

Relevant Policies:

[Management of the Service Policy](#)

[Financial Management Policy](#)

[Venue Policy](#)

References:

DHS - Implementation Guidelines for National Standards for Outside School Hours Care – Page 37 - 5.2 Insurance

FACS - Quality Practices Guide 1st Edition 2003 – Quality Area 8. Principal 8.1 Management Ensures the service operates within relevant legislation.

FACS, 2000, Community Based – Outside School Hours Care Handbook, July 2000 – Section 2.6 Insurance

Date approved:

To be reviewed:

Approved by:

3.3 FINANCIAL MANAGEMENT POLICY

RATIONALE

“Good financial management is the responsibility of all management committee members.”
FACS (2000)

POLICY

The coordinators and school bursar are responsible for the financial planning and management of the Outside of School Hours Care service. The Outside of School Hours Care service will operate within the constraints of the financial budget.

PROCEDURES

The Coordinators and School Bursar are responsible to ensure that:

- A budget is prepared annually outlining the anticipated income and expenditure of the service.
- Past financial year records are used as a basis for developing the new budget.
- In the case of a surplus of funds, this money will be accrued to the following year and considered when developing the financial year budget.
- All financial records will be audited at the completion of the financial year and findings presented at the Annual General Meeting (AGM).
- A cash flow will be developed to ensure the ongoing financial monitoring of the budget.
- All expenditure will be approved by the OSHC Committee.

The OSHC Committee is responsible to ensure that:

- The day to day financial management is undertaken in line with the service policies and procedures i.e. payment of accounts, collection and banking of fees.
- All costs associated with staffing i.e. Superannuation, Work Cover etc are paid.

Relevant Policies:

[Management of the Service Policy](#)

[Insurance Policy](#)

[Banking Policy](#)

[Petty Cash Policy](#)

[Fundraising Policy](#)

References:

FACS, 2000, Community Based – Outside School Hours Care Handbook, July 2000 – Section 3.2 Management Committee’s.

Date approved:
To be reviewed

Approved by:

3.4 BANKING POLICY

POLICY

All money received by the service is banked at least once fortnightly by the school bursar.

PROCEDURE

The Coordinators are responsible to ensure that:

- All monies are paid to the school bursar.
- Prior to banking all money will be held in a secure place by the school bursar.
- A reconciliation of fees paid, receipts issued, fee records completed and a bank deposit slip will be completed when monies are prepared for banking.

Relevant Policies:

[Financial Management Policy](#)
[Handling of Fee Income Policy](#)
[Receipting Policy](#)

Date approved:
To be reviewed:

Approved by:

3.5 DISHONORED CHEQUES POLICY

POLICY

The service is unable to carry fees and charges for dishonored cheques.

PROCEDURE

The Coordinators have the responsibility to ensure that:

- Any cost incurred to the service due to dishonored cheques will be charged to the parent in their following child care account.

Relevant Policies:

[Financial Management Policy](#)

Date approved:

Approved by:

To be reviewed:

3.6 PETTY CASH POLICY

POLICY

A petty cash float will not be allocated to the service.

Relevant Policies:

[Financial Management Policy](#)

[Management of the Service Policy](#)

Date approved:

To be reviewed:

Approved by:

3.7 FUNDRAISING POLICY

POLICY

1. Fundraising is an additional aspect to the financial management of the service.
2. All fundraising activities will have a specific purpose which stakeholders will be notified of.
3. No family will be placed under pressure to participate in the fundraising activities of the service.

PROCEDURES

The OSHC Committee has the responsibility to ensure that:

- All fundraising income is used in the way it is advertised to the families.

The Treasurer has the responsibility to ensure that:

- Financial aspects of fundraising activities are reported to the OSHC Committee upon completion of the activity.

The staff are responsible to ensure that:

- Fundraising activities are promoted and supported.
- Families are notified of all fundraising activities, the aim of the activity and that participation is voluntary.

Relevant Policies:

[Financial Management Policy](#)

Date approved:

To be reviewed:

Approved by:

3.8 MARKETING AND SERVICE PROMOTION POLICY

POLICY

Specimen Hill Primary School Outside of School Hours Care Program will be promoted to the school and local community on a regular basis to ensure that all relevant parties are aware of the service and its activities.

PROCEDURE

The Coordinators are responsible to ensure that:

- A range of marketing methods are used for the service including: school newsletter, brochure and information in the local paper.
- Marketing material is designed to target children and parents separately.
- Marketing material is promoted in community languages.
- The service participates in community events and includes community visitors to the service.

Relevant Policies:

[Management of the Service Policy](#)

References:

FACS - Quality Practices Guide 1st Edition 2003 – Quality Area 3 - Partnerships with Families and Community Links – Principal 3.2 – The service actively seeks to build links with the community.

Date approved:

Approved by:

To be reviewed:

3.9 POLICY DEVELOPMENT POLICY

POLICY

Specimen Hill Primary School Outside of School Hours Care Program maintains a policy and procedures document which is regularly reviewed in line with State and Commonwealth legislation, industry practice and current research on child development.

PROCEDURE

The OSHC Committee is responsible to ensure that:

- All policies are reviewed on an Annual basis.
- The policy and procedure document is displayed prominently in the service.
- A small working party is created to develop or review policy for the service.
- Draft documents are presented to the OSHC Committee for feedback.
- Any policy changes are in line with the service philosophy.
- Policies are ratified at OSHC Committee meetings and school council meetings.
- Families are consulted when policies are developed or altered.
- Families are notified of final changes to policy via newsletter and notice board.

Relevant Policies:

[Management of the Service Policy](#)

References:

DHS - Implementation Guidelines for National Standards for Outside School Hours Care, Pg 31-4.1 Policy

Date approved:

Approved by:

To be reviewed:

3.10 RECORD KEEPING POLICY

RATIONALE

"The service should keep accurate records covering all aspects of its operation. Records must be retained for at least 36 months from the date of the last entry." FACS, 2000

POLICY

All legally required records will be maintained in a system that complies with requirements of the Department of Family and Community Services, The Privacy Act 1988 and Bendigo Violet Street Primary School.

PROCEDURE

The Coordinators are responsible to ensure that:

- A bound daily record of each child's attendance is maintained by the service. This will include the provision of a sign in and out register. These records will be kept by the service for a period of 3 years.
- A bound accident, illness and medication book is maintained by the service. These documents will be kept by the service for a period of 21 years. (Please note individual child accidents records must be kept until the child has turned 24 years of age)
- Records of permission to attend excursions are kept on children's files.
- A record is kept of each family's fees paid and fees outstanding, in a form approved by the OSHC Committee which complies with funding requirements.
- Statistical data is maintained and kept regarding the utilisation levels of the service.
- All financial records, including records required for Child Care Benefit financial accountability are maintained by the service for a period of 3 years, from the date of the last entry.
- Staff attendance records outlining sign in and out times are maintained.
- Administration records will be stored in lockable filing cabinets at all times.
- Staff will not take administration records home without the permission of the coordinators.

Relevant Policies:

[Arrival and Departure Policy](#)

[Accident Policy](#)

[Illness Policy](#)

[Medication Policy](#)

[Receipting Policy](#)

[Child Care Benefit Policy](#)

[Excursion Policy](#)

[Privacy Policy](#)

References:

DHS - Implementation Guidelines for National Standards for Outside School Hours Care, Pg 38-5.3 Maintenance of Records, Pg 34 – 4.7 Excursions

FACS - Quality Practices Guide 1st Edition 2003 - Quality Area 6 Health, Nutrition and Wellbeing. Principal 6.4 The Service plans to meet the individual health requirements of children, Quality Area 7 Protective Care and Safety. Principal 7.1 The program has effective policies and procedures on protective care.

DHS & Victoria Legal Aid, Legal Aspects of Child Care, Page 26 - Records

FACS, 2000, Community Based – Outside School Hours Care Handbook, July 2000 – Section 2.10.1 Record Keeping

Public Record Office – www.vicnet.net.au/~provic

Privacy: www.privacy.gov.au

Date approved:

To be reviewed:

Approved by:

3.11 CHILDREN'S RECORDS POLICY

POLICY

1. Each child has an individual file that is maintained in a system compliant with requirements of the Privacy Act 1988.
2. Families are advised of the type of information collected in regard to their child and the purpose of this.
3. The service is required to report to various government departments in order to meet funding and service requirements. All information regarding children is provided in a non-identifying way except in the case of Child Care Benefit funding.

PROCEDURE

The Coordinator is responsible to ensure that:

- Documentation of children's health and development is kept in individual child files.
- Families are notified of the contents of children's files and the purpose of collecting this information. This is done through the parent handbook.
- Records are secured in a locked cupboard or filing cabinet.
- Records of permission to attend excursions are kept on children's files.
- Court orders are held in the child's individual file.
- Individual medical plans are kept in children's files.
- Only staff working directly with a child have access to their file.
- All information kept on a child's file is to be treated with the highest level of confidentiality.
- All documentation is kept up to date on children's files.

Relevant Policies:

[Excursion Policy](#)

[Children's Individual Medical Plan Policy](#)

[Access to Children Policy](#)

[Privacy Policy](#)

[Child Care Benefit Policy](#)

References:

DHS - Implementation Guidelines for National Standards for Outside School Hours Care, Pg 38-5.3 Maintenance of Records

FACS - Quality Practices Guide 1st Edition 2003 - Quality Area 6 Health, Nutrition and Wellbeing. Principal 6.4 The Service plans to meet the individual health requirements of children, Quality Area 7 Protective Care and Safety. Principal 7.1 The service has effective policies and procedures on protective care.

DHS & Victoria Legal Aid, Legal Aspects of Child Care, Page 26 - Records

Date approved:
To be reviewed:

Approved by:

3.12 NATIONAL STANDARDS POLICY

RATIONALE

“Although not yet mandated in most States and Territories, all outside school hours care services are encouraged to become familiar with the national standards and to work to adhere to them to the fullest extent possible.”

FACS, 2000

POLICY

Specimen Hill Primary School Outside of School Hours Care Program aims to meet the National Standards at all times.

PROCEDURE

The Coordinators have the responsibility to ensure that:

- All new staff are provided with a copy of the National Standards as part of their orientation package.
- National Standards are mentioned when making decisions or discussing relevant aspects of the daily program and service operation.

Relevant Policies:

[Induction/Orientation Policy](#)

References:

DHS – Implementation Guidelines for National Standards for Outside School Hours Care, May 1996

FACS, 2000, Community Based – Outside School Hours Care Handbook, July 2000

Date approved:

Approved by:

To be reviewed:

3.13 QUALITY ASSURANCE POLICY

POLICY

Specimen Hill Primary School Outside of School Hours Care Program will strive to meet the highest level of Quality Assurance with the National Childcare Accreditation Council (NCAC).

PROCEDURES

The OSHC Committee has the responsibility to ensure that:

- The service is registered with the NCAC for the Quality Assurance System.
- Any fees required by the NCAC are paid on time.
- Staff are supported in the implementation of the Quality Assurance System.

The staff team has the responsibility to ensure that:

- The service is prepared for the Quality Assurance Audit within the timelines set by the NCAC.
- Self assessment processes are undertaken prior to the NCAC visit.
- Required processes are followed up in line with the recommendations outlined by the NCAC
- Staff meetings are used as an opportunity to discuss and complete Quality Assurance matters and tasks.
- Tasks allocated to each member of the team are undertaken.

Relevant Policies:

[Management of the Service Policy](#)

References:

www.ncac.gov.au

Quality Practice Guide 1st Edition 2003.

Quality Area 8 – Managing to Support Quality. Principal 8.3 – Management has effective strategies for communicating with families.

Date approved:

To be reviewed:

Approved by:

4 ENROLMENT, ADMINISTRATION & FEES

4.1 ENROLMENT POLICY

POLICY

All children must be enrolled before receiving care. Children must be re-enrolled on an annual basis.

PROCEDURES

The staff have the responsibility to ensure that:

- An enrolment form is completed for each child who attends the service. The details on this form must be kept up current and up-dated as necessary. The following information is required on the enrolment form:
 - - Child's name, address and date of birth.
 - Custody/court orders relating to custody or access.
 - Name, address and contact numbers (home and work) of parents/guardians/authorised persons.
 - Details of authorised persons able to collect the child.
 - Written permission for the child to leave the service unaccompanied, such as to attend sporting or creative sessions during program times.
 - Medical details of the child including any action plans that have been developed and name, address and contact number of child's doctor.
 - Special considerations or needs relating to the child.
 - Details of authorised persons able to be contacted in an emergency.
 - Written authorisation to seek emergency medical, hospital and ambulance services.

Enrolment forms are available from the school office. A copy is included as *Appendix 1*.

Parents/Guardians have a responsibility to ensure that:

- The policy document of the service has been read.
-
- The enrolment form section regarding service policy has been signed which states that they have read and agree to abide by the conditions outlined in the policy document.

Relevant Policies:

[Medication Policy](#)

[Privacy Policy](#)

[Children's Records Policy](#)

[Access to Children Policy](#)

References:

DHS, May 1996, Implementation guidelines for National Standards for Outside School Hours Care – Page 38, 5.3 - Maintenance of Records.

Date approved:

Approved by:

To be reviewed:

4.2 REGISTRATION POLICY

POLICY

- A registration fee is not charged to families on an annual basis. This policy is subject to change.

Relevant Policies:

[Financial Management Policy](#)

Date approved:

To be reviewed:

Approved by:

4.3 WAITING LIST – PRIORITY OF ACCESS POLICY

RATIONALE

Outside School Hours Care is *“mainly for school aged children, but can assist children outside this range in special or emergency situations. The attendance of such children must be discussed with the Department of FACS and reviewed on a regular basis.”*

FACS, 2000

POLICY

1. Specimen Hill Primary School Outside of School Hours Care Program will maintain a waiting list for care in application date order and in accordance with the Commonwealth Government’s Priority of Access Guidelines listed in the Community based Outside School Hours Care Handbook.
2. The Service is provided as a first priority to children attending Specimen Hill Primary School.
3. Consideration will be given to accepting children not enrolled at this school if places are available.

PRIORITY OF ACCESS - GUIDELINES

Priorities as indicated in the Outside of School Hours Care Handbook:

- Children at risk of abuse or neglect.
- Families in crisis should have support and assistance from child care services to the maximum extent possible.
- Families with work or work related needs.

“Where demand exceeds supply, it is important for services to allocate available places to those families with the greatest need for child care support.”

“If there are vacancies, out of care children should be accepted especially if the level of utilisation is low. Transport to the service is the responsibility of the parent.”

“The service must not restrict the attendance of primary school aged children in order to offer care to older or younger children.”

FACS, 2000.

PRIORITY OF ACCESS

Evidence of Priority of Access

When a family seeks to establish priority, the service should satisfy themselves that a child fits in the priority of access. Where this is not clear, the service should consider requesting documents as evidence of priority, such as:

- Disability of parent or child - medical certificate or other formal assessment, or
- Risk of serious abuse - confirmation from social worker, State Welfare Department or doctor, Court or Intervention Orders.

Once a vacancy arises, the coordinators will contact the next family on the list.

Relevant Policies:

[Enrolment Policy](#)

[Child Care Benefit Policy](#)

References:

FACS, 2000, Community Based – Outside School Hours Care Handbook, July 2000

Date approved:

Approved by:

To be reviewed:

4.4 COMMENCEMENT OF CARE POLICY

POLICY

Specimen Hill Primary School Outside of School Hours Care Program will ensure that all children are made welcome and oriented to the service and its routines upon commencement.

PROCEDURES

Family members have the responsibility to ensure that:

- When making bookings, parents must inform the coordinators that their child is new to the service or is in prep and which class they are in.

The staff team has the responsibility to ensure that:

- Prep children are collected from their class for their prep year.
-
- All new children are instructed as to which areas they may play in whilst at the service.
- New children are oriented to the service including where bags are kept, snack times, expectations and are linked with other children in the service if they do not know anyone else.

Relevant Policies:

[Enrolment Policy](#)

Date approved:

To be reviewed:

Approved by:

4.5 BOOKING POLICY

POLICY

1. Permanent bookings are required to be made in advance.
2. Casual users must contact the service prior to service commencement in order to ensure a place is available.

PROCEDURES

Staff have a responsibility to ensure that:

- The answering machine is checked prior to the session to confirm booking and cancellation of care arrangements.
- Parents/Guardians are contacted as soon as possible if care is not available.

Parents/Guardians have a responsibility to ensure that:

- Cancellations, changes or additions to bookings are made by leaving a message on the Outside of School Hours Care mobile on 0414 068 475 for After School Care or 0438 062 561 for Before School Care.
-
- Notification of cancellations are to be made by 6.00pm the day before care for Before School Care or a \$7.00 full fee will apply or by 11.00am on the day of care for After School Care or an \$9.00 full fee will apply.
- If requiring emergency or casual care due to unexpected circumstances they contact the service before 6.30am for Before School Care, 3.15pm for After School Care and 8.00am for Pupil Free Days and/or leave a message on the Outside of School Hours Care mobiles.

Relevant Policies:

[Enrolment policy](#)

[Fee policy](#)

Date approved:

To be reviewed:

Approved by:

4.6 CHILDREN WHO DO NOT ATTEND POLICY

POLICY

The staff will endeavor to ensure that children booked into the service arrive as intended.

PROCEDURE

Staff have the responsibility to ensure that:

- A roll call of children is conducted as they arrive at the service.
- The roll is checked at 3.15pm to determine whether there are children booked into the service that have not yet arrived.
- The school office is contacted to confirm that any missing children attended school on that day.
- The school office is requested to put a message over the intercom/speaker requesting that the missing child/ren in question go immediately to the service.
- If missing children have not arrived by 3.25pm they will attempt to contact the parent to determine whether the child/ren are supposed to be attending the service.
- If the parent cannot be contacted or the missing child/ren is supposed to be attending the service the staff will contact the school principal or the OSHC Committee to determine the next course of action.

Relevant Policies:

[Attendance Policy](#)

Date approved:

To be reviewed:

Approved by:

4.7 ATTENDANCE POLICY

POLICY

Specimen Hill Primary School Outside of School Hours Care Program is available to children whose parents have dropped them off at school before 8.30am or children whose parents have not arrived after 3.30pm to protect their safety and well being.

PROCEDURES

The school principal and teachers have the responsibility to ensure that:

- All families within the school will receive a copy of the OSHC enrolment.
- Appropriate information regarding any child enrolled in the OSHC Program remaining at the school before 8.30am or after 3.15pm will be passed onto the Outside of School Hours Care service by the School Office to enable care to be provided.
- Children in the school grounds before 8.30am or remaining in the school grounds after 3.15pm will be taken to the service by school staff if places permit.
- Families will be contacted to inform them of the children's attendance at the Outside of School Hours Care service.

The staff have the responsibility to ensure that:

- Families are charged a session fee for the child's attendance.
- Families are encouraged to complete an Outside of School Hours Care service enrolment form.

Self Referred Children: Those who arrive at the service without being enrolled:

- Every effort should be made to contact the parents and seek their permission for the child to be there.

Relevant Policies:

[Enrolment Policy](#)

[Fee Policy](#)

References:

FACS, 2000, Community Based – Outside School Hours Care Handbook, July 2000

Date approved:

Approved by:

To be reviewed:

4.8 NON COLLECTION OF CHILDREN POLICY

POLICY

Specimen Hill Primary School Outside of School Hours Care Program will ensure the safety of children not collected from the service by the closing time.

PROCEDURE

The Coordinators have a responsibility to ensure that:

- Specimen Hill Primary School Outside of School Hours Care Program closes at 6.00p.m.
- The following procedure will be followed for children remaining at the service after this time.
- The staff will attempt to contact the parents/guardians/authorised persons at 6.00pm.
- If not contactable, staff will immediately contact the emergency contact numbers on the enrolment form.
- If not contactable, the staff will wait for the parents until 6.10pm.
- The children will be reassured and made comfortable whilst staff are trying to contact the parent.
- If by 6.10pm, the parent/guardian/authorised persons have not been contacted, staff will contact the Police Department for direction on (03) 5440 2510.
- Management is contacted to advise of the action offered by police.
-

Relevant Policies:

[Late Pick Up Fees Policy](#)

[Child Protection Policy](#)

Date approved:

To be reviewed:

Approved by:

4.9 ARRIVAL AND DEPARTURE POLICY

POLICY

All children attending Specimen Hill Primary School Outside of School Hours Care Program must be signed in and/or out by the parent/guardian/authorised person every session. (Signing in and out includes the date, time of arrival and departure.)

PROCEDURES

Staff have the responsibility to ensure that:

- For all programs:
 -
 - - Parents/guardians/authorised persons have undertaken their responsibility of signing the attendance register.
- For the Before School Care Program:
 -
 - The child is signed out of the service when leaving for school by Outside of School Hours Care staff.
- For the After School Care Program:
 -
 - The child is signed into After School Care upon arrival to the service by staff.
- For the Early Finish Days:
 -
 - The child is signed into upon arrival to the service by staff.
- Authorised persons are asked to provide proof of identification when collecting the child from care.
- No child is permitted to leave the centre with a person who is not authorised by the parent/guardian.
- Children may not be collected by persons other than those that appear on the enrolment form, or by anyone under the age of 18.
- For children leaving the service during a session to attend another service/activity:
 -
 - Hand written and signed notes from the parent/guardian/authorised person must accompany a child requesting to leave the service alone.
 - Children attending another service e.g. sport, music etc, are signed in and out of the book by staff.
 - Children attending activities within the school grounds are signed out of the service by staff and on their return children are required to notify the Coordinators of their arrival.
 - Children attending activities out of the school grounds are signed out of the service by staff and where reasonable, ensure that they arrive at the designated destination safely. The service cannot accept responsibility for the child once he/she has left the service.

"If a parent continually fails to complete the attendance register the service can refuse fee relief. The parent is to be notified that this action will be taken". FACS, 2000

Parents/Guardians/Authorised Persons have the responsibility to ensure that:

- For the Before School Care Program:
 -
 - The child is signed into the service on arrival by authorised persons and the staff will sign the child out of the service.
- For the After School Care Program:
 -
 - The child is signed into the service by staff and out of the service by authorised persons when collecting their child.
- For the Early Finish Days:
 -
 - The child is signed into the service by staff and out of the service by authorised persons when collecting their child.
- For the Pupil Free Days:
 -
 - The child is signed into the service on arrival and when collecting their child from the service.
- Written permission is provided to service staff to allow another person to collect their child from care.
- Verbal permission over the telephone may be provided to service staff to allow another person to collect their child from care, but must be followed up with written permission.
-
- Staff should request from parent a description of the person if unknown by staff. Identity should be checked and proof i.e. drivers license be recorded in communication book.

Relevant Policies:

[Access to Children Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 7 - Protective Care and Safety – Principle 7.1- The service has effective policies and procedures on protective care.

FACS, 2000, Community Based – Outside School Hours Care Handbook, July 2000

Date approved:

Approved by:

To be reviewed:

4.10 CANCELLATION OF CARE POLICY

POLICY

Families are required to notify the service of any changes to booking arrangements.

PROCEDURE

Families have a responsibility to ensure that:

- Seven days notice is required in writing for cancellation of full time booked care or change of booking.
- Families who do not notify the service of intention to cancel will be charged the full session fee for a one week period.
- Families accessing part time or casual are required to notify the service prior to 6.00pm for Before School Care and 11.00am for After School Care otherwise the full fee will be charged.

Relevant Policies:

[Fee Policy](#)

[Booking Policy](#)

Date approved:

To be reviewed:

Approved by:

4.11 CHILD CARE BENEFIT POLICY

DEFINITION

“Child Care Benefit (CCB) is a payment made to families to assist with the costs of child care.”

POLICY

All families will be notified of the availability of Child Care Benefit (CCB) and their responsibilities in accepting this funding.

PROCEDURES

The Coordinators have the responsibility to ensure that:

- At enrolment families are provided with information and appropriate forms to apply for funding or families can call the Family Assistance Office (FAO) on 13 61 50 to ascertain eligibility.
- The service displays up to date information regarding CCB on the parent notice board and in the newsletter.
- The service’s Customer Reference Number “CRN” number is displayed in a prominent position enabling families to complete necessary forms.
- The service completes the “CRN” number on all forms provided to families to ensure correct information is passed onto Family Assistance Office (FAO).
- Families are informed of their responsibilities in terms of access to CCB. This includes:
 - - Completing and lodging the CCB application form within seven days of commencing care.
 - Lodging a new CCB application annually or as required.
 - Paying their portion of the program fee by the end of each claim period.
 - Signing attendance records daily stating time in and out.
 - Families are responsible for ensuring they apply for all components of care required.
- Parents also need to inform the service if the child enrolled attends any other Before or After service as each child is only entitled to 30 allowable absence days across all services attended. The service no longer needs to get parents to sign for allowable absences if the service has other procedures in place to notify parents. Parents will be informed when an allowable absence is being claimed on their behalf by Specimen Hill Primary School Outside of School Hours Care Program.
- Advising the service if they have other children in a Commonwealth service such as Family Day Care, Long Day Care or any other Outside of School Hours Care service. (Note: Although Parent statements are no longer required the service should have some kind of information that clearly indicates that families have spoken to you about having a child in another Commonwealth Service.)

- Special Child Care Benefit will be made available to families experiencing major difficulties.
- Access to Special Child Care Benefit will be at the discretion of the coordinators and OSHC Committee.
- Submit quarterly statements within the allocated timeline.
- Records are to be kept for 3 years from the end of the financial year. They must be safely stored, easily accessible, in original form and preferably in numerical or date order. The following documents must be kept:
 - - Details of fees.
 - Hours of care charged.
 - Attendance and absence records.
 - Assessment notices.
 - Copies of documentation for approved absences.
 - Details of parent payments.
 - Certificates of approval for special CCB.
 - Certificates of approval for more than 20 and more than 50 hours per week of care for a child at risk.

Relevant Policies:

[Management of the Service Policy](#)

[Waiting List – Priority of Access Policy](#)

[Late Payment/Non Payment of Fees Policy](#)

[Record Keeping Policy](#)

[Children's Records Policy](#)

References:

FACS, 2000, Community Based – Outside School Hours Care Handbook, July 2000

Date approved:

Approved by:

To be reviewed:

4.12 ALLOWABLE ABSENCES POLICY

POLICY

Specimen Hill Primary School Outside of School Hours Care Program will comply with the requirements of the funding guidelines as outlined in the Community Based - Outside School Hours Care Handbook for allowable absences.

PROCEDURES

The Coordinators have the responsibility to ensure that:

- Families are informed of their responsibilities in regard to absences from care.
- The service completes the following administrative tasks:
 - - Advise Parents when an allowable absence is being claimed.
 - Obtain documentation to support absence over the 30 allowable days.
 - Medical certificates and written statements are to be retained for at least 3 years from the end of the financial year in which the care was provided.

Parents have a responsibility to ensure that:

- Written notification of allowable absences is provided by the service.

Relevant Policies:

[Child Care Benefit Policy](#)

[Record Keeping Policy](#)

References:

FACS – Community Based – Outside School Hours Care Handbook, July 2000

Date approved:

Approved by:

To be reviewed:

4.13 FEE POLICY

RATIONALE

Specimen Hill Primary School Outside of School Hours Care Program operates on a non-profit basis. Any surplus will be expended on equipment and resources for the children's program, minor upgrades and service improvements as specified by the OSHC Committee. Specimen Hill Primary School Outside of School Hours Care Program aims to provide a quality service which is accessible and affordable to families.

"The service must not charge a fee for a child for whom CCB is being paid that exceeds the fee charged for another child in the same circumstances, who is receiving that same care, and whom CCB is not being paid."

"The service must charge separate fees for before and after school care."

FACS, 2000, Community Based – Outside School Hours Care Handbook, July 2000

DEFINITIONS

| | |
|-----------------------|---|
| Permanent Booked Care | Regular bookings used each week |
| Booked Care | Any booking for care made in advance |
| Casual Care | Care used on a daily basis (bookings made on the day) |

POLICY

1. Fees will be set annually by the OSHC Committee prior to the commencement of the school year. Fees are set to cover the cost of the service and to meet the projected budget for the service. They are subject to change.
2. Specimen Hill Primary School Outside of School Hours Care Program aims to provide a quality service which is accessible and affordable to families.

PROCEDURES

The OSHC Committee has the responsibility to ensure that:

- Fees will be set on an annual basis by the OSHC Committee when establishing the budget parameters.
-
- Fees are charged on a per session basis per child.
-

Parents have a responsibility to ensure that:

- All families are required to pay fees for the care of their children.

Permanent and Booked Care

- Families will be charged fees fortnightly in arrears with an invoice issued on a Friday for the previous two weeks with fees to be paid for within the fortnight.

Casual and Emergency Care

- Fees must be paid for on the day of care.

A fee schedule is attached as *Appendix 2*.

Relevant Policies:

[Booking Policy](#)

References:

FACS, 2000, Community Based – Outside School Hours Care Handbook, July 2000

Date approved:

Approved by:

To be reviewed:

4.14 ACTIVITY AND EXCURSION COST POLICY

POLICY

In order to meet the developmental needs and interests of school aged children incursions and excursions will form part of the service. Parents are asked to contribute to the cost of these extra activities.

PROCEDURE

The Coordinators have the responsibility to ensure that:

- Parents will be notified in advance of any additional charges.
- These additional charges do not attract CCB.
- Parents will be expected to pay additional charges prior to or on the day stated.

Relevant Policies:

[Financial Management Policy](#)

[Child Care Benefit Policy](#)

References:

FACS, 2000, Community Based – Outside School Hours Care Handbook, July 2000

Date approved:

Approved by:

To be reviewed:

4.15 LATE PICK UP FEES POLICY

RATIONALE

This policy has been put into place to prevent any family from continually attending the service after the advertised closing time. The policy ensures that staff are paid for the additional hours they are required to work due to the late pick up of children.

POLICY

A late fee will be charged for children remaining in care after the advertised closing time.

PROCEDURES

The Coordinators have the responsibility to ensure that:

- The service charges the family \$1.00 per minute or part there of.
- The late fee is added to the child's fortnightly invoice for care.
- The family is notified that payment of this fee is required within the fortnight.
- Additional time worked is documented and passed on to the OSHC Committee. The additional time matches the time documented in the arrival and departure book as signed by the child's carer.

The OSHC Committee has the responsibility to ensure that:

- Staff are paid for additional hours worked due to late collection of a child.

Relevant Policies:

[Non Collection of Children Policy](#)

Date approved:

Approved by:

To be reviewed:

4.16 HANDLING OF FEE INCOME POLICY

POLICY

The school bursar is the only person who will accept payment from families for care.

PROCEDURE

The Coordinators and families have the responsibility to ensure that:

Payments will be accepted through the following methods:

- A secure fee box located in the school office will be available for families to make payments via cash or cheque.
- Cheques must be made out to Specimen Hill Primary School Outside of School Hours Care.
- All payments must be made in an envelope marking with the child's name and amount enclosed.
- All payments will be made to the school office during the hours of 8.30am to 4.30pm.
- The person who receipts the fees is not responsible for the physical banking of money.

Relevant Policies:

[Financial Management Policy](#)

[Banking Policy](#)

[Record Keeping Policy](#)

[Receipting Policy](#)

Date approved:

To be reviewed:

Approved by:

4.17 RECEIPTING POLICY

POLICY

1. All families will be provided with a receipt as soon as is practicable after payment is made.
2. All receipts will be provided in a format that meets the requirements of the FACS – Outside School Hours Care Handbook Section 9.3.5 Receipts.

PROCEDURE

The Coordinators have the responsibility to ensure that:

- All Payments will be acknowledged within the following account period.
-
- Receipts will be in line with the requirements of the FACS – Community Based - Outside School Hours Care Handbook.

Relevant Policies:

[Handling of Fee Income Policy](#)

References:

FACS, 2000, Community Based - Outside School Hours Care Handbook, July 2000

Date approved:

Approved by:

To be reviewed:

4.18 LATE PAYMENT/ NON PAYMENT OF FEES POLICY

POLICY

All fees for care must be paid by the due date.

PROCEDURE

The Coordinators are responsible to ensure that:

- Payment arrangements are negotiated with families experiencing difficulties.
- Accounts falling more than 2 weeks in arrears are sent notification to pay within one week. This letter will state date payment is required and process which will be followed if payment is not received.
- Accounts falling more than 3 weeks in arrears (who have not contacted the service or arranged alternative payment arrangements) receive a phone call from the excluding the child from care until payment is made.
- Families excluded from the service due to non-payment of fees will be provided with information regarding family support and financial advising services available in the local community.
- Specimen Hill Primary School Outside of School Hours Care Program has the ability to access 18% of the previous term's claim of Child Care Benefit (CCB) in Special CCB to support families experiencing difficulties.
- The OSHC Committee has the ability to waive fees under special circumstances.

Relevant Policies:

[Fee Policy](#)

[Dishonoured Cheques Policy](#)

References:

FACS, 2000, Community Based - Outside School Hours Care Handbook, July 2000 – Section 7.10.14

Date approved:

To be reviewed:

Approved by:

5 WORKING WITH FAMILIES

Specimen Hill Primary School Outside of School Hours Care Program is committed to working with families in a collaborative manner in order to provide a high quality child care service that meets the needs of children, families and the community. Parent participation and communication is critical to the success of the service and its programs.

“Services should provide for adequate parent and staff participation in the management and in the development of the services policies and programs.”
FACS, 2000.

5.1 FAMILY INVOLVEMENT POLICY

POLICY

Specimen Hill Primary School Outside of School Hours Care Program actively encourages family involvement in the development of the program and management of the service.

PROCEDURES

The OSHC Committee is responsible to ensure that:

- Nominations for membership of the OSHC Committee are called on an annual basis from school council and parent users of the service.
- Sub Committee's are developed to address specific issues relating to the service as required.
- Families are encouraged to participate in fundraising and accreditation activities and processes.

The Coordinators have the responsibility to ensure that:

- Annual evaluations are conducted to allow families to have input into the future planning of the service.
-
- Informal evaluations of the service occur throughout the year.
-
- Parents are encouraged to attend the service to observe and participate with their child.
-
- Families are encouraged to participate in ways that acknowledge and value diversity.
-
- Special events that complement the children's service are held throughout the year to enable parents to attend and view the service and meet the staff.

The staff team has the responsibility to ensure that:

- All family members' names are known.
-
- Family members are welcomed upon arrival.

Relevant Policies:

[Access to Service Policy](#)

References:

FACS, 2002, Quality Practices Guide 1st Edition 2003 – Partnerships with families and Community Links – Quality Area 3. Principle 3.1 – The service is responsive to the interests of families and encourages participation in the operation of the service.

FACS, 2000, Community Based – Outside School Hours Care Handbook, July 2000

Date approved:

Approved by:

To be reviewed:

5.2 PARENTAL REQUESTS POLICY

POLICY

1. Staff will consider all requests from families in regard to their children.
2. Where a parental request cannot be fulfilled explanation will be provided.

PROCEDURE

The staff team has a responsibility to ensure that:

- Discussions will be held with families in regard to the benefits of the experiences provided to the children in the service.
-
- Developmental disadvantages are explained to families when a request is made regarding their child to enable them to make an informed decision.
-
- Respect is given to families in regard their right to make decisions on behalf of their child.

Relevant Policies:

[Family Involvement Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 3 – Partnerships with Families and Community Links – Principle 3.1 – The service is responsive to the interests of families and encourages participation in the operation of the service.

AECA Code of Ethics.

UN Declaration on the Rights of the Child.

Date approved:

Approved by:

To be reviewed:

5.3 ACCESS TO SERVICE POLICY

POLICY

Families are welcome to attend the Specimen Hill Primary School Outside of School Hours Care at any time.

PROCEDURE

The staff team has a responsibility to ensure that:

- Staff will ensure that the service is accessible to families at all times.
- Specimen Hill Primary School Outside of School Hours Care uses a security system i.e. locking doors will ensure that appropriate mechanisms are in place to allow for entrance by families.

Relevant Policies:

[Family Involvement Policy](#)

[Security Policy](#)

References:

FACS – Quality Practices Guide 1st Edition 2003 – Quality Area 7 - Protective Care and Safety, Principle 7.1 – The service has effective policies and procedures on protective care.

Date approved:

Approved by:

To be reviewed:

5.4 ACCESS TO CHILDREN POLICY

RATIONALE

“To ensure that a child is collected from a children’s service by people who have the legal responsibility for caring for the child, it is important that child carers are aware of the different responsibilities that adults may have regarding a child..”

DHS & Victorian Legal Aid (1999)

DEFINITIONS

Old Terminology

Access

Custody

Guardianship

New Terminology

Contact

Residence and Specific Issues Order for day-to-day care and control

Specific Issues Order gives responsibility for long term care & welfare

POLICY

All parents and authorised persons have access to the Specimen Hill Primary School Outside of School Hours Care Program and their children at all times, unless relevant Court Orders are held by the service that specify otherwise.

PROCEDURES

The staff have the responsibility to ensure that:

- A copy of all court orders in relation to residence and specific issues orders must be provided to the service upon enrolment or as obtained. These documents will be attached to the child’s records and treated confidentially.
- Parents need to notify the service of any changes to these documents as soon as they occur.
- If the service does not have a copy of the court order it will assume that both parents have equal custody of the child therefore both have access.
- In the event that a parent breaks a Court order and seeks access to the child, the parent with custody entitlements will be contacted immediately, the staff will attempt to stall the parent from taking the child and then the police will be contacted.

Parents have a responsibility to ensure that:

- The service is provided with a copy of all current court orders in relation to their child.
- The coordinators are notified if there are any changes to these orders as soon as they occur.

Relevant Policies:

[Emergency Management Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area - Protective Care and Safety – Principle 7.1 – The service has effective policies and procedures on protective care.

DHS & Victorian Legal Aid, January 1999, Legal Aspects of Child Care. – can be obtained on DHS web site www.dhs.vic.gov.au

Date approved:**Approved by:****To be reviewed:**

5.5 CHILD PROTECTION POLICY

RATIONALE

“Children have the right to protection from physical, emotional, verbal and sexual abuse and neglect” FACS 2000.

Staff working with children take on a duty of care to ensure that all children are safe from harm.

POLICY

The health and welfare of all children in care is paramount. Specimen Hill Primary School Outside of School Hours Care Program will act on behalf of children to protect their rights to safety and security in accordance with Section 64 of the Children and Young Persons Act 1989.

PROCEDURE

The staff team has a responsibility to ensure that:

- Specimen Hill Primary School Outside of School Hours Care Program will comply with State Government regulations in regard to the reporting of suspected Child Abuse.
- If staff are concerned about a child’s health and welfare they are required to document their concerns in regard to indicators of harm or potential harm and discuss them with the coordinators.
- A detailed protocol and procedure is outlined in the staff manual.
- All information regarding these matters is held confidential.

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 7 - Protective Care and Safety – Principle 7.1 – The service has effective policies and procedures on protective care.

Child and Young Persons Act 1989 – Section 64

DHS – January 2002, Responding to Child Abuse

FACS, 2000, Community Based – Outside School Hours Care Handbook, July 2000

Date approved:

Approved by:

To be reviewed:

5.6 COMMUNICATION POLICY

RATIONALE

The role of the family in the Outside School Hours Service is paramount to its success and outcomes for children. Family members have a great deal of knowledge about their child which can be shared with the service. Communication must be two-way in order to ensure maximum benefit to the child and family. Staff will tell families about their child's day in return families will share relevant changes, issues, needs and interests of the child with the staff. This two-way communication should occur on a regular basis.

"Parents need specific information to enable them to make informed decisions and be reassured that their children are in good hands."

FACS 2000.

POLICY

Specimen Hill Primary School Outside of School Hours Care Program will provide information to families on a regular basis via a range of methods including: newsletter, notice boards and face to face communication with staff.

PROCEDURES

The Coordinators are responsible to ensure that:

- All families will be provided with a copy of the Specimen Hill Primary School Outside of School Hours Care Program Handbook upon enrolment.
- Newsletters and notices are issued to families, as they become available.
- The coordinators are available to discuss centre Programs and activities at any time.

The staff team has the responsibility to ensure that:

- Parents are requested to read the notice boards and programs plan displayed at the service in order to keep informed of activities at the service.
- Families wishing to discuss matters of a more confidential nature are encouraged to make an appointment with the coordinators.
- Specimen Hill Primary School Outside of School Hours Care Program accesses the translation and interpreter service for families who cannot speak or read English.
- They initiate and facilitate regular communication with parents/guardians.
- Parents are provided with feedback regarding their children's progress.
- All communication occurs in a respectful and courteous manner.

Families have a responsibility to ensure that:

- Staff are notified of any relevant information about their child's health, development and personal/family matters.
-

- Relevant Policies:

[Family Involvement Policy](#)

References:

FACS – Quality Practices Guide 1st Edition 2003– Quality Area 3 - Partnerships with Families, Principle 3.1 – The service is responsive to the interests of families and encourages participation in the operation of the service.

FACS, 2000, Community Based – Outside School Hours Care Handbook, July 2000

Date approved:

Approved by:

To be reviewed:

5.7 PRIVACY POLICY

RATIONALE

Specimen Hill Primary School Outside of School Hours Care Program is committed to protecting the rights of children and families.

Principles of the Privacy Act 1988:

Principle 1 – Collection of information must be lawful and fair.

Principle 2 – Telling people why information is collected.

Principle 3 – Ensuring personal information collected is of good quality and not too intrusive.

Principle 4 – Ensuring proper security of personal information.

Principle 5 – Allow people to know what personal information is collected and why.

Principle 6 – Allow people access to their own records.

Principle 7 – Ensuring that personal information is of good quality and allowing people to have it changed where it is not.

Principle 8 – Ensuring that personal information is of good quality before use.

Principle 9 – Ensuring that use of personal information is relevant.

Principle 10 – Limiting the use of personal information.

Principle 11 – Preventing the disclosure of personal information outside the service.

DEFINITIONS

Private information - enrolment form, Child Care Benefit information and children's developmental records.

POLICY

Specimen Hill Primary School Outside of School Hours Care Program has a responsibility to comply with the Privacy Act 1988, which governs the release of personal information.

PROCEDURES

The OSHC Committee has a responsibility to ensure that:

- Private information regarding children and families will not be disclosed to other families within the service or external persons.
- Specimen Hill Primary School Outside of School Hours Care Program will comply with the policy on the disclosure of service information outlined in the FACS Community based - Outside School Hours Care Handbook.
- Staff will respect parents/guardians rights to confidentiality when these rights do not conflict with the rights and safety of the children e.g. Child Protection matters.

The Coordinators have a responsibility to ensure that:

- Only required information and no more is collected from families.
- Collection of information from families will occur in a manner that is not too intrusive.
- All private information regarding children and families will be held in a locked and secure place. Access will be restricted to staff and coordinators working directly with a child.
- Information which is required for the daily operation of the service, the well-being of children and staff may be exchanged between staff members in the normal course of work and will be treated confidentially.
- Family members are informed about the type of information collected in regard to themselves and their children and the purpose of this.
- All information collected is up to date, collected directly from the child's family, is accurate, and regularly updated.
- Parents are informed that they have a right to view the records held in regard to themselves and their child.
- Parents are informed about the person responsible for organising access to files and information.
- The people responsible for accessing files are the coordinators.
- The person making the request will be asked to complete a request for access form outlining the reason for the request. An access to information form is provided as Appendix 3.
- Access to files will be made within 30 days of application.
- The coordinators must inform the committee that a request for access has been made and any outcome of that process.
- The coordinators and OSHC Committee can refuse access to files based on the terms specified in the Privacy Act.

Relevant Policies:

[Children's Records Policy](#)
[Record Keeping Policy](#)
[Enrolment Policy](#)

References:

FACS – Community Based - Outside School Hours Care Handbook – July 2000

Privacy Act 1988 – can be found on www.privacy.gov.au

FACS – Quality Practices Guide 1st Edition 2003 – Quality Area 8 - Managing to support quality – Principle 8.1 – Management ensures the service operates within relevant legislation.

Date approved:
To be reviewed:

Approved by:

5.8 COMPLAINT POLICY

POLICY

All parents/guardians have the right to have their concerns heard by the OSHC Committee.

PROCEDURE

The Coordinators and OSHC Committee will ensure that:

- Families are encouraged to discuss with the coordinators any complaints or concerns they have about the service or staff.
- The coordinators will address all complaints and concerns promptly and respectfully.
- All complaints are dealt with in a confidential manner.
- The staff will endeavor to respond to families verbally within 24 hours and in writing within 5 working days.
- Complaints, which are not resolved to the family's satisfaction, will be referred to the OSHC Committee.
- Complaints which cannot be resolved by the management team will be referred to an outside independent person.
- All complaints will be registered in a log which tracks complaints made, progress on outcome and final resolution.

Relevant Policies:

[Family Involvement Policy](#)

[Parental Requests Policy](#)

References:

FACS – Quality Practices Guide 1st Edition 2003 – Quality Area 8 - Managing to Support Quality, Principle 8.6 – Management ensures that grievance and complaints procedures are adhered to.

Date approved:

Approved by:

To be reviewed:

6 THE CHILDREN'S PROGRAM

Specimen Hill Primary School Outside of School Hours Care Program is committed to nurturing and extending each child's social, physical, emotional and intellectual development in a child-friendly, supportive and fun environment.

6.1 PROGRAM POLICY

POLICY

1. Specimen Hill Primary School Outside of School Hours Care Program will offer a planned, flexible and balanced program which will respond to children's interests, needs and stages of development.
2. The program will be developed in collaboration with children, parents and staff.

PROCEDURE

The staff team has the responsibility to ensure that:

- Overall planning for the Outside of School Hours Care service involving the children and parents occurs.
- The overall program is written and distributed to parents and guardians via the Parent Handbook.
- The children's program is displayed at the service.
- Children are encouraged to respect individual differences and respond by providing play experiences which recognise the importance of peer group relationships.
- Child-centered programs are conducted where children have ample opportunity to do things on their own, to accept appropriate responsibility and to use their free time creatively.
- Children are offered both active and quiet experiences and areas within the indoor and outdoor program.
- Children are provided with choices in their play and recreation.
- Planning is undertaken for both individuals and the whole group.
- Children are provided with opportunities to work on and complete individual and group projects over a period of time.
- Experiences provided are developed to suit the age and developmental ranges of all children attending the service. Games and activities are altered where appropriate to ensure all children are able to participate fully.
- Children are provided with opportunities for independent self directed play.
- The program is evaluated by parents, children and staff on a regular basis.

Relevant Policies:

[Planning Policy](#)

References:

FACS, 2002, Quality Practices Guide 1st Edition 2003 – Quality Area 5 – Play and Development

Date approved:

Approved by:

To be reviewed:

6.2 POSITIVE GUIDANCE OF CHILDREN POLICY

RATIONALE

"Children have the right to be treated with affection and courtesy, positively and as individuals."
FACS 2000.

POLICY

Specimen Hill Primary School Outside of School Hours Care Program is committed to developing a safe, secure, caring and stimulating environment, which enhances children's self esteem and encourages them to interact positively and to co-operate with others.

PROCEDURES

The staff team has the responsibility to ensure that:

- They know all children's names and address each child individually upon entering and leaving the service.
- They communicate with all children in positive and respectful manner, actively listening to what children have to say and acting upon this.
- Children are provided with a role model that reflects values and attitudes of the local community and is consistent with the service policy.
- Children are supervised actively at all times.
- Children are encouraged to be considerate and supportive to each other.
- Moral development is considered in the planning of the program.
- Children are encouraged to undertake their own problem solving and negotiation with the support of staff through a range of strategies.
- "I" messages and redirections are methods used for misguided behaviour.
- Children are supported by staff who will assist them to label their feelings and find appropriate ways of expressing them.
- The safety and security of all children is ensured by supervising them at all times, monitoring, modeling, teaching and reinforcing safety practices.
- They encourage positive behaviour and give clear, consistent guidelines to children regarding the service's expectations and code of conduct.
- Children are involved in developing behavioural guidelines and consequences of inappropriate behaviour for the service.
- All children and parents feel welcome, appreciated and respected whatever their socioeconomic status, culture, colour of skin, race, ability, family type, belief system or lifestyle.
- A child's parent/guardian is consulted when their behaviour consistently conflicts with the service's behavioural guidelines.

- Children and parents are involved in the development of behavioural plans when behaviour consistently conflicts with the services behavioural guidelines.
- Sympathy and support is provided to upset children.

The OSHC Committee is responsible to ensure that:

- Alternative care has been discussed with parents/guardians and may exclude a child from the service if all attempts to modify their behaviour fail or affects/endangers other children.

Relevant Policies:

[Anti-Bullying Policy](#)

[Equity Policy](#)

References:

Quality Practices Guide 1st Edition 2003 - Quality Area 1 – Respect for Children – Principle 1.1 Staff foster self esteem and confidence in children.

Quality Area 2 –Staff Interactions and Relationships with Children, Principle 2.2 Staff create a responsive and inclusive atmosphere and relate to children in a warm and friendly manner.

And Principle 2.3 Staff guide children’s behaviour in a positive way.

www.det.vic.gov.au Department of Education and Training

Date approved:

Approved by:

To be reviewed:

6.3 ANTI-BULLYING POLICY

RATIONALE

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

Bullies usually do not realise the effect their behaviour has on their victims. They believe that their actions are justifiable ("They deserved it", "They annoyed us", "They're such a #@*")

Bullies have reasons for their behaviour such as; they get attention or even popularity, it's fun, it makes life less boring, "everyone does it", to protect themselves from being bullied or to get food or money or special things.

Adults can; listen to the child's point of view, provide consequences, focus on the behaviour, use a problem-solving approach, help the young person develop empathy, keep good relationships with the young person, look out for bullying behaviour in adult models - including teachers and parents, keep calm, help find other ways of managing situations and problems, say clearly that it is NOT OK to bully and describe what it might look like if there was no bullying.

POLICY

Specimen Hill Primary School Outside of School Hours Care Program is committed to developing a safe and secure environment, which encourages children to interact positively with respect for others.

PROCEDURES

The staff team has the responsibility to ensure that:

- They are aware of all forms of bullying behaviour - physical bullying, verbal bullying, and relational bullying.
- They make it safe for children to report bullying.
- Teach children the differences between "dobbing" and "asking for help". "Dobbing" is when you tell what someone has done which is against the rules. It usually gets someone into trouble. Asking for help is when you tell what someone has done to a person against their wishes. It usually gets someone out of trouble.
- Let everyone know the consequences of bullying.
- Children are encouraged to be considerate and supportive to each other.
- Children are encouraged and supported in developing friendship skills.
- Children are assisted in developing assertiveness and confidence and self-protection skills - how to walk confidently, stay alert to what's going on around them, and to stand up for themselves verbally.

- Comments are made on kindness toward others so that young people know that kindness is valued.
- The safety and security of all children is ensured by supervising them at all times, monitoring, modeling, teaching and reinforcing safety practices.
- Children are taught ways to resolve arguments without violent words or actions.
- Children are encouraged to follow the list of responsibilities to ensure that bullying is minimised or eliminated in the service.
- A child's parent/guardian is consulted when their behaviour consistently conflicts with the service's expectation that all children should feel safe whilst in attendance.

The children have a responsibility to ensure that they:

- Refuse to watch bullying.
- Report bullying incidents.
- Persuade the person being bullied to talk to an adult.
- Encourage the person being bullied to talk to them about what is happening.
- Offer to speak to an adult on the bullied person's behalf.
- Tell the bullies that they are determined to see that they stop.

The OSHC Committee is responsible to ensure that:

- Alternative care has been discussed with parents/guardians and may exclude a child from the service if all attempts to modify their behaviour fail and other children's safety is compromised.

Relevant Policies:

[Positive Guidance of Children Policy](#)

References:

Quality Practices Guide 1st Edition 2003 - Quality Area 1 – Respect for Children – Principle 1.1 Staff foster self esteem and confidence in children.

Quality Area 2 – Staff Interactions and Relationships with Children, Principle 2.2 Staff create a responsive and inclusive atmosphere and relate to children in a warm and friendly manner.

And Principle 2.3 Staff guide children's behavior in a positive way.

www.det.vic.gov.au Department of Education and Training

www.eduweb.vic.gov.au Information regarding bullying

www.kidshelp.com.au for anti bullying tips and general advice about children

www.education.unisa.edu.au/bullying - Dr Rigby - research on bullying and its effects on children

Date approved:

Approved by:

To be reviewed:

6.4 PLANNING POLICY

POLICY

Specimen Hill Primary School Outside of School Hours Care Program believes that planning is an integral part of the service, and encourages all stakeholders (children, parents, and staff) to be involved in its development.

PROCEDURES

The Coordinators are responsible to ensure that:

- Staff will provide opportunities for children and parents to participate in program planning.

The OSHC Committee is responsible to ensure that:

- The coordinators are paid 2 hours per week of non-contact time for program planning.
- All staff are paid 1 hour per month to attend the team program planning meeting. It is expected that staff will spend time planning the program, evaluating past activities and addressing needs and issues.

Relevant Policies:

[Program Policy](#)

Date approved:

To be reviewed:

Approved by:

6.5 ENVIRONMENTALLY RESPONSIBLE PLANNING POLICY

POLICY

Specimen Hill Primary School Outside of School Hours Care Program encourages environmental awareness and provides relevant experiences and materials to enhance children's understanding of these issues.

PROCEDURE

The staff have a responsibility to ensure that:

- Children's environmental awareness is encouraged through everyday experiences and specific activities or excursions.
- Recyclable materials are used at all available opportunities.
- Children are provided with experiences that utilise natural materials where possible.
- The staff and children keep the Outside of School Hours Care area clean of all rubbish and dispose of all items in an environmentally appropriate manner.
- They use both formal and informal opportunities to educate children about caring for the environment.
- When considering purchases for the service staff purchase environmental friendly products where possible.

Relevant Policies:

[Outdoor Play and Recreation Policy](#)

[Planning Policy](#)

[Storage of Dangerous Products Policy](#)

Date approved:

To be reviewed:

Approved by:

6.6 HOMEWORK POLICY

RATIONALE

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

POLICY

1. Staff will attempt to provide a quiet, safe area for children to undertake homework tasks.
2. The service will not take responsibility for completion of homework; this is the responsibility of the parent and child.

PROCEDURE

The staff have a responsibility to ensure that:

- Time and opportunity is allocated each session to allow homework to be attempted.
-
- An appropriate place is provided for children to participate in homework tasks.
-
- Staff are available to support and assist children with homework where necessary.
-
- Children are linked together to undertake like tasks.

Relevant Policies:

[Program Policy](#)

Date approved:

Approved by:

To be reviewed:

6.7 OUTDOOR PLAY AND RECREATION POLICY

RATIONALE

“Changes in the environment and technology have encouraged many Australians, especially young people, to lead less physically active lives. This trend is contributing to the increasing ill health of our population. Physical activity has been shown to help reduce the risk of heart disease, stroke, diabetes, cancer and bone disease. It has also been shown to improve mental health, self-esteem and body image, particularly in children and adolescents.” page 9.

“Parents, teachers, child care workers and health professionals have a responsibility to assist young children to develop healthy eating and to encourage them to be physically active.”
Page 10 - Eat Smart*Play Smart – National Heart Foundation of Australia (Victorian Division)

POLICY

Specimen Hill Primary School Outside of School Hours Care Program encourages all children to participate in outdoor play and recreational activities on a daily basis.

PROCEDURE

The staff have a responsibility to ensure that:

- Outdoor equipment is appropriate to the developmental levels of the children it is catering for.
- Children have access to materials and equipment that can be used in a range of ways to provide challenge and problem solving experiences along with physical development.
- Both passive and active experiences are provided outdoors.
- Group and solitary experiences are provided for in the outdoor space.
- The outdoor curriculum focuses on all areas of child development.
- Energetic play is encouraged whilst outdoors.
- Ball games, obstacle courses and other large muscle experiences are offered outdoors.

Relevant Policies:

[Program Policy](#)

[Environmentally Responsible Programming Policy](#)

[Sunsmart Policy](#)

References:

Quality Practices Guide 1st Edition 2003, Quality Area 4

Date approved:

To be reviewed:

Approved by:

6.9 SPECIAL ACTIVITIES/VALUE ADDED SERVICES POLICY

POLICY

Specimen Hill Primary School Outside of School Hours Care Program may provide specialist activities as a part of the planned program.

PROCEDURE

The Coordinators are responsible to ensure that:

- Parents will be advised in writing about planned specialist activities.

Relevant Policies:

[Activity and Excursion Cost Policy](#)

[Sunsmart Policy](#)

Date approved:

To be reviewed:

Approved by:

6.9 EXCURSION POLICY

POLICY

Specimen Hill Primary School Outside of School Hours Care Program considers age appropriate excursions/ incursions to be an integral part of the OSHC service as they provide variety which adds to children's life experiences.

PROCEDURE

The Coordinators are responsible to ensure that:

- Parents will be advised in writing about planned excursions.
- Parents/guardians sign an excursion authority to give permission for their children to participate in local and major excursions.
- Parent/guardians written consent is filed with the child's information.
- The staff/child ratios for National Standards for Out of School Hours Services are followed on excursions.
- - At the Program 1 staff member: 15 children.
 - On excursions 1 staff member: 8 children.
 - Swimming 1 staff member: 5 children.
- There are two 2 staff on duty at all times except for Before School Care.
- Staff supervise children closely on excursions and conduct head counts and similar supervision techniques, they also require children to adhere to safety precautions.
- Staff take the following on all excursions:
 - - Copies of parents/guardians information and emergency contacts.
 - Copies of children's health information.
 - Medication and First Aid Equipment.
 - A mobile phone.
 - Copies of staff information and emergency contacts.
- In accordance with the National Standards for Out of School Hours Services, staff will hold appropriate First Aid and swimming certificates.
- When the service visits an unfamiliar location, a staff member will attend prior to the day to gain safety information and determine the location of toilets, lunch area, play area and possible activities etc.

Relevant Policies:

[Activity and Excursion Cost Policy](#)

[Sunsmart Policy](#)

Date approved:

To be reviewed:

Approved by:

6.10 EVALUATION POLICY

POLICY

Specimen Hill Primary School Outside of School Hours Care Program believes continual assessment and evaluation of the service by the committee, parents, staff and children is integral part of program planning.

PROCEDURES

The Coordinators have the responsibility to ensure that:

- Children and parents are surveyed regularly to ensure the program offered reflects their needs and interests.
- A variety of survey techniques are used with children which may include informal discussion, pre-enrolment surveys, suggestion box, younger children drawing what they like in the program, written surveys, and children's interest checklist.
- Staff will regularly evaluate activities, the program, excursions and incursions informally and at staff meetings.

The OSHC committee has the responsibility to ensure that:

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

Relevant Policies:

[Family Involvement Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 4 – Programming and Evaluation

4.1 Programs reflect clear statement of service philosophy and a related set of service goals.

4.2 Programming caters for the needs, interest and abilities of all children.

4.4 Programs are evaluated regularly.

Date approved:

Approved by:

To be reviewed:

6.11 RESOURCE AGENCIES AND REFERRALS POLICY

POLICY

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

PROCEDURE

The Coordinators have a responsibility to ensure that:

- Permission is obtained from parents/guardians prior to referral to any agency.
- A register of community resources is available for staff and families to refer to.
- The team is represented at local network meetings and training sessions.
- Links are made with key workers and agencies.

Relevant Policies:

[Children's Individual Needs of Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 3 – Partnerships with families and community links- Principle 3.3 The service is responsive to diverse community needs.

Date approved:

Approved by:

To be reviewed:

6.12 CHILDREN'S INDIVIDUAL NEEDS POLICY

POLICY

The service will ensure that all children are catered for within the weekly program plan.

PROCEDURE

The staff have a responsibility to ensure that:

- The children's program offers a balance of activities, ensuring flexibility and providing for child-initiated activities.
-
- Experiences are adapted to meet the needs of individual children.
-
- Planning for children focuses on strengths and interests and ways to extend and challenge existing skills for all children.
-
- Support agencies are used (with parental permission) to maximize the inclusion of all children into the service.
-

Relevant Policies:

[Resource Agencies and Referrals Policy](#)
[Program Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 1 – Respect for Children, Principle 1.2 Staff respect the diversity of children's backgrounds and abilities and accommodate the individual needs of each child.

Quality Practices Guide 1st Edition 2003 – Quality Area 2 – Staff Interactions and Relationships with Children, Principle 2.2 Staff create a responsive and inclusive atmosphere and relate to children in a warm and friendly manner.

Playworks

Multicultural Resource Centre

Children's Services Resource and Development Officer

Date approved:

Approved by:

To be reviewed:

6.13 EQUITY POLICY

POLICY

1. All children have equal access to equipment, resources and play spaces within the service.
2. The service will ensure that all experiences and materials are non-stereotypical in their presentation.

PROCEDURE

The staff team has the responsibility to ensure that:

- They model equity in their interactions with children, adults and other staff members.
- They encourage fairness in children's play and recreation.
- The service displays posters and other materials which portray equity in all environments.
- Children are encouraged to participate in all experiences provided in the program.

Relevant Policies:

[Program Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 1 – Respect for Children – Principle 1.3
Children are treated equitably.

Date approved:

To be reviewed:

Approved by:

6.14 CELEBRATIONS AND FESTIVITIES POLICY

POLICY

Specimen Hill Primary School Outside of School Hours Care Program acknowledges that celebrations and festivals assist children to celebrate their own cultures and practices and learn about others.

PROCEDURE

The Coordinators have the responsibility to ensure that

- The program includes a range of experiences representing everyday life for the community we live in on an ongoing basis.
- Celebrations do not focus on one specific festival or aspect of the culture, and are not the only inclusive practice undertaken.
- Staff use the opportunities of holidays and festivals to teach children that not all people approach these times in the same way as others.
- Children are encouraged to celebrate festivities related to their culture or lifestyle with the group i.e. sharing information/resources related to event celebrated at home.
- Parents are encouraged to provide ideas and help in selecting materials and celebrations for the provision of culturally relevant experiences within the program.

Relevant Policies:

[Equity Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 1 – Respect for Children – Principle 1.2
Staff respect the diversity of children’s backgrounds and abilities and accommodate the individual needs of each child.

Multicultural Resource Centre

VICSEG

Children’s Services Resource and Development Officer

Date approved:

Approved by:

To be reviewed:

6.15 CULTURAL INCLUSION AND RELIGIOUS BELIEFS POLICY

POLICY

1. Specimen Hill Primary School Outside of School Hours Care Program is non-denominational and therefore does not teach religion to the children.
2. Specimen Hill Primary School Outside of School Hours Care Program offers an anti-biased approach to programming which is sensitive to all cultures, religions and ethnic groups.
3. Specimen Hill Primary School Outside of School Hours Care Program provides materials which depict the multicultural and diverse society that we live in.
4. Staff encourage children to respect and value each other.
5. Staff are aware of the diverse family structures that are present within the service.
6. Staff and families have access to interpreter and translation services as required.

PROCEDURE

The staff team has a responsibility to ensure that:

- Practices are reviewed to meet the individual needs of children where appropriate.
- Children's religious beliefs are catered for within the service where appropriate i.e. grace before meals or provision of a prayer mat.
- Materials used in the service are checked to ensure that they are reflective of the society we live in.
- They model an attitude of value and respect for all cultures and religious practices.
- Children's needs and interests are responded to in a culturally sensitive way.
- They research child rearing and family practices of the families attending the service.
- Acknowledge and promote family diversity within the program.

Relevant Policies:

[Resource Agencies and Referrals Policy](#)

[Nutrition Policy](#)

[Celebrations and Festivities Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 1 – Respect for Children – Principle 1.2
Staff respect the diversity of children's backgrounds and abilities and accommodate the individual needs of each child.

Multicultural Resource Centre

Children's Services Resource and Development Officer

VICSEG

Date approved:
To be reviewed:

Approved by:

6.16 RESOURCES AND EQUIPMENT POLICY

RATIONALE

Specimen Hill Primary School Outside of School Hours Care Program recognises that in order to effectively coordinate a service, safe and secure storage facilities need to be provided for the storage of the following items:

- Administration requirements including children's records.
- Children's Games and equipment- large and small items.
- First aid equipment.
- Cleaning materials as well as other dangerous items.

POLICY

Specimen Hill Primary School Outside of School Hours Care Program believes that children should have access to a range of equipment which is developmentally appropriate, safe and well maintained.

A range of equipment will be provided to allow for a balanced program meeting the developmental, recreation needs and interests of all children.

PROCEDURES

The Coordinators are responsible to ensure that:

- That they seek approval for the purchase of equipment and resources from the OSHC Committee.
- All equipment purchased or donated to the service meets Australian Safety Standards.
- An inventory of equipment is kept. Refer to Appendix 4 for an equipment list form
- Staff check equipment regularly to ensure it is clean, complete and safe. Any equipment not meeting this standard will be removed from use and reported to the OSHC Committee.
- Equipment and resources is stored in a safe and secure place.
- Where possible children and parents will be consulted on the purchasing of new equipment to ensure that the items are both appropriate and desirable.
- Staff instruct children in the proper use of equipment and resources.
- All equipment checked for safety on a regular basis. Unsafe equipment is removed from use and disposed of or repaired.
- Toys of war are not used in the service.
- The following storage areas will be made available to the service:
 -

- Lockable cupboard areas located in the Outside of School Hours Care office area.

The OSHC Committee is responsible to ensure that:

- The amount of \$2,500 is allocated for the purchase of new equipment and resources on an annual basis.

Relevant Policies:

[Toys from Home Policy](#)

[Financial Management Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 7 – Protective Care and Safety – Principle 7.2 The service promotes a safe environment for the children and staff.

Date approved:

Approved by:

To be reviewed:

6.17 VIDEOS, TELEVISION, COMPUTERS, ELECTRONIC GAMES POLICY

POLICY

Specimen Hill Primary School Outside of School Hours Care Program is an extension of home and children's leisure time. The service endeavors to reflect children's interests, therefore activities such as videos, television, computers, and electronic games will be offered in a balanced program of activities.

PROCEDURE

The staff team has the responsibility to ensure that:

- The amount of time children can participate in the following experiences; television, video and films, computers and electronic games will be limited.
- Staff and children will decide together the amount of time the above experiences will be limited to as a part of the program development.
- The content of program and games is appropriate for all the children present and does not contain any physical or verbal violence or ridicule. These activities are limited to C and G ratings. PG ratings will be individually assessed by the service and parents for appropriateness.

Relevant Policies:

[Program Policy](#)

[Positive Guidance of Children Policy](#)

Date approved:

To be reviewed:

Approved by:

6.18 TOYS FROM HOME POLICY

POLICY

Specimen Hill Primary School Outside of School Hours Care Program recognises that children sometimes bring their own toys to school, however children are responsible for these toys whilst at the service.

PROCEDURE

The staff team has the responsibility to ensure that:

- Families are made aware of the impact of war toys have on young children and that such toys are not encouraged in the centre.
- War toys are not permitted at the service, children are asked to keep war toys in their bag whilst in care.
- Children are encouraged to keep toys from home in their bags to ensure they are safe and secure.
- They do not take responsibility for toys brought to the centre by children in care.

Relevant Policies:

[Resources and Equipment Policy](#)

Date approved:

To be reviewed:

Approved by:

6.19 FACILITIES AVAILABLE POLICY

POLICY

Specimen Hill Primary School Outside of School Hours Care Program is committed to complying with the space requirements identified in the National Standards Guidelines. This is essential for ensuring that children can use the space in away that maximizes their enjoyment of the activities in a safe manner.

The following space requirements will be provided as a minimum:

- Indoor space 3.25 square metres of unencumbered (clear) space per child.
- Outdoor space 12 square metres of useable play space.

PROCEDURE

The OSHC Committee has a responsibility to ensure that consideration is given to the following:

- Indoors - provision of quiet areas, space for arts and crafts, a space for children to do homework, play indoor games, and area for sick children to be cared for under staff supervision.
- Outdoors – spaces for playing a variety of physical and passive games under staff supervision that includes the considerations during summer months.
- Outdoor space and indoor space are located next to each other to maximize staff supervision and communication.
- The facilities are expanded as the service grows.
- Venue agreement outlining the areas to be used will be developed.
- Access to the facility will be guaranteed on all days unless prior notification is received whereby suitable alternative space is made available.
- Coordinators and staff to have access to rooms for set up the daily program at least half an hour prior to each session.
- An area will be identified for the storage of children’s bags and belongings.
- The following areas are available to the service:
 - - The multi-purpose room, canteen, library and all outdoor play areas.
- There are not any areas unavailable to the service.

Areas listed as inaccessible may be used if they are part of a supervised, planned activity. Refer to building and grounds plan and agreement Appendix 5.

Relevant Policies:

[Security Policy](#)

[Venue Policy](#)

References:

DHS – Implementation Guidelines for National Standards for Outside School Hours Care, May 1996.

Date approved:

Approved by:

To be reviewed:

7 STAFFING

Through service agreements sponsors are responsible to maintain National Standards and State and Commonwealth legislation. Job descriptions ensure committees of management and service staff are clear about their duties, accountability and standard of performance allowing for the maintenance of appropriate standards.

There is a general acceptance within the children's service's industry of the principle that quality care is dependent on relevant staff training. The need for qualified staff is based on recognition of the fact that the care of children requires specialist knowledge and skills.

7.1 EQUAL OPPORTUNITY POLICY

POLICY

The OSHC Committee will ensure that the workplace operates on the principles of fairness, equality, and merit in all aspects of employment and team work.

PROCEDURE

The OSHC Committee has a responsibility to ensure that:

- Staff are employed on the merit of their qualifications and experience in the field of children's services.
- Where possible flexible arrangements will be made to ensure an equitable workplace for all staff.
- All reasonable steps are taken to ensure that the workplace is free of discrimination and harassment.
- False allegations are viewed seriously and disciplinary processes will be undertaken if found to be malicious.

Relevant Policies:

[Recruitment Policy](#)

References:

Victorian Equal Opportunity Act 1995
Commonwealth Anti Discrimination Act 1989

Date approved:

To be reviewed:

Approved by:

7.2 RECRUITMENT POLICY

POLICY

The OSHC Committee will provide appropriate staff for the service as per the National Standards for Outside School Hours 3.4

PROCEDURE

The OSHC Committee has a responsibility to ensure that:

- References to support the applicants work application are checked.
- Proof of identification is received.
- Prospective staff undertake a police check.
- Those applicants on regular medication provide a medical certificate confirming their ability to care for children.
- For Insurance and Work Cover purposes medical documentation indicating an individual is physically able to perform their duties is required.

Relevant Policies:

[Equal Opportunity Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 8 – Managing to Support Quality – Principle 8.4 Management has effective recruitment, orientation and induction processes for staff.

Date approved:

Approved by:

To be reviewed:

7.3 POSITION DESCRIPTION POLICY

POLICY


1. All Outside of School Hours Care employees have a position description, which accurately reflects their duties, accountability and standard of performance.
2. The Outside of School Hours Care employees have appropriate qualifications as outlined in the National Standards for Outside School Hours Care.
3. Staff: child ratios are in accordance with the National Standards for Outside School Hours Care.

PROCEDURE

The OSHC Committee has a responsibility to ensure that:

- Job descriptions are accurate, outlining in detail:
 - Position Aim and Objective.
 - Key responsibilities/duties.
 - Qualifications/experience.
 - Professional development.
 - Accountability.
 - Performance measurements/appraisal.
- Those applicants requiring regular medication will need a medical certificate confirming the applicants' ability to care for children.
- Qualifications are reflected in the job descriptions.
- Guidelines for implementation (National Standards 3.2) are followed.

The following staff:child ratios are maintained:

- A maximum of 15 children to one staff member.
- A maximum of 8 children to 1 carer for excursions.
- A maximum of 5 children to 1 carer for swimming.
- Management will also ensure that one staff member on the premises will be trained in first aid.
- 

Relevant Policies:

[Health of Staff Policy](#)

[Contract/Letter of Appointment Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 8 – Managing to Support Quality – Principle 8.4 Management has effective recruitment, orientation and induction processes for staff.

DHS – Implementation Guidelines for National Standards for Outside School Hours Care, May 1996

Date approved:
To be reviewed:

Approved by:

7.4 CONTRACT/LETTER OF APPOINTMENT POLICY

POLICY

All staff will be provided with a contract or a letter of appointment outlining their conditions of employment. This will be reviewed on a regular basis.

PROCEDURE

The OSHC Committee has a responsibility to ensure that:

- All new staff are provided with a contract or letter of appointment upon commencement.

The contract will include:

- Staff hours (clarification of contact and non contact hours).
- Employment classification i.e. Part time, casual, and temporary.
- Award entitlements and conditions.
- Contract period.
- Termination/redundancy process.
- Staff appraisal arrangements.

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 8 – Managing to Support Quality – Principle 8.4 Management has effective recruitment, orientation and induction processes for staff.

Date approved:

Approved by:

To be reviewed:

7.5 INDUCTION/ORIENTATION POLICY

POLICY

The OSHC Committee will provide a work induction for all new staff members.

PROCEDURE

The OSHC Committee has a responsibility to ensure that:

- A documented account of service procedures (orientation package) will be provided to all staff members 2 weeks prior to commencing where possible.
- The orientation package will include; service handbook, philosophy and goals, policy and procedures, staff manual, position description, Outside of School Hours Care Quality Assurance, and National Standards.
- Time will be set aside to allow new staff to familiarise themselves with the venue and service. A checklist of key aspects will be utilized to ensure that the new member is informed of critical components of the service i.e. evacuation procedures, safe and unsafe play areas etc.
- New staff will be introduced to the staff team, management and the children and parents of the service.
- Where possible new staff will be teamed up with a current staff member during their first week of work.
-

References:

Quality Practices Guide 1st Edition 2003– Quality Area 8 – Managing to Support Quality – Principle 8.4 Management has effective recruitment, orientation and induction processes for staff.

Date approved:
To be reviewed:

Approved by:

7.6 COMMUNICATION AND TEAM WORK POLICY

POLICY

1. Staff will inform each other of any matters which impact on their work as soon as is practicable either in writing or verbally.
2. Staff meetings are utilised to ensure that all staff have the opportunity to work together and receive the same information.
3. Staff will develop effective communication techniques for their daily work to ensure that all members are clear about their responsibilities.

PROCEDURE

Staff members have a responsibility to ensure that:

- Staff members are encouraged to support and assist each other in their daily duties.
- Team work is encouraged including the sharing of equipment, resources and ideas.
- All staff are expected to attend and participate in staff meetings.
- A communication book is maintained to ensure that staff pass on and receive daily information in a timely manner.

Relevant Policies:

[Staff Meetings Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 2 – Staff Interactions and Relationships with Children – Principle 2.1 Staff communicate effectively with each other and display professionalism, teamwork and mutual respect.

Date approved:

Approved by:

To be reviewed:

7.7 STAFF MEETINGS POLICY

POLICY

Staff meetings are attended and supported by all staff on a regular basis.

PROCEDURES

Staff members have a responsibility to ensure that:

- Staff meetings are held and attended on a regular basis.
- Staff participate in a positive manner to discussions and matters raised in staff meetings.
- Matters of Occupational Health and Safety and programming issues are raised at staff meetings.

The OSHC Committee has the responsibility to ensure that:

- Staff attending meetings are paid for their attendance.

Relevant Policies:

[Occupational Health and Safety Policy](#)

[Financial Management](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 8 – Managing to support quality – Principle 8.2 Management and staff support each other and communicate effectively.

Date approved:

Approved by:

To be reviewed:

7.8 STAFF APPRIASAL/PERFORMANCE MANAGEMENT POLICY

POLICY

1. The OSHC Committee shall conduct an annual staff appraisal to ensure service obligations to the staff are properly met and also allow staff to make comments.
2. Staff appraisals are an opportunity for staff to receive feedback on their performance and plan for professional and career development.

PROCEDURE

The OSHC Committee has a responsibility to ensure that:

- All staff receive an annual performance appraisal and six monthly review of the performance plan.
- A date is negotiated between staff and management.
- All relevant paperwork is available i.e. Award, Job description and Contract.
- Documentation of the meeting is kept on file with the staff member's and an OSHC Committee members' signature.
- Any changes are implemented.

Relevant Policies:

[Position Description Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 8 – Managing to Support Quality – Principle 8.4 Management has effective recruitment, orientation and induction processes for staff.

Date approved:

Approved by:

To be reviewed:

7.9 TRAINING/PROFESSIONAL DEVELOPMENT POLICY

POLICY

The OSHC Committee will ensure that all Outside of School Hours Care employees are offered training appropriate to their position, to increase work satisfaction and provide an effective service.

PROCEDURES

The OSHC Committee has a responsibility to ensure that:

- Finance is available for relevant and approved training in the annual budget.
- Guidelines for acceptable training i.e. first aid, child care, safety equipment training, asthma management training, food safety are provided to staff.
- Staff receive information regarding all relevant training.

The staff have a responsibility to ensure that:

- Approval is sought from the OSHC Committee to attend any training.
- An evaluation of the training is forwarded to the OSHC Committee.
- Training attended meets the requirements of the annual appraisal process.
- Knowledge and skills gained through training is implemented in their daily work.
- Knowledge, skills and written material gained through training are shared with team members.

Relevant Policies:

[Staff Appraisal / Performance Management Policy](#)

[Financial Management Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 8 – Managing to Support Quality

8.4 Management has effective recruitment, orientation and induction processes for staff.

8.5 Management provides and facilitates professional development opportunities for staff.

Date approved:

Approved by:

To be reviewed:

7.10 PERSONAL BUSINESS POLICY

POLICY

Staff members are expected to keep personal business to a minimum whilst at work.

PROCEDURE

The staff have the responsibility to ensure that:

- Messages are taken for staff members who are busy with children unless it is an emergency.
- Personal phone calls are kept to a minimum as the phone is provided for families to make contact with the service.
- Details of staff members and families attending the service are not given out to anyone without appropriate identification to ensure that there are no breaches of confidentiality.
- If a person asks for a staff members personal details and the caller is not known a message will be taken and the staff member will call them back at a later time.
- Staff members are not to use family or staff contact details for any other business than that conducted at the service.

Relevant Policies:

[Privacy Policy](#)

Date approved:

To be reviewed:

Approved by:

7.11 CARING FOR STAFF MEMBERS CHILDREN POLICY

RATIONALE

Staff members along with all other parents choose a service which best meets the needs of their child. Having staff members' children in care is a demonstration of the high level of care the staff believe they are providing to all children. It can be seen as a positive marketing point for the service.

POLICY

Staff members' children are able to enrol and attend the service as with all other children in the community.

PROCEDURES

Staff members have a responsibility to ensure that:

- The needs of the child are considered in making the placement.
- The ability of the staff member to provide appropriate care for their child and all other children in a fair and equitable manner.
- The placement does not impact on the smooth running of the service.
-
- Fees for care are paid in accordance with Fee Policy 4.13.

The OSHC Committee has the responsibility to ensure that:

- Staff are able to perform their duties effectively.
- There is no impact on the quality of care provided to other children in the service.
- The same process for enrolment and priority of access are applied to staff members children.
-
- The same fee payments are paid by staff as all other user groups.

Relevant Policies:

[Enrolment Policy](#)

[Waiting List – Priority of Access Policy](#)

References:

Date approved:

To be reviewed:

Approved by:

7.12 OCCUPATIONAL HEALTH AND SAFETY POLICY

POLICY

The management body ensures that all staff and the management team abide by State and Commonwealth Legislation in regard to health and safety of all staff, children and visitors to the service.

PROCEDURE

The Coordinators have the responsibility to ensure that:

- Information on staff, ie next of kin details etc., should be accessible to all other staff in case of accidents including while on excursions.
- Immediately when an injury is reported, the Service staff must ensure that the injured worker is being attended to. It may be necessary to call an ambulance and accompany the staff member to the hospital. The OSHC Committee will have to be notified and relief staff organised.
- The injured staff member is to be interviewed and all facts surrounding the injury must be documented. Regardless of the intention to deny or admit a claim, all documentation of a WorkCover claim must be completed within 48 hours of the accident occurring or report received from the injured staff member.
- Rehabilitation will follow documented WorkCover procedures.
- Staff are encouraged to report all health and safety issues to management as soon as they are identified.
- Staff are provided with training in food safety and manual handling upon commencement at the service.
- Safety audits are undertaken of the building and grounds on an annual basis.
- Action is taken by management following any reported OH&S issues within an appropriate timeline.

Relevant Policies:

[Venue Policy](#)

[Management of the Service Policy](#)

References:

FACS, 2002, Quality Practices Guide 1st Edition 2003 – Quality Area 7 – Protective Care and Safety- 7.3 The service promotes occupational health and safety.

Workcover Advisory Service 1800 136 089

Worksafe Victoria – www.workcover.vic.gov.au

Date approved:

To be reviewed:

Approved by:

7.13 HEALTH OF STAFF POLICY

POLICY

The management body will ensure that staff employed by the service are free from the influence of drugs or alcohol and are fit and proper persons able to care for children.

PROCEDURE

The OSHC Committee has a responsibility to ensure that:

- Staff should inform a OSHC Committee member immediately if another staff member is under the influence of drugs or alcohol.
- OSHC Committee members should ensure a relief staff is put in place immediately and the offending staff member removed from the presence of children.
- The OSHC Committee should then encourage the staff member to seek counselling as per the appropriate policy i.e. Education department, EEO.
- Disciplinary action taken if required.
- If a staff member requires regular medication the OSHC Committee will require a medical certificate confirming their ability to care for children.
- For Insurance and WorkCover purposes medical documentation indicating a staff is physically able to perform their duties is required.

Relevant Policies:

[Privacy Policy](#)

[Disciplinary Procedures Policy](#)

References:

Quality Practices Guide 1st Edition 2003

DHS – Implementation Guidelines for National Standards for Outside School Hours Care, May 1996 - 2.10 Health of staff and children

Date approved:

Approved by:

To be reviewed:

7.14 COMPLAINTS/ISSUES RESOLUTION POLICY

POLICY

The OSHC Committee will ensure that staff complaints are acknowledged, recorded and addressed.

PROCEDURE

The OSHC Committee has a responsibility to ensure that:

- Staff are encouraged to voice any concerns, comments, suggestions and grievances promptly.
- Staff are aware of and practice complaint and issue resolution protocols.
- Complaints/issues are responded to promptly
- Complaint/issues are recorded including resolution outcomes.
- If unable to resolve the issue the sponsoring body is contacted for assistance.

Relevant Policies:

[Equal Opportunity Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 8 – Managing to Support Quality – Principle 8.6 Management ensures that grievance and complaints procedures are adhered to.
The Sponsor body policy and procedure handbook.
National Standards for Out of School Hours Care.(1995)
Employment Award.
Occupational Health and Safety Act.

Date approved:

Approved by:

To be reviewed:

7.15 DISCIPLINARY PROCEDURES POLICY

RATIONALE

There are a number of different awards operating within OSHC services throughout Victoria. The award that our staff are employed under is. A copy of this award can be found on the Department of Education Website. www.education.vic.gov.au.

Disciplinary procedures are used when a staff member is not following the requirements of the workplace policies and procedures and the duties outlined in the position statement. The OSHC Committee is responsible for ensuring that staff are clear of their responsibilities and the outcome if they are not followed.

POLICY

Specimen Hill Primary School Outside of School Hours Care Program is committed to ensuring that disciplinary procedures are fair and are practiced in accordance with the appropriate award.

PROCEDURE

The OSHC Committee has a responsibility to ensure that:

- Staff and management have access to an up to date copy of the relevant award.
-
- That all disciplinary action is undertaken in accordance with the provisions of the award and Workplace Relations Act 1996.
-
- All discussions with staff regarding disciplinary action are documented fully and kept on file.
-
- The staff member is given documentation outlining what the action is in regard to and the process that will be followed from here.
-
- The disciplinary action is in relation to a valid issue which the employee is fully informed of.
-
- The process is fair.
-
- The staff member is able to invite an advocate or union member to all discussions regarding the disciplinary process and issue particularly if it is in relation to their conduct or work performance.
-
- Ceasing employment of an employee will only occur after all necessary steps are taken to rectify the concerns raised (excepting extenuating circumstances where immediate action must be taken to protect the safety of the children in care – serious employee misconduct) as outlined in the award provisions and the Workplace Relations Act 1996.

Relevant Policies:

[Complaints / Issues Resolution Policy](#)

References:

Workplace Relations Act (1996) – unfair dismissal – www.wagenet.gov.au

Date approved:

Approved by:

To be reviewed:

7.16 STUDENT POLICY

POLICY

Students in appropriate fields of study will be accepted to undertake their placement in the service.

PROCEDURE

The OSHC Committee has a responsibility to ensure that:

- The OSHC Committee will complete all necessary paperwork i.e. insurance, work cover, etc.
- Management will ensure that students at the service are:
 - - Under the direction of Service supervisors and/or qualified staff.
 - In excess of staff:child ratio.
 - Never left in charge.
 - Not permitted to give advice to parents.
 - Not allowed to be left unsupervised.
 - Not allowed to replace Service staff.
 - Working with a current police check.
- The service coordinators will give students a comprehensive orientation of the service.
- The service coordinators will complete any course documentation required.

Date approved:
To be reviewed:

Approved by:

7.18 VOLUNTEER POLICY

POLICY

Volunteers will be permitted to assist with staff: child ratios on excursions or to enhance the services activities.

PROCEDURES

The Coordinators have the responsibility to ensure that:

- The service may use voluntary staff to assist, however volunteers cannot relieve or replace paid staff.
- The service may maintain correct staff:child ratios by using unpaid carers as per the guidelines outlined in 3.1 of the National Standards for Outside School Hours. Volunteers may only be used to fulfill the 1:8 and 1:5 staffing ratio's not the core ratio of 1:15.
- The service coordinator will give volunteers an orientation of the service.
- The volunteer provides 2 referees that are contacted prior to commencement.
- Volunteers are required to undertake a police check prior to commencement.
- Volunteers are supervised by a staff member at all times.

The OSHC Committee will ensure that:

- All volunteers are covered by the service's insurance policies.

Date approved:

Approved by:

To be reviewed:

7.19 VISITORS TO THE CENTRE POLICY

POLICY

All visitors are required to report to a staff member and show identification if appropriate/available.

PROCEDURES

Staff are responsible to ensure that:

- All visitors are approached and asked who they are and what the purpose of their visit is.
- All visitors will be asked to show some form of identification.
- Visitors are introduced to children if appropriate.
- Children are advised of the purpose of the visit.

The Coordinators are responsible to ensure that:

- Staff are notified of the presence of any maintenance workers on site.

Date approved:

Approved by:

To be reviewed:

8 HEALTH AND SAFETY

The Health and Safety of the children, staff and families of the service is paramount. Specimen Hill Primary School Outside of School Hours Care Program will ensure that the Health and Safety needs of all concerned are met.

8.1 MEDICATION POLICY

DEFINITION

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

POLICY

1. All Medication will be administered in accordance with the National Standards for Outside School Hours Care.
2. In order to ensure that the interests of staff, children and parents/guardians/approved persons are not compromised, medication will only be administered with explicit permission from parent/guardian/approved person or in the case of an emergency, with permission of a medical practitioner.
3. Medication will be kept out of reach of children in keeping with the environmental conditions required of the medication (fridge or locked cabinet).

PROCEDURES

The staff are responsible to ensure that:

- Authorisation, in writing, from a parent/guardian/approved person includes the child's name, the name of the medication, the dosage and times and/or circumstances of administration and details of the last dosage taken.
- Where children require medication regularly, approval, in writing, from parents/guardians/ approved persons is updated on a regular basis.
- Notification, in writing, is obtained from parents/guardians/approved persons where a child self administers medication.
- All personal medication including asthma pumps are stored to ensure against access by other children.
- Medication is administered only if the medication is clearly marked with the child's name, contained in the original container and within its due date. Children will not be given a higher dosage than that prescribed on the label.
- Written consent is kept on the child's individual file. These files are locked away and kept confidential.(Standard 5.3)
- In an emergency, if the parent/guardian/approved person is unable to be contacted the service will contact the family doctor first and then a registered medical practitioner. Evidence of this permission from the doctor will be kept on file.

- Two staff are present and both will check the dosage when medication is administered and both will sign the medication register to acknowledge the medication has been administered correctly. In a single staff model staff themselves are solely responsible for the administration of medication and therefore need to thoroughly double check the details given by the parent and sign the appropriate records.

Families have a responsibility to ensure that:

- Prescribed medication is noted in the medication book and handed to a staff member at the start of the session.
- A specific time is noted in the medication book for the time the child must be medicated.
- Staff must be notified of the last dose the child had of medication.
- The medication is in its original container, with the child's name and within due date.
- The medication book is signed to verify that the medication was provided by both staff.

Relevant Policies:

[Children's Individual Medical Plan Policy](#)

[Record Keeping Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 6 – Health, Nutrition and Wellbeing – Principle 6.4 The service plans to meet the individual health requirements of children.

Date approved:

Approved by:

To be reviewed:

8.2 CHILDREN'S INDIVIDUAL MEDICAL PLAN POLICY

POLICY

1. Enrolment forms provide families with the opportunity to share their child's medical information with the service staff.
2. Medical details are kept in accordance with the Privacy Act 1988.
3. Individual medical health plans are designed for children with serious health conditions.
4. Individual medical health plans are reviewed on a 6-monthly basis (to ensure relevance and accuracy) unless there is a change of condition.

PROCEDURES

The Coordinators have the responsibility to ensure that:

- Privacy issues are considered when placing information on notice boards.
- Individual medical health plans are designed and reviewed in conjunction with parents, staff and health professional.
- Individual medical health plans are reviewed every six months.
- Staff are encouraged to undertake asthma emergency management training.

Families are responsible to ensure that:

- The service is notified that their child has asthma, epilepsy, serious allergies or any other serious or life threatening medical condition.
- The child brings their medication to the service each day.

Relevant Policies:

[Medication Policy](#)

[Privacy Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 6 – Health, Nutrition and Wellbeing - 6.4

The service plans to meet the individual health requirements of children.

Date approved:

To be reviewed:

Approved by:

8.3 FIRST AID POLICY

POLICY

In the event of an accident or a child falling ill, first aid equipment and expertise will be available.

PROCEDURE

Staff are responsible to ensure that:

- A first aid kit will be accessible to the staff and maintained in good order.
- One staff member on duty will hold a current Level Two first aid certificate.
- A first aid kit will be taken on excursions as will all medical information relating to the children and staff.

Relevant Policies:

[Illness Policy](#)

[Accident Policy](#)

[Training/Professional Development Policy](#)

References:

Quality Practices Guide 1st Edition 2003– Quality Area 7 – Protective Care and Safety – Principle 7.2 The service promotes a safe environment for the children and staff.

Date approved:

Approved by:

To be reviewed:

8.4 HYGIENE POLICY

POLICY

1. Staff will model a high level of personal hygiene.
2. Staff will encourage children to follow personal hygiene practices.
3. Hygiene practices will be followed to ensure cross infection is prevented.

PROCEDURE

Staff are responsible to ensure that:

- They model a high level of personal hygiene at all times.
- The facility and equipment are kept clean at all times.
- Used tissues are disposed of immediately into a bin with a lid.
- Staff and children wash and dry their hands before and after meal times, after using the toilet, blowing their nose, handling animals and other unhygienic practices.
- Children are provided with paper towels, individual hand towels or an air drying facility for the drying of hands.

Relevant Policies:

[Infection Control Policy](#)

[Cleaning and Maintenance Policy](#)

[Food Preparation Facilities Policy](#)

Date approved:

To be reviewed:

Approved by:

8.5 INFECTION CONTROL POLICY

POLICY

1. Staff will follow universal precautions in regard to the management of blood/bodily fluids.
2. A blood spills kit is provided within the facility.
3. Used syringes found on the premises are removed and placed in a syringe container.

PROCEDURES

The Coordinators have the responsibility to ensure that:

- Staff will model effective hand washing techniques to children.
- Posters outlining effective hand washing will be displayed for children and staff.
- All spills of bodily fluids will be mopped up with paper towel, placed in a sealed bag along with the gloves the staff member was wearing and disposed of in a bin with a lid. (All items can be found in the blood spills kit).
- Gloves (provided by the service) will be worn when dealing with spills of bodily fluids and will be cleaned up with bleach solution.
- Hands are washed in hot soapy water after cleaning up a spill.
- Equipment exposed to blood or bodily fluids will be cleaned with hot soapy water as soon as possible.
- Staff will be trained in effective infection control methods and reasons for these behaviours.
- Open wounds will be covered by a water-proof bandage when working.

Relevant Policies:

[HIV/AIDS/Hepatitis Policy](#)

[Hygiene Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 6 – Health, Nutrition and Wellbeing – Principle 6.3 The service acts to control the spread of infectious diseases.

Date approved:

To be reviewed:

Approved by:

8.6 COMMUNICABLE DISEASES POLICY

POLICY

Specimen Hill Primary School Outside of School Hours Care Program policy on infectious diseases is consistent with Commonwealth and State legislation, which outlines the exclusion practices for children who have an infectious disease or who have been exposed to an infectious disease. Specimen Hill Primary School Outside of School Hours Care Program will ensure that the policy is practiced.

PROCEDURES

The Staff have a responsibility to ensure that:

- Specimen Hill Primary School Outside of School Hours Care Program follows correct hygiene practices and meets the requirements of State and Commonwealth legislation.
-
- Parents/guardians/approved persons are notified of any infectious diseases present at the venue or school.
-
- Information on common infectious diseases is available for families as required.
-
- The service will hold information regarding immunisation schedules, providers of immunisations and contact detail of the Departments Health Office.
-
- The service has access to current information pertaining to infectious diseases provided by relevant authorities.
-
- Children are excluded from the service in accordance with appropriate legislation. Refer to Appendix 6.
-
- Details of specific individuals are not disclosed.
-
- Parents/guardians are notified of any symptoms their child is showing of illness as soon as is practicable.
-
- Children are referred to their local doctor for diagnosis of infectious disease.

Families have a responsibility to ensure that:

- The service is notified as soon as possible that their child has contracted an infectious disease.
-
- They attend their local doctor for diagnosis of infectious disease.
-
- The service is provided with a medical certificate stating that they are no longer infectious.
-
- Staff are notified at enrolment of the child's immunisation status.

Relevant Policies:

[Illness Policy](#)

[Privacy Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 6 – Health, Nutrition and Wellbeing – Principle 6.3 The service acts to control the spread of infectious diseases.

Date approved:

Approved by:

To be reviewed:

8.7 HIV/AIDS/HEPATITIS POLICY

POLICY

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

PROCEDURE

The Staff have a responsibility to ensure that:

- Sound hygiene and infection control guidelines are followed at all times.
- Medical details of children are held in a confidential manner.
- Families do not feel pressured to disclose their medical condition to the service. Children may not be excluded on the grounds of HIV infection.

Relevant Policies:

[Infection Control Policy](#)

[Privacy Policy](#)

[Hygiene Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 6 – Health, Nutrition and Wellbeing – Principle 6.3 The service acts to control the spread of infectious diseases.

Date approved:

Approved by:

To be reviewed:

8.8 ILLNESS POLICY

POLICY

When a child becomes ill the child's parent/guardian will be contacted by service staff to make arrangements for the child to be taken home as soon as possible.

PROCEDURES

The staff have a responsibility to ensure that:

- When a child becomes ill the parent/guardian or approved person is contacted as soon as practicable.
- The child as comfortable as possible while they are waiting for the parent.
- Signs and symptoms are recorded regarding the illness.
- The illness is documented on the forms held by the service and placed on the child's file. Refer to Appendix 7.

Families have a responsibility to ensure that:

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

Relevant Policies:

[Children's Individual Medical Plan Policy](#)

[Medication Policy](#)

[Communicable Diseases Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 6 – Health, Nutrition and Wellbeing – Principle 6.4 The service plans to meet the individual health requirements of children.

Date approved:

Approved by:

To be reviewed:

8.9 ACCIDENT POLICY

RATIONALE

It is vital that sound accident prevention strategies are developed, monitored and practiced by staff. These strategies are designed to provide for a safe and healthy environment for staff, children and parents and thereby reduce the incidence of any accidents occurring.

POLICY

1. The child's well being is of prime concern and first aid will be administered immediately by staff to ensure the best outcome.
2. Every attempt will be made to contain the situation.
3. Parents will be informed immediately if medical aid or hospitalisation is required.
4. If required an investigation of the cause will be completed.
5. The Service will ensure that staff, families and children are provided with counselling services to assist in managing stress or grief associated with a trauma or death.

PROCEDURE - GENERAL

The staff are responsible to ensure that:

- Children are in sight of a staff member at all times to ensure prompt attention.
- First aid is administered as quickly and effectively as possible to prevent any serious harm or secondary issues.
- Emergency procedures are placed in key areas within the facility for staff, parents and children to refer to.
- The 000 emergency number and road references are kept near all telephones.
- Counselling is offered to staff, families and children as required.

PROCEDURE - MINOR ACCIDENT

The staff are responsible to ensure that:

- An accident report is completed and signed by the staff member and the parent. The report will be shown to the coordinators and put in the child's file. Refer to Appendix 7.

PROCEDURE - MAJOR ACCIDENT

The staff are responsible to ensure that:

- Staff will administer first aid and a co-worker will call for an ambulance.
- Co-worker will notify the coordinators giving details of the emergency.
- Coordinators will contact the parents and OSHC Committee representative.

- Co-worker will take other children to another part of the building.
-
- The initial accident report will be completed and forwarded to the OSHC Committee within 24 hours.

PROCEDURE - DEATH

The staff are responsible to ensure that:

- Staff will administer first aid and a co-worker will call for an ambulance.
- Co-worker will notify the coordinators giving details of the emergency.
- Coordinators will contact the principal (as the most senior person) and OSHC Committee representative.
- Co-worker will take other children to another part of the building.
- Ambulance arrives – continues with resuscitation.
- If police need to be involved they will arrive and question child care staff.
- Documentation - staff members need to document clearly and specifically all details of the emergency in the child accident report.
- In the event of a child's death, a full report must be lodged with the State Government Director General. Staff must have all supporting documentation to concur with the report and prove all precautions had been taken.

RESPONSIBILITIES

OSHC Committee:

- The committee will sight all accident reports and ensure that preventative strategies are developed and maintained.

Coordinators:

- The coordinators will ensure all preventative strategies are put in place and that reporting of an accident or hazard is properly documented. In most cases the coordinators will record the incident details, carry out an investigation and follow through on any recommendations arising from the investigation.

Support staff:

- Support staff will report all incidents immediately to the coordinators and provide necessary information to carry out a thorough investigation into the cause.

TRAUMA

- A death or serious injury at the service can traumatise staff, children and/or parents. Counselling will be made available to the community through appropriate channels.
-
-
-
-

ACCIDENT INVESTIGATION

The purpose of an investigation is not to lay blame, though at times the facts may indicate where fault may be found. The purpose is to:

- Learn from the event via careful fact finding.
- Make decisions and take actions to ensure a safer environment.
- Prevent similar accidents from occurring in the future.
- The investigator should be someone who has knowledge of the work and has the ability to communicate with staff.

Relevant Policies:

[Illness Policy](#)

[Occupational Health and Safety Policy](#)

[Emergency Management Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 7 – Protective Care and Safety – Principle 7.2 The service promotes a safe environment for the children and staff.

DHS Implementation Guidelines for National Standards for Outside School Hours Care, May 1996

Date approved:

Approved by:

To be reviewed:

8.10 EMERGENCY MANAGEMENT POLICY

RATIONALE

The personal safety and security of children and staff while attending the service is of primary importance.

POLICY

1. Emergency procedures will be known and practiced regularly by staff and children.
2. Staff will be trained to use necessary equipment i.e. fire extinguishers
3. The service has written procedures for dealing with emergencies such as:
 - Dealing with a medical emergency
 - Dealing with a fire
 - Dealing with threats to staff or children
 - Dealing with a bomb threat
 - Robbery

PROCEDURES

- An emergency management and evacuation plan for the service is to be in a place for all to see and follow in times of emergency.
-
- The 000 emergency number is placed beside each telephone along with other relevant emergency numbers. Refer to Appendix 8.
-
- Specimen Hill Primary School Outside of School Hours Care Program will practice emergency evacuations and procedures on a regular basis (minimum of once per term) ensuring all staff and children are familiar with the emergency procedures.
-
- Procedures are in place to handle harassment and or threats to children by persons known or unknown.
-
- Staff will receive training in the proper usage of emergency equipment i.e. fire extinguishers.
-
- All emergency exits will remain clear and exit signs will be checked regularly to ensure they are in working order.
-
- On commencement staff will receive a copy of the emergency procedures in the induction manual.
-
- If an emergency occurs an evaluation will follow to ensure all procedures were in place and were adequate for the occasion.

Relevant Policies:

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 7 – Protective Care and Safety - Principle 7.2 The service promotes a safe environment for the children and staff.

Date approved:

Approved by:

To be reviewed:

8.11 SUNSMART POLICY

RATIONALE

“It is the ultraviolet radiation (UV) in the sun’s rays that causes sunburn and long term skin damage. UV levels begin to rise early in September and stay high until the end of April, so skin should be protected throughout this period, not just summer. UV is not related to temperature so you can still get sunburnt even on cool or cloudy days – in fact most people who get sunburnt do so when the temperature is between 19 and 27oC.”

Sunsmart Kit – Anti-Cancer Council of Victoria

POLICY

Staff will observe strict health, hygiene and sun protection practices in accordance with relevant government guidelines to minimise risks to themselves and the children.

PROCEDURE

The Coordinators are responsible to ensure that:

- Relevant information regarding correct health and hygiene practices is made available to the Outside of School Hours Care staff.

The staff are responsible to ensure that:

- Children observe correct practices for Health, Hygiene and Sun Care.
- All children are required, staff and visitors are encouraged, to wear a suitable hat and apply sunscreen (factor 15 or greater) before they go outdoors between 10.00am and 2.00pm and 11.00am to 3.00pm during daylight savings.
- Suitable hats means either legionnaire style, bucket or broad brimmed style (the brim should be between 8-10cm) that shade the face, ears and neck. “Suitable” hats will be available for sale from the school.
- Clothing should provide adequate protection from the sun. Shirts that cover the shoulders and have collars and sleeves that are at least elbow length, and longer style shorts and skirts are recommended.
- Children are encouraged to play in shaded areas.
- The availability of shade will be considered at excursion venues.
- They adhere to these practices and set an example for children such as wearing hats when outdoors in summer.
- Sunscreen (factor 30+, broad-spectrum, non-allergenic, water resistant) will be provided by the OSHC service, although children are encouraged to provide their own. Children are encouraged to apply sunscreen approximately 20 minutes prior to going outdoors. Even children playing in shaded areas must wear sunscreen. Reapplication of sunscreen will occur after 2 hours in the sun.
- Parents will be asked to sign permission for staff to apply sunscreen on their child’s skin.

- Information regarding the sunscreen type and brand will be provided to parents to assist in the prevention of allergic reactions to the cream.
- Articles will be provided in the newsletter that discuss the risks of exposure to the sun and sun protection issues.

The School Council is responsible to ensure that:

- There is adequate shade in the playground and to provide additional shade if applicable.

This policy has been designed in conjunction with the School Sunsmart Policy.

Relevant Policies:

[Excursion Policy](#)

[Occupational Health and Safety Policy](#)

[Outdoor Play and Recreation Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 7 – Protective Care and Safety – Principle 7.2 The service promotes a safe environment for the children and staff.

Anti-Cancer Council of Victoria, 1 Rathdowne Street, Carlton 3053. Phone: 9635 5000

Internet: www.sunsmart.com.au

Date approved:

Approved by:

To be reviewed:

8.12 NUTRITION POLICY

RATIONALE

“Healthy eating is vital for good health. The major health problems in Australia – such as heart disease and stroke, high blood pressure, some cancers and diabetes (all chronic lifestyle diseases) – are related to poor eating habits. Young children need adequate nutrition for good health and growth.

Research indicates that school-aged children’s nutritional practices are not ideal. A disturbing number of children are overweight, and many miss breakfast and snack regularly on high-fat, high sugar foods.” Page 9

“For children to keep up their energy and survive a hectic day at school, they need to eat a variety of foods. The amount of food a child eats will vary according to their age, sex and activity level. Active children require more food. However, the types of foods needed for good health are the same, regardless of age, sex and activity level.” page 15

Eat Smart*Play Smart – National Heart Foundation of Australia (Victorian Division) 2002

The role of Outside of School Hours Care services is to:

- ensure that children are provided with nutritious balanced snacks
-
- provide a wide variety of foods
-
- limit fat, sugar and salt
-
- provide suitable eating environments
-
- model good eating behaviors
-
- discuss foods being eaten

POLICY

Specimen Hill Primary School Outside of School Hours Care Program will provide nutritious, balanced snacks for children reflecting children’s tastes, religious, culture, and health concerns.

PROCEDURE

The staff team has the responsibility to ensure that:

- Nutritious breakfasts and snacks consisting of the five food groups are supplied for all children attending before and after school care.
- Consideration in regard to sugar, fat and salt content of foods is taken into consideration.
- Children have access to water at all times.
- For Vacation and Pupil Free days a suitable break is arranged to allow snacks and meals to be eaten.
- All meal breaks are monitored by staff to ensure all children eat and drink.
- Children are encouraged to be seated while eating and drinking. Staff will model this behavior by sitting with the children and discussing the food the children are eating along with events of the day.

- The menu is displayed for children and parents to view. The menu considers the cultural and religious beliefs of the children in attendance and presents children with a nutritious and varied menu each week.
- Children are involved in planning the program menu.
- If any child does not have lunch at the Vacation Care Service, the staff will supply a balanced meal for the child, the cost of which will be added to the parents account.
- Be aware of the individual dietary needs of the group. They are also aware of the foods, which cause the child's allergic reaction, allergy free food and the medical procedure and plan for dealing with an allergic reaction.
- Special dietary requirements of individual children are met.
- Specimen Hill Primary School Outside of School Hours Care Program maintains a clean and hygienic area for food preparation which meets National Standards for Outside of School Hours Care services.
- Children are encouraged to cook, serve and clean up as part of the program activities.
- Children are educated in necessary safety precautions whilst cooking.
- Children are supervised whilst cooking.
- All staff and children involved in food preparation wash and dry their hands prior to the activity.
-
- All staff and children wash and dry their hands prior to eating.

Relevant Policies:

[Hygiene Policy](#)

[Food Preparation Facilities Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 6 – Health, Nutrition and Wellbeing – Principle 6.1 Balanced and healthy eating is promoted by the service.

Heart Foundation, 2002, Eat Smart, Play Smart, A Manual for Out of School Hours Care, Australia

Date approved:**Approved by:****To be reviewed:**

8.13 FOOD PREPARATION FACILITIES POLICY

POLICY

1. Specimen Hill Primary School Outside of School Hours Care Program will comply with State and Local Authority legislation in relation to all food handling requirements.
2. Specimen Hill Primary School Outside of School Hours Care Program is committed to providing safe and hygienic facilities for the preparation, storage cooking and cooling of children's food.

PROCEDURES

- Information on correct food preparation procedures will be available to staff.
-
- The temperature of food will be controlled at all times.
-
- Food will be fresh and stored to maintain optimum freshness.
-
- Staff will maintain a high level of personal hygiene.
-
- The environment and equipment will be cleaned regularly.
-
- Maintenance of all equipment will be undertaken with haste.
-
- Safe, hygienic facilities for the preparation, storage, heating and cooking of food for children, including a sink, refrigerator and hot and cold running water supply will be accessible to staff.
-
- Storage of food will be provided for in cupboards that are kept clean and vermin free.
-
- Staff will ensure that children are supervised when cooking or preparing snacks.
-
- Items that could be considered dangerous will be safely stored in an area out of children's reach e.g. knives, electrical items.
-
- The above facilities shall be in a room where the service usually runs or accessible to the service.
-
- Garbage receptacles will contain a lid and will be emptied and cleaned on a daily basis. (National Standards 2.9.3)

Relevant Policies:

[Nutrition Policy](#)

[Cleaning and Maintenance Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 7 – Protective Care and Safety – Principle 7.2 The service promotes a safe environment for the children and staff. Quality Area 6 – Health, Nutrition and Wellbeing - 6.2 Staff implement effective and current food handling and hygiene practices.

DHS – Implementation Guidelines for National Standards for Outside School Hours Care, May 1996 – 2.7 Food

Eat Smart*Play Smart – National Heart Foundation of Australia (Victorian Division) 2002
Local Government for classification and registration.

Date approved:

Approved by:

To be reviewed:

8.14 BIRDS/ ANIMALS POLICY

POLICY

Animals kept on the premises shall be maintained in a clean and healthy condition and will in no way be detrimental to the well being of the children.

PROCEDURES

Staff are responsible to ensure that:

- Animal enclosures are cleaned regularly with particular attention given to the safe and correct disposal of animal waste. Animal health is closely monitored and where necessary, the animal checked by a veterinary surgeon.
- They check for any child with allergies that relate to animals and ensure that the needs of the child are paramount.
- They check with Local Council for any registration requirements and number and type of pets they may keep.

Relevant Policies:

[Children's Individual Medical Plan Policy](#)

References:

DHS – Implementation Guidelines for National Standards for Outside School Hours Care, May 1996

Date approved:

To be reviewed:

Approved by:

8.15 TRANSPORT POLICY

POLICY

Specimen Hill Primary School Outside of School Hours Care Program will ensure any child, while in transit, will be safe as possible.

PROCEDURES

The OSHC Committee will ensure that:

- Vehicles owned and operated by the service will be roadworthy and registered for the maximum number of passengers and be comprehensively insured. When hiring transport, the service will ensure insurance policies are in place.
- Where seat belts are provided all children and staff are required to wear them.
- Drivers will hold appropriate licenses.
- When children are transported from their school to the venue the children will be supervised at the school while waiting to be collected.
- Children, when in transit, will be supervised by service staff. Bus drivers are not included in the staff ratio at the service.
- When the children are delivered to the venue appropriate paperwork will be completed to acknowledge their arrival.
- A breakdown contingency plan has been developed to ensure the safety of children and staff in the event that the transport arrangements breakdown.
- This plan involves:
 - contacting another bus company or driver for collection
 - contacting all parents in the event that the group is late back to the program

In the case of children walking to the service:

- parental consent must be given to staff by the parents themselves
- children are meet by a staff member at the entry gate to the school

Relevant Policies:

Arrival and Departure Policy

References:

DHS – Implementation Guidelines for National Standards for Outside School Hours Care, May 1996

Date approved:

To be reviewed:

Approved by:

8.16 VENUE POLICY

POLICY

The personal safety and security of children, staff and parents/guardians/authorised persons while at the service is of primary importance. To ensure this safety, the service will provide a safe and secure environment.

PROCEDURES

The Committee of Management has a responsibility to ensure that:

- The venue, grounds, and all equipment and furnishings used by the service are maintained in a safe, clean, hygienic condition and in good repair at all times.
-
- Facilities remain vermin free.
-
- Appropriate heating, ventilation and lighting both indoors and outdoors is provided.
-
- Heating and cooling units will be adequately guarded and positioned so as not to threaten the children's safety.
-
- Emergency exits are clearly identified.
-
- Hazard reports are available for staff to notify of any dangerous broken or damaged equipment and/or repairs and hazards at the venue.
-
- A list of appropriate emergency telephone numbers is available for staff to contact should there be damage to or repairs needed at the venue.
-
- Fire safety equipment is accessible to staff at all times.
-
- A telephone is accessible to the service at all times for incoming and outgoing calls and on excursions.

The staff have a responsibility to ensure that:

- Safe designated play areas are allocated and enforced.
-
- No access to pools or wading pools will be permitted unless children are supervised with correct staff: child ratios.

Relevant Policies:

[Security Policy](#)

[Facilities Available Policy](#)

References:

Quality Practices Guide 1st Edition 2003 - 2002 – Quality Area 7 – Protective Care and Safety – Principle 7.2 The service promotes a safe environment for the children and staff.

DHS – Implementation Guidelines for National Standards for Outside School Hours Care, May 1996

Date approved:

Approved by:

To be reviewed:

8.17 SECURITY POLICY

POLICY

Specimen Hill Primary School Outside of School Hours Care Program considers the safety of staff and children using the service to be paramount.

PROCEDURE

- A systematic procedure is in place for checking the safety of building, grounds and equipment on a regular basis.
- Specimen Hill Primary School Outside of School Hours Care Program will have access to a phone at all times. For single model services a mobile or cordless phone should be carried by the staff member at all times.
- Staff will position themselves to ensure maximum supervision at all times.
- A head count of children is undertaken throughout the session and checked against the sign in and out register.
- Staff will ensure that children go to the toilets in pairs.
-
- Staff will take children to the toilet every half an hour after dusk.
- The venue is secure and a closing routine is undertaken when leaving the premises.
- The premises are checked at the end of the day to ensure that all children have been collected.
- No staff will remain on the premises alone at the end of the day.
- Adequate lighting will be provided during the winter months to ensure the safe arrival and departures to and from the service for parents, children and staff.

Relevant Policies:

[Venue Policy](#)

[Facilities Available Policy](#)

[Cleaning and Maintenance Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 7 – Protective Care and Safety - 7.2 The service promotes a safe environment for the children and staff.

Date approved:

Approved by:

To be reviewed:

8.18 CLEANING AND MAINTENANCE POLICY

POLICY

The provision of a clean and well-maintained facility is essential in ensuring that parents and children using the service are provided with a high quality service.

PROCEDURE

- A list of cleaning duties is prepared by staff at meetings
- Expectations of the cleaning contract are documented
- The indoor and outdoor facilities are to be regularly checked for cleanliness and safety
- All toilets are cleaned regularly.
- Staff will ensure food preparation areas are not used for other purposes.
- Environmentally friendly cleaning products are used where appropriate.

Relevant Policies:

[Venue Policy](#)

[Food Preparation Facilities Policy](#)

[Storage of Dangerous Products Policy](#)

References:

Quality Practices Guide 1st Edition 2003

DHS – Implementation Guidelines for National Standards for Outside School Hours Care, May 1996

Date approved:

Approved by:

To be reviewed:

8.19 STORAGE OF DANGEROUS PRODUCTS POLICY

POLICY

1. The Service will store all dangerous products in a lockable cupboard/ cabinet.
2. Less toxic products will be selected for cleaning and other purposes where appropriate.
3. All staff will be trained in the storage, preparation and first aid of all dangerous products held at the Service.

PROCEDURES

Management and staff have a responsibility to ensure that:

- When purchasing cleaning and other dangerous supplies, consideration is made to the purpose of the product, health and regulatory requirements and alternative products.
-
- Material data safety sheets are obtained for all chemicals stored on the premises.
-
- Material data safety sheets are easily accessible and known to staff, for all chemicals stored on the premises.

Staff have a responsibility to ensure that:

- Lockable cabinets and cupboards are used for cleaning materials, disinfectants, flammable, poisonous and other dangerous substances, tools, toiletries, first aid equipment and medication.
-
- Storage cabinets/cupboards are appropriately labeled 'chemical storage' or 'first aid' and contain warning signs.
-
- All chemicals and dangerous products are returned to the lockable cabinet immediately after use.
-
- All chemicals, medications and dangerous substances are stored in their original containers.
-
- Hazardous machinery, chemicals and activities which are likely to cause potential danger to children are not to be used or undertaken while the Service is in operation.
-
- If poisoning does occur a staff member will telephone the Poisons Information Centre, Royal Children's Hospital on 13 11 26 immediately for first aid advice.
-
- The telephone number of the Poisons Information Centre is posted on or beside every telephone in the facility.
-
-

Relevant Policies:

[Accidents Policy](#)

[Medication Policy](#)

[Cleaning and Maintenance Policy](#)

[Occupational Health and Safety Policy](#)

[Emergency Management Policy](#)

References:

Draft Quality Practices Guide for Outside School Hours Care – Edit 16 December 2002 – Quality Area 7 – Protective Care and Safety – Principle 7.2 The service promotes a safe environment for the children and staff.

DHS – Implementation Guidelines for National Standards for Outside School Hours Care, May 1996, 1.4 Storage Facilities.

Poisons Information Centre, Royal Children’s Hospital, Melbourne phone: 13 11 26

Date approved:

Approved by:

To be reviewed:

8.20 SMOKE FREE ENVIRONMENT POLICY

POLICY

Specimen Hill Primary School Outside of School Hours Care Program operates in a smoke-free environment as per National Standards.

PROCEDURES

- Procedures will be put in place if a staff member does smoke, to maintain the staff: child ratios, and abide by the above policy.
-
- Non-compliance will result in disciplinary action in accordance with industrial protocols.
-
- Signs are posted to notify that it is a smoke free environment
-
- Staff may smoke in the following areas:
 - An area outside of the school grounds that cannot be seen by children.
-

Relevant Policies:

[Health of Staff Policy](#)

References:

Quality Practices Guide 1st Edition 2003 – Quality Area 7 – Protective Care and Safety – Principle 7.2 The service promotes a safe environment for the children and staff.

DHS – Implementation Guideline for National Standards for Outside School Hours Care, May 1996 – pg 19 – 2.10.5

Date approved:

Approved by:

To be reviewed:

APPENDIX LIST

| | |
|-------------------|-----------------------------------|
| APPENDIX 1 | ENROLMENT FORM |
| APPENDIX 2 | FEE SCHEDULE |
| APPENDIX 3 | ACCESS TO INFORMATION FORM |
| APPENDIX 4 | EQUIPMENT LIST FORM |
| APPENDIX 5 | VENUE PLAN AND AGREEMENT |
| APPENDIX 6 | EXCLUSION LIST |
| APPENDIX 7 | ACCIDENT AND ILLNESS FORM |
| APPENDIX 8 | EMERGENCY NUMBERS |

APPENDIX 1

**SPECIMEN HILL PRIMARY SCHOOL
OUTSIDE OF SCHOOL HOURS CARE
ENROLMENT FORM**

- *This form must be completed if you wish to enrol your child at an Outside of School Hours Care Service.*
- *The information requested is needed to assist the service in providing proper care for your child. The answers you provide will be treated as strictly confidential and will not be used for any other purpose.*

Child's Details

Name: _____
Gender: _____ **Age:** _____ **Date of Birth:** _____
Address: _____
Birthplace: _____
Language spoken at home _____
Name of school child is attending: _____
Grade: _____ **Teacher:** _____

Parent Information

MOTHER'S NAME:
Address: _____
Home Phone: _____
Work Place: _____ **Work Phone:** _____

FATHER'S NAME:
Address: _____
Home Phone: _____
Work Place: _____ **Work Phone:** _____

Are there any relevant Family Court Orders affecting the Custody of, or access to, your child? YES / NO
If YES, please give details and any changes that are to be updated immediately (A Copy of Custody Orders must be kept on file): _____

Who has Legal Custody? _____

Emergency Contact

(Other than child's parents. Please make this person aware their name has been listed as an emergency contact)

- 1. Name:** _____ **Phone:** _____
Address: _____
Relationship to Child: _____
- 2. Name:** _____ **Phone:** _____
Address: _____
Relationship to Child: _____

APPENDIX 2

FEE SCHEDULE

| | |
|--------------------|---------|
| BEFORE SCHOOL CARE | \$7.00 |
| AFTER SCHOOL CARE | \$9.00 |
| EARLY FINISH DAYS | \$10.00 |
| PUPIL FREE DAYS | \$25.00 |

Cheques are to be made out to Specimen Hill Primary School Outside of School Hours Care Program.

APPENDIX 3

ACCESS TO INFORMATION FORM

Requesting information about a child enrolled at the Outside of School Hours Care Program is a serious matter, the only people with direct access to files are the child’s parents or guardians and staff working directly with the child. Approval for access to information must go through the OSHC Committee. In some cases access will be denied in accordance with our policy on confidentiality.

Please fill out the form below and submit to the school office. You will be informed of the OSHC Committee’s decision in writing as soon as possible.

Name:_____.

Relationship to child:_____.

What information you are requesting:_____.

Reasons for requesting information:_____.

Signature:_____

Date:_____.

APPENDIX 4

EQUIPMENT LIST FORM

| Equipment | Date Checked | Reason for Replacement | Date Replaced |
|-----------|--------------|------------------------|---------------|
|-----------|--------------|------------------------|---------------|

APPENDIX 5

VENUE PLAN AND AGREEMENT

The Outside of School Hours Care Program has full use of the following areas during its operating hours:

- The multi-purpose room
- The canteen
- The library
- All outside play areas

The multi-purpose room and canteen are booked out for use by the Outside of School Hours Care Program during its operating hours. Operating hours are as follows:

- Before School Care 6.30am-8.30am
- After School Care 3.00pm-6.00pm
- Early Finish Days 2.00pm-6.00pm
- Pupil Free Days 8.00am-6.00pm
- Vacation Care 8.00am-6.00pm

Anyone wishing to use the multi-purpose room or canteen during the Outside of School Hours Care Program's operating hours must make a formal request in writing to the OSHC Committee.

The Outside of School Hours Care program may also use the art room upon gaining permission from the art teacher.

APPENDIX 6

| Conditions | Signs and Symptoms | Exclusion of Cases | Exclusion of Contacts |
|--|---|---|--|
| Acquired Immune Deficiency Syndrome (AIDS / HIV) | Breakdown of body's defence system | Not excluded unless child has a secondary infection | Not excluded |
| Amoebiasis (Entamoeba histolytica) | Diarrhea | Exclude until diarrhea has ceased | Not excluded |
| Asthma | Laboured breathing persistent cough, blueness around lips and extremities, wheezing | Not excluded Recommend that a child who requires treatment more often than four hourly should not be in care. | Not excluded |
| Campylobacter | An intestinal infection, identified through faecal culture. Diarrhea (sometimes bloody), low-grade fever and abdominal cramping. | Exclude until diarrhea has ceased | Not excluded |
| Chicken Pox | Small dark pink spots on trunk and upper limbs, which appear in crops over a period of time. Spots then form watery blisters that break easily. Fever, runny nose, cough, fatigue and general rash. | Exclude until fully recovered or for at least 5 days after the eruption first appears. Some remaining scabs are not a reason for continued exclusion. | Any child with an immune deficiency (for example, leukemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded. |

| Conditions | Signs and Symptoms | Exclusion of Cases | Exclusion of Contacts |
|-----------------------|---|---|-----------------------|
| Common Cold | Upper Respiratory Infection Blocked nose, fever, coughing, headache, sore throat, irritability and sneezing. | Not excluded To prevent spread of infection, and provide effective care to the child parents are advised to keep children at home while symptoms are obvious - green/yellow nasal discharge, elevated temperature. | Not excluded |
| Conjunctivitis | Infection of the Eyes Weepy red eyes which are sore or itchy. Intolerance of bright lights. A discharge can cause eye lashes to stick together after sleep. | Exclude until discharge from eyes has ceased. | Not excluded |
| Croup | Croup refers to any kind of inflammation of the larynx or voice box in children - is not a single disorder in itself. Harsh, barking cough, noisy breathing. Several viruses can cause croup. | Not excluded Parents should be encouraged to exclude the child until fully recovered. | Not excluded |
| Cytomegalovirus (CMV) | A member of the herpes group. Either mild or no symptoms present. | Exclusion not necessary | Not excluded |
| Diarrhoea | Increased frequency, runniness or volume of faeces. Vomiting and stomach pain. | Exclude until diarrhea has ceased or until medical certificate of recovery is produced. | Not excluded |

| Conditions | Signs and Symptoms | Exclusion of Cases | Exclusion of Contacts |
|---|--|--|---|
| Diphtheria | An acute infectious bacterial disease with inflammation of mucous membrane especially of the throat, resulting in formation of false membrane causing difficulty in breathing and swallowing. | Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later. | Exclude family/household contacts until cleared to return by the Secretary. |
| Fever | Normal temperature 36-37 degrees. Temperature elevated. Child looks flushed and feels hot to touch | Not excluded A child with a temperature in excess of 38.5 degrees may also be required to go home. | Not excluded |
| Glandular Fever (mononucleosis) | An infectious viral disease characterised by swelling of the lymph glands and lethargy. | Exclusion is not necessary | Not excluded |
| Hand, Foot and Mouth Disease | A viral illness with blisters in the mouth and on the hands and feet. This is not a serious illness and has nothing to do with the animal disease known as Foot and Mouth Disease. The child may have a low fever and lack of appetite | Excluded until blisters have dried. | Not excluded |
| Head Lice, Ringworm, Scabies, Pediculosis | A parasite Itchy scalp, particularly when head is hot. Tiny pearls of white eggs attached to the root of the hair. Difficult to remove | Re-admit the day after appropriate treatment has commenced | Not excluded |

| Conditions | Signs and Symptoms | Exclusion of Cases | Exclusion of Contacts |
|--------------------------|--|---|-----------------------|
| Haemophilus type b (Hib) | Can cause meningitis, swelling of the throat, pneumonia, joint infection. Symptoms of meningitis include fever, vomiting, headache, irritability, fitting and neck stiffness. Caused by a bacteria in the throat and nose. | Exclude until medical certificate of recovery is received | Not excluded |
| Hepatitis A | Inflammation of the liver Caused by a virus. Jaundice, dark brown urine, pale stools, loss of appetite, nausea, low grade fever, lethargy, abdominal discomfort | Exclude until medical certificate of recovery is produced, but not before 7 days after the onset of jaundice or illness | Not excluded |
| Hepatitis B | Infection of the liver, passed on by infected blood into a cut or the mouth lining of other person. Symptoms include abdominal discomfort, loss of appetite, nausea, fever, tiredness, joint pain, dark urine and yellow skin or eyes (jaundice) | Exclusion is not necessary | Not excluded |
| Hepatitis C | Infection of the liver. Made through contact with infected blood such as through a blood transfusion. Symptoms include abdominal discomfort, loss of appetite, nausea, fever, tiredness, joint pain, dark urine, and jaundice. | Exclusion is not necessary | Not excluded |

| Conditions | Signs and Symptoms | Exclusion of Cases | Exclusion of Contacts |
|------------------------------------|---|---|---|
| Herpes simplex ("cold sores") | Area of infection usually reddens and then fluid-filled blisters appear. Blisters tend to reappear on the same part of the persons body. | Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by a dressing where possible. | Not excluded |
| Impetigo (School Sores) | A bacterial skin infection caused by the staph organism, the strep organism or both. Flat, yellow, crusty or moist patches on the skin. | Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing. | Not excluded |
| Influenza & influenza like illness | A viral disease of the respiratory tract characterised by fever, chills, headache, muscle pain, head cold and mild sore throat. Recovery between 2-7 days. | Exclude until well. | Not excluded |
| Leprosy | A contagious disease which affects the skin, mucous membranes, and nerves, causing disfigurement. | Exclude until approval to return has been given by the Secretary | Not excluded |
| Measles | A viral infection which begins with fever, tiredness, a cough, runny nose and inflamed eyes for several days, followed by bright red itchy rash, starting on the face then over the body. The child usually feels very ill. This is not a simple childhood disease. | Exclude for at least 4 days after the onset of the rash | Immunised contacts not excluded. Nonimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case they may be able to return to care. |

| Conditions | Signs and Symptoms | Exclusion of Cases | Exclusion of Contacts |
|---|---|---|---|
| Meningitis (bacteria) | Usually more severe than the viral form. Fever, loss of appetite, vomiting, stiff neck and irritability. Older children may experience irritability, confusion, drowsiness, stupor or coma. | Exclude until well. | Not excluded |
| Meningococcal infection | Meningococcal infection may cause meningitis or septicaemia. Symptoms of septicaemia include high fever and rash. | Exclude until adequate carrier eradication therapy has been completed. | Not excluded if receiving carrier eradication therapy |
| Mumps | A viral infection Swelling or soreness occurs on one or both sides of the face below or in front of ears. Difficulty in swallowing or eating. Fever, headache | Exclude for 9 days or until swelling goes down (whichever is sooner) | No excluded |
| Parvovirus B19, Slapped cheek syndrome, fifth disease | Mild viral illness, fever, red cheeks, itchy, lacelike rash on the body and limbs. May have a cough, sore throat or runny nose. | Exclusion not necessary | Not excluded |
| Poliomyelitis | An infectious viral disease which affects the central nervous system and can cause temporary or permanent paralysis | Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery | Not excluded |

| Conditions | Signs and Symptoms | Exclusion of Cases | Exclusion of Contacts |
|---|--|---|-----------------------|
| Ringworm | A fungus infection Itchy skin eruption that spreads out ring like from the site of infection | May return after medical treatment has been completed | |
| German Measles (Rubella) | A mild viral disease. Swollen glands behind ears and at back of skull. Pink or red spots starting behind the ears spreading to forehead then rest of body. | Exclude until fully recovered or for at least 4 days after the onset of the rash | Not excluded |
| Salmonella, Shigella | Diarrhea, fever, abdominal pain, nausea and vomiting. | Exclude until diarrhea ceases | Not excluded |
| Streptococcal infection including Scarlet Fever | Begins with sore throat, high temperature and frequent vomiting. Followed by a rash which first appears on the neck, chest and rapidly spreads across the body to the legs. | Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well. | Not excluded |
| Trachoma | Contagious disease of the eye with inflamed inner surface of the lids | Re-admit the day after appropriate treatment has commenced | Not excluded |
| Tuberculosis | Infection of the lungs. Mild fever. | Exclude until receipt of a medical certificate stating child is not infectious | Not excluded |

| Conditions | Signs and Symptoms | Exclusion of Cases | Exclusion of Contacts |
|--|--|---|---|
| Typhoid fever (including paratyphoid fever) | An infectious bacterial fever with an eruption of red spots on the chest and abdomen and severe intestinal irritation. | Exclude until approval to return has been given by the Secretary (DHS). | Not excluded unless considered necessary by the Secretary (DHS). |
| Whooping Cough | An acute contagious disease of the bronchial tubes and upper respiratory passages. Incubation period 7-10 days. Heavy cold like symptoms, cough and fever. | Exclude the child for 5 days after starting antibiotic treatment. | Exclude unimmunised household contacts aged less than 7 years and close child care contacts for 14 days after the last exposure to infection or until they have taken 5 days of a 10 day course of antibiotics. |
| Worms (intestinal) | | Exclude if diarrhea present. | Not excluded |

Medical Certificate means certificate of a registered medical practitioner.

Details from: Communicable Diseases Section, DHS, May 2001

Staying Healthy in Child Care – Third Edition, June 2001

APPENDIX 7

ACCIDENT AND ILLNESS FORM

APPENDIX 8

EMERGENCY NUMBERS

| | | | |
|-------------------------------------|---------------------|--------------|--------------|
| AMBULANCE | | 000 | |
| POLICE | | 000 | |
| FIRE BRIGADE | | 000 | |
| DHS CHILD PROTECTION | MANDATORY REPORTING | 5430 2333 | |
| CENTRE AGAINST SEXUAL ASSAULT | CASA | 5441 0430 | 1800 806 292 |
| CHILD AND MENTAL HEALTH SERVICES | CMHS | 5440 6500 | |
| COMMUNITY POLICING | | 5440 2530 | |
| VICTIMS REFERRAL ASSISTANCE SERVICE | | 1800 819 817 | |
| CSRDO REPRESENTATIVE | MELLISSA BRIEN | 5434 6440 | |
| EMERGENCY MANAGEMENT | | 9589 6266 | |
| CITY COUNCIL | | 5434 6000 | 5434 6144 |
| PLUMBER & EVAPORATIVE COOLERS | | | |
| ELECTRICAL | | | |
| GLASS REPLACEMENT | | | |
| GENERAL REPAIRS AND MAINTENANCE | | | |

LOCKSMITH

SLATE ROOF REPAIR

PAINTER

LINE MARKING

RUBBISH REMOVAL

BEEES AND WASPS

SNAKE CATCHER

SCHOOL CLEANER

