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APPENDIX

Minimum Period of exclusion from School and Children’s Services for Infectious Diseases Cases and Contacts
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1 PHILOSOPHY AND GOALS
1.1 Philosophy

Statement of Purpose
To provide a relaxed “home away from home” environment where children are challenged to be curious about what is of interest to them while at the same time developing self-identity and social competencies. To provide a professional program that includes a range of experiences that promotes every child’s physical and intellectual development, self-esteem and resilience.

Goals/Values/Beliefs

Children
• Funcare provides a positive and inclusive program that caters for the social, emotional, physical and intellectual needs of all children regardless of gender, cultural or linguistic background, physical or intellectual ability.
• Funcare values the importance of play in middle childhood and believes this is integral for children to develop physically, emotionally, socially and intellectually.
• All children’s ideas are listened to and responded to; their ideas are then researched/explored and incorporated into the program.
• Children are viewed as active participants and decision makers, this allows educators to move beyond pre-conceived expectations of what children can do and learn.

Families
• Funcare believes in the value and importance that family plays in a child’s life and believes a partnership with families/carers is integral to ensuring the success of the program.
• Funcare encourages, understands and accepts diversity in children and their families/carers.
• An open exchange of information, input and partnership is actively encouraged between children, families/carers and educators at all levels of the Funcare program.
• Funcare actively seeks parent’s/carers opinion and advice in relation to the running of the service and how their children are cared for.

Management
• Funcare management believes in a safe and positive atmosphere where teamwork and cooperation are embraced, where each staff member, child and family/carer are seen as unique and valued, where an open exchange of information is encouraged to ensure a high quality program is provided at all times.
Educators

- Funcare educators demonstrate an understanding and respect that children are all unique and that they learn and develop in various ways.
- Funcare educators are valued members of a team working with management, children and families and demonstrate their commitment to this partnership with care and professionalism.
- Funcare educators believe in maintaining a high level of knowledge and expertise in the welfare of all children.
- Professional Development opportunities through support and training are maintained.

School Community

- The school values of Learn, Endeavour, Aspire, Respect and Nurture are the key elements that not only reflect the values that underpin Mont Albert Primary School but are also meaningful and relevant and contain a positive message to our students.

Funcare actively seeks to include the school values in all aspects of our service.

Wider Community

- Funcare believes in the importance and value of engagement with the local community and actively seeks opportunities to incorporate community events and activities in the program.
- Funcare actively seeks to become involved in community events and raise awareness of community issues.
- Funcare believes that children actively involved in community building develop community interests and learn about citizenship.

Social Issues

- Funcare aims to create an environment and program that acknowledges, celebrates and accepts that all people are individuals and ensures that inclusive and equitable services are provided.
- Funcare encourages an open awareness of community social issues.

The Program

- The Funcare program endeavours to be flexible, developmentally and culturally inclusive and will provide activities that enhance children's individual strengths and opportunities.
- A range of indoor and outdoor experiences will be provided that encourage an understanding and development in the arts, sport, sciences and life skills.
- An area will be dedicated to quiet activities and individual projects when required.
• Inclusive resources and equipment will be available to encourage active, manipulative, dramatic, musical, imaginative and constructive play.
• Educators will identify specific goals for individuals and the group as a whole and plan to cater for these needs.
• All activities will remain open ended and children encouraged to challenge themselves and aspire to reach their own targets and goals.
• Educators will continue to ensure a safe and supportive environment is always provided to those attending Funcare.
1.2 Code of Conduct (Children)

The safety and wellbeing is paramount at Mont Albert Primary School Out of School Hours Care. Children are the guiding tools to the development of the service’s program. Their interests, needs and sense of individuality are the core of all interactions within the service.

Mont Albert Primary School Out of School Hours Care provides a link between home and school life. At Funcare children are able to experience some of the daily routines of home life in a school setting with friends by their side.

Children’s Rights:

At all times and under all circumstances children shall have the right to:

- Play in a safe environment
- Be treated fairly with respect by all persons involved with the service.
- Feel supported by staff and peers when taking on new challenges.
- Be given the opportunity to offer their opinion and to know that their opinion will be respected.
- Have input in the daily program.
- Feel accepted by both staff and peers for their individual differences, be that language, culture, ability or lifestyle choices made by the child or their family.
- Have any changes made to the program or expectations that will affect their time in OSHC explained prior to implementation.
- Expect any problems to be handled in a supportive respectful manner.
- Expect any personal matters noted on enrolment forms or discussed with any staff member by child or family member shall be held in the strictest confidences.

Expectations of Children by the Service:

At all times and with all staff, volunteers and peers children shall:

- Be prepared to take responsibility for their own actions.
- Speak politely and treat others, as you would like to be treated.
- Practice behaviors that will keep everyone safe.
- Try to see the point of view of others.
- Follow instructions given by all OSHC staff.
- Be respectful of all property.
- Speak with staff if they feel threatened whether at home, school or in the service.
- Have a sense of humour.
- Come over to Funcare as soon as they are dismissed from their classroom at the end of the day.
- Practices good health habits.
All rights and expectations were suggested and voted for by the children attending on the afternoon of Tuesday 14/02/12.

- Funcare day to day expectations as suggested and voted for by all children on 7/2/12
- No talking while others are talking including staff, peers and volunteers at the service.
- Treat others as you wish to be treated yourself.
- Have fun.
- Be happy.
- Include everyone.
- Respect people, property and ideas.
- Don’t ignore people.
- Do not climb on furniture.
- No swearing.
- Do not argue, but listen.
- Don’t lie.
- Be considerate.

Incorporate the school L.E.A.R.N values into every day at Funcare.

- Learn
- Endeavor
- Aspire
- Respect
- Nurture
1.3 Code of Conduct (Parents)

Parents are a valuable resource of information on all aspects of the children’s lives that are cared for at Mont Albert PS OSHC Service. The service must ensure that staff take an active approach to developing a relationship with each child’s family.

Parents’ Rights:

• For staff to interact in a warm, welcoming manner with both the parent and the child.
• To expect the service to operate within the guidelines of Licensing and the expectations of at least the satisfactory level of Q.A.
• To expect that all staff have a WWC check.
• To expect that staff have a thorough knowledge of the Duty of Care they have to the children at the service and a clear understanding of all policies relating to the service.
• To expect that all staff have a thorough understanding of their role within the service through their role statement.
• To expect the staff are supported by management to ensure the highest quality care possible.
• To receive upon enrolment a concise, up to date Parent Handbook, containing an overview of all relevant information relating to the service.
• To be able to leave a message for the coordinator and have it responded to in an appropriate timeframe.
• To be able to visit the service during normal operational hours, whether to observe or share skills/interests with children.
• To be actively involved where possible in the planning of the service’s program whether that be providing ideas or hands on help in the delivery of the activity.
• To know their beliefs and additional requirements due to culture, religion, disability or language are respected and special requests are adhered to and catered for as often as is possible.
• To be kept informed on the activities the service’s program offers and to be provided with feedback through a variety of media, such as newsletters, notice boards, surveys, daily conversations with staff or where required telephone conversations.
• To be able to contact (during working hours) via telephone the Coordinator to discuss any issue in relation to their child or experiences within the service.
• To have the opportunity to provide feedback on any aspect of the operations of the service, confidentially if required.
• To have open access to the services policies and procedures manual.
• To be provided with information at enrolment and again when situations arise, relating to the procedure that is in place at the service for dealing with parental concerns.
To expect that any feedback will be fairly viewed and actions taken where appropriate.

To expect any grievance will be dealt with professionally and in accordance with the services Conflict Resolution Policy.

To expect any information or correspondence of any kind relating to the family will be managed in the strictest of confidences.

To expect that staff will be proactive in empowering children to speak out if they feel threatened or unsafe in a situation.

**Expectations of Parents by the Service:**

- For parents to communicate with staff in a respectful manner, both verbally and non-verbally.
- To educate themselves actively in the policies under which the service operates. This can be done via reading the Policy and Procedures Manual.
- To take part in annual OSHC surveys.
- To conduct themselves in a manner which reflects and supports the philosophy of a safe friendly environment for all children.
- To provide their child with all necessary equipment/supplies to ensure their child can fully participate in the day’s activities. For example a hat, comfortable, appropriate shoes (enclosed shoes not thongs), food which meets the services Nutrition policy to encourage healthy eating habits for all.
- To provide constructive feedback in an appropriate manner on the operation of the service to the Coordinator where possible.
- To ensure personal information relating to their child is current such as address, contact numbers or medical conditions.
- To inform the Coordinator about any changes of bookings in advance when possible to maintain a correct staff/child ratio in the service.
- To be proactive in informing the service of any instances relating to bullying or other harassment being endured by their child.
- To be proactive in notifying the Coordinator of any suspicion of harm occurring to any child within the service.
- To be proactive in dealing with issues as they happen in an honest respectful manner with the Coordinator or where required the Sub-Committee.
- To support staff in any behaviour management issues whenever staff seek parents’ assistance.
- To pay their accounts in a timely manner.
- To keep their child/ren away from Funcare when the child/ren are sick and inform Funcare Coordinator about any infectious diseases.
1.4 Code of Conduct (Staff)

Mont Albert PS OSHC service is reliant on staff, whether paid and voluntary, to work well together as a team through mutual respect and cooperation. This cooperation occurs when staff feels supported in their work environment, appreciated for the effort they put in each and every day that they work and through clear and concise guidelines as to the services expectations.

This code of conduct has been developed to ensure that a safe, child friendly environment is maintained at the service at all times. For continuity of care to occur clear guidelines must be set out for all staff at the service. This code ensures clear direction and expectations for all and allows boundaries to be set.

Staff Rights:

- To be treated fairly and with respect by management, children and parents at all times.
- To be supported in learning about new expectations placed on staff with the introduction of the National Quality Frameworks, National Regulations and The National Quality Standard.
- To be provided with supporting documents such as policies and procedures to ensure they understand both their duty of care and the processes in ensuring this care is upheld.
- To be able to work in an environment that is safe from harm, whether that risk arises from the physical environment or person’s at the service.
- To receive upon employment a concise and up to date Role Statement for their position.
- To receive upon employment a concise and up to date Staff Handbook.
- To be able to access the Staff Information Folder at all times.
- To be involved in an induction process when commencing employment to ensure they feel supported and have been given the opportunity to develop a basic understanding of all facets of their job description.
- To be given the opportunity to offer their opinion and at the same time feel that their opinion is respected.
- To have input into the services daily program.
- To feel accepted for their individual differences whether that is through culture, language, socio-economic or lifestyle choices.
- To be provided with clear explanations as to changes being implemented in the service.
- To expect any grievance will be dealt with professionally and in accordance with the service’s Conflict Resolution Policy.
- To expect any personal matters held on file or discussed with management to be kept in the strictest of confidences.
Expectations of Staff by the Service:
At all times and with all people, staff shall:

- Be a positive role model and represent Funcare in a positive manner.
- Be welcoming and professional towards all families.
- Ensure that the service environment is safe, conducive to learning and development and to responsible behaviour.
- Promote high but achievable expectations for children.
- Promote self-identity and confidence among students and recognise student achievement.
- Seek to develop professional competence through engaging in professional development and sharing good practices and materials with others.
- Establish positive and professional relationships with other staff members.
- Work as a cooperative and supportive member of a high functioning team to promote and achieve excellence in all areas.
- Provide positive and engaging activities for students.
- Promote strategies that promote diversity and that foster positive relationships between staff and children.
- Set purposeful and achievable professional goals.
- Encourage and empower children to take responsibility for their own behaviour.
- Share ideas, workload and resources and contribute ideas to discussion and programming and actively contribute to the service program.
- Be committed to the implementation of the ‘My Time, Our Place’ National framework for OSHC. National Regulations and the National Quality Standard.
- Be flexible, show initiative, work effectively with change, especially in the delivery of the program.
- Never place others at risk.
- Act with discretion and confidentiality in all professional relationships.
- To be highly competent at completing all aspects of their Role Statement efficiently and be dedicated to their position.
- To have a clear understanding and always act within the requirements of the duty of care staff has over each child at the service.
- Be actively involved in the review of new or current policies and procedures.
- Be actively committed to both the Quality Improvement Plan, and the ACECQA regulations and ratings process.
- To be punctual, dress neatly and appropriately.
- Regularly review performance and take responsibility for professional development.
- To act in the best interests of the service and the team as a whole at all times following the service policies and procedures.
2  The Children’s Program

Relevant Laws and other Provisions

- The laws and other provisions affecting this policy group include:
- Education and Care Services National Law Act 2010
- ‘My Time, Our Place’ Framework
- Occupational Health and Safety Act 2004
- Children and Young Persons Act 1989
- The Child Wellbeing and Safety Act 2005
- Outside School Hours Care Quality Assurance Quality Practices Guide
- Working with children Act 2005
2.1 Program Policy

**Purpose**

- To ensure that the daily program for OSHC is inclusive of all children, and promotes each child’s unique abilities and needs.
- To ensure that the daily program for OSHC provides activities that meets the needs and interests of children in OSHC.
- To ensure that the OSHC program reflects and nurtures the cultural diversity in the service.
- To ensure the program meets all standards as set out in the national framework, ‘My Time, Our Place.’

**Aims**

- To create a program that is flexible and based on the interests of the children.
- To seek and utilise feedback from children.
- To provide a daily program that is unbiased towards gender, culture, or ability.
- To provide a daily program that provides all children in the service with appropriate activities.
- To provide a program which encourages children to become involved with, and feel part of, the wider community.
- To provide children with the opportunity to develop the skills they will need to safely navigate the online community and social media.
- Where possible, to consult and work with families when celebrating festivals within OSHC.
- To encourage children to respect their peers, staff members and visitors to the service.
- To stimulate and develop each child’s creative, emotional, intellectual, lingual, physical, recreational and social potential.

**Guidelines and Procedures**

- To ensure a balanced program which follows aspects of development, activity formats and activity topics needed to be implemented across the OSHC program as a whole.
- The Coordinator and the Assistant Coordinator are responsible for producing and implementing a term-by-term programming plan, which outlines the goals for that term.
- The Coordinator and the Assistant Coordinator are responsible for having a written program prepared for each week for the Service. This program will be on display for everyone’s information and reflective of the term goals.
- The program is subject to change on a daily basis to reflect children’s ideas interests and state of mind. All advertised activities will always be offered.
• The Coordinator shall direct and monitor staff in the planning and development of programs and experiences for the children consistent with this Policy and, in particular, which:
  o are built around routines i.e. arrival, hand washing, eating, etc;
  o include activities, which would normally be a part of the life of children during hours outside of school;
  o take an active account of the individual needs, interests, views and abilities of the children;
  o provide a variety of experiences and resources suited to the age and developmental ranges of all children attending the Service;
  o provide many opportunities for children as individuals and small groups to pursue experiences of their own choosing;
  o provide appropriate opportunities in each age group for construction and manipulation play and other physically active play;
  o provide appropriate opportunities in each age group for expression through creative and imaginative play, including elements of music, dance, drama etc;
  o provide opportunities for encouraging children to develop a range of life skills;
  o take account of necessary modifications and enhancements identified through the Program Evaluation Policy, as well as spontaneous and improvised child-directed changes when required;
  o reflects the broad multicultural and multilingual nature of the local community;
  o encourages and involves appropriate participation by parents, children and the wider community members in the development of programs.

• The principle of equal opportunity will be applied in our program. Children, regardless of ability, gender, cultural, racial, religious or other background, will be encouraged to participate in a wide range of activities.

• The Coordinator and the Assistant Coordinator are responsible, in consultation with staff, to ensure that the environment of the Service allows children a choice of being engaged in activities with others or withdrawing to quiet areas and allowing for children’s respective physical abilities, any cultural barriers which may exist and otherwise responding to particular needs of each child as far as reasonably possible.

• All staff members are responsible for ensuring their area or activity is safe and free of any danger, broken equipment or hazards.

• Programs reflect a clear statement of Funcare’s philosophy and goals.

• Programming caters for the needs, interests and abilities of all children.
• The celebrations and festivities celebrated at OSHC may include birthdays, Chinese New Year, Easter, ANZAC Day, Remembrance Day, Christmas, and various other religious and cultural celebrations. The experiences the children engage in to celebrate the festivities will be selected from a number of cultures.
• Families will be encouraged to give input and be involved in the celebrations and festivities.
• Other activities will be available for children who do not wish to participate in the activities associated with the celebrations and festivals.
• Staff will be responsible for ensuring children are respectful and engage in positive interactions with their peers and other staff members during activities.
2.2  Homework Policy

Purpose

• To assist children with their homework commitments by providing a suitable environment for study where possible.

Aims

• To provide a quiet area in which children can work on their homework.
• To endeavour to ensure children are encouraged to work on their homework if a parent requests that their child needs to allocate time at OSHC to do homework.

Guidelines

Homework Groups

• If a child or children wish to do their homework they will have priority with use of the quiet room.
• If staff assist children with their homework, it is to be in a manner that explains the task for the child and facilitates understanding, but does not solve the task for the child.
• Staff will not take responsibility from parents/guardians e.g. to check and finalise or sign-off on homework.
2.3 Outdoor Play and Recreational Policy

Purpose

- To ensure children have safe access to outdoor play or a recreational space.

Aims

- To ensure children have access to indoor/outdoor equipment and indoor/outdoor play spaces.
- When an outdoor space is unavailable, to use the hall for recreational play.
- To ensure the environment in which the children play is safe.
- To ensure adequate supervision and child protection.
  To ensure children have access to natural play spaces.

Guidelines

Safety checks

- A safety check of the area where the children are to play will be conducted on a regular basis. Daily the outdoor play equipment will be checked by a staff member to ensure that there are no obvious hazards.
- Before a staff member takes a group of children outdoors, that staff member is to check the outdoor play area for any hazards such as broken glass, sharp objects or needles and either remove them if it is safe to do so, or ensure that children do not play in that area.
- If a staff member is unable to remove a hazard, it should be reported immediately to the school.

Availability

- During after school care, the children should be able to access outdoor play spaces or a recreational space every after school session.
- Outdoor play is not offered before school session during before school care due to staffing limits and child safety difficulties as other children are usually in the playgroup and impede supervision.
- The hall is available as a recreational space during most before school care sessions.

Supervision

Outdoor supervision with one staff member

- Boundaries need to be established with the children to ensure that all play areas available to the children are visible to the staff member.
- The staff member should be continually roaming around the play area and keeping all children in sight. (global supervision)
- The staff member will carry with them at all times a fully stocked first aid bag, including any asthma/anaphylaxis action plans and Epipen if required.
Outdoor supervision with more than one staff member
• Boundaries need to be established with the children and between the staff members to ensure that all play areas available to the children are visible to at least one staff member.
• Staff should decide their method of supervision, i.e. Each supervises a section (zone supervision), one supervises an activity (intense supervision) while the other/s use global supervision, one stays in the same area while the other roams (combined supervision), or both use global supervision.

Child safety
• Staff outdoors should always have an open communication line to be able to communicate with the staff in the OSHC room.
• Parents/guardians cannot take children from the outdoor play area if they have not already signed their child out.
• Staff members need to ensure that they can account for all children at all times, this means constantly moving and having a knowledge of which child is playing where on the grounds.
• Staff will ensure they inform children of the boundaries of play each session.
• Adults or children who are not associated with OSHC in the outdoor play area may be asked to leave the area if they appear to be a danger to child safety or make the operation of the OSHC Program difficult.
2.4 Excursion Policy

Purpose

- To ensure OSHC conducts suitable and safe excursions during Student Free Days.

Aims

- That excursions are interesting, age appropriate (i.e. 5-12 year old) and offer a wide variety of experiences.
- To ensure that while on excursion children are supervised and safe.

Guidelines and Procedures

Risk Assessment Plan

- Will be carried out before any excursion takes place, included in the plan will be:
  - Transport to excursion, including route and method of transport.
  - Any water hazards that may be at the location.
  - Number of educators on duty.
  - Length of time spent at destination
  - Items required to be taken on excursion including provisions for children with medical requirements.
  - Any risks or hazards associated with the activities
  - Any specialised skills educators may require to ensure a safe excursion for all.

Ratios

- For all excursions the Coordinator will first complete a risk assessment to determine a staff ratio for the excursion. All excursions will have a minimum ration of 1:15, with a fully qualified staff member for 1:30.
- Where water play is involved, swimming pools, beach etc a ratio of 1:5 will be in place at all times during water-based activities.
- These ratios will be advertised prior to the excursion.

Accidents

- All paid staff members on excursions will have a minimum Level 2 Certificate in First Aid. As well as asthma and anaphylaxis training.

Before Departing

- Parents/Guardians will give their permission to take their child/ren on an excursion by signing an excursion permission form on the day of the excursion. This form will include venue of the excursion, method of transportation, names of staff present, the staff ratio for the day and the departure and arrival times.
After the children have been asked to go to the toilets, they will be assembled into one group. Children are reminded of the rules when on excursion including:

- Children are to listen and be respectful to any staff at the venues.
- Children are not to leave their groups unless instructed to by a staff member.
- Children are to inform their group leader of any immediate needs, e.g. toilet, First Aid.
- When children are told to form into their groups, they are to do so immediately, always remaining with their leader.
- Safety rules
  - To never go off with strangers
  - To wait for instructions to cross roads carefully
  - To walk across roads when crossing
  - To be polite and caring of others.

Staff will have a list with the names of the children in their group and a list of their responsibilities. Children will be assigned to their groups and given wristbands that state that the children are from Mont Albert’s Funcare program, and a contact number for staff. These must be worn at all times. Staff will wear identification tags.

- Within the group there will be a buddy system amongst the children so that each child is linked with a partner.
- The Assistant Coordinator or appointed staff member enters the bus first and counts the number of children getting on the bus and ensures this agrees with the number of children on the roll that has been called before leaving the building. Children enter the bus group by group. Each group leader is responsible for ensuring their children board the bus.
- The roll, quick contacts list of the roll, mobile phone and a first aid kit are taken on the excursion by the Coordinator.
- The Coordinator locks up the Funcare room, checks the toilets and rooms to ensure all children have left to board the bus and ensures the alarm is set.
- The Coordinator enters the bus and conducts a final count and ensures this agrees with the roll and the count the Assistant Coordinator conducted.
- A roll call will be called prior to leaving every leg of the journey, and all children will be accounted for at every step.
- To ensure that staff ratios are never compromised, an “on call” staff member will be assigned each excursion day for a nominal fee.
During the Excursion:
- Group leaders are to:
  - When moving from one section of the venue to another to call out the names of the children in their group and receive a response from each child and then count.
  - Periodically conduct head counts of the children in their group throughout the entire excursion.

Toilet Visits
- Toilet visits will be conducted on arrival, at lunch time, and before departing a venue. During a toilet visit, the whole group will be assembled and each leader will consecutively take their whole group to the toilets, accounting for all the children in their group before returning.
- If a child needs to use the toilet at another time, their group leader will leave their group and roll under the supervision of another staff member, and will take that child and an additional child of the same sex to the toilet. Upon returning to their group, that leader needs to conduct a roll call to ensure they have their whole group passed back into their care.

Departing an Excursion Venue
- Before leaving a venue:
  - Staff must ensure that all the children in their charge are accounted for.
  - As the children enter the bus, the Coordinator will check off the roll.

Missing Child Situation
- If a situation arises where a child is missing, either during the excursion or on departure, the entire group will be seated in an area, and left with 2 staff members while the remainder of the staff conduct a search of the venue. Additionally, the Coordinator will seek assistance from the venue staff.
- If the child is not found and an extensive search has been conducted, the child’s parents will be contacted, and the police called. The group will depart the venue, but the Coordinator will remain at the venue to assist the police, parents and venue operators in finding the child. The Assistant Coordinator will then be appointed the Acting Coordinator until the Coordinator rejoins the group.
2.5 Evaluation Policy

Purpose

- To evaluate the activities program that OSHC provides to the children in before school, after school and vacation care.

Aim

- To encourage feedback from staff, children and parents both verbally and written and to act on those findings.
- To provide a program that caters for the needs of all the children attending OSHC.
- To provide a program that both the staff and children find interesting and entertaining, encourages play and choice, and is financially viable.
- To ensure the program is inclusive and non-biased.

Guidelines and Procedures

- Staff will regularly seek feedback from the children, including their responses to the programs delivered by the Service.
- Feedback from parents will be sought through the feedback forms, and verbally on arrival/departure.
- The coordinator will always make time for a talk with parents to obtain any feedback. If the coordinator is unavailable when the family member comes in, a time will be arranged with the family to meet at the earliest convenience.
- Staff will evaluate the activities and play experiences contained in the program daily by completing observations, taking photos, and sharing information with other staff members.
- The Coordinator and Assistant Coordinator will use these evaluations when preparing the next planner to ensure the program is meeting the needs of the children.
- Families are invited at parent information sessions and through the Parent Information Booklet to contact the Coordinator at any time with any comments, complaints or suggestions relating to the programs provided by Funcare.
- The Coordinator will seek verbal comments from staff in respect to the effectiveness of the programs delivered on a regular basis and discuss with staff the ways in which programs should be modified or enhanced as a result of any feedback or experience encountered in the delivery of the programs at staff meetings.
• Taking into account all feedback received through these procedures, the Coordinator will report in writing to the Funcare Committee via Coordinator reports.

• In seeking feedback from parents or staff, the Coordinator will treat all complaints relating to the program respectfully in accordance with the Complaints Handling Policy and, where necessary, will take appropriate steps to seek to address genuine complaints quickly and effectively.
2.6 Resources and Equipment Policy

Purpose

• To outline to staff, parents and children the guidelines for purchase and use of resources and equipment provided by OSHC.

Aims

• Ensure that the OSHC budget provides for equipment replacement, renewal and maintenance.
• Ensure that the OSHC budget provides sufficient funds for resources to conduct the activities programmed.
• To consider environmentally friendly alternatives when purchasing resources for activities.
• To ensure safety, practicality and durability are the priorities when purchasing equipment.
• Ensure that the resources and equipment belonging to the OSHC program is adequately maintained so as to provide a safe environment.
• Ensure that the children and parents are aware that the resources and equipment are to be treated with respect.
• Provide guidelines for replacement by parents/guardians where equipment is inappropriately used and subsequently damaged by children.
• Ensure that children are involved in the choice of equipment and resources.

Guidelines

• OSHC sub-committee is to ensure that funds are allocated each year in the OSHC budget. These funds must be sufficient to maintain a programme of replacement, renewal and maintenance of equipment.
• OSHC sub-committee is to ensure that the OSHC budget provides sufficient funds for resources to conduct the programmed activities.
• The OSHC Coordinator is to ensure that the equipment purchased by OSHC is to be appropriately labelled/named.
• OSHC staff are to consider environmentally friendly alternatives when purchasing resources for activities.
• OSHC staff are to consider safety, practicality and durability when recommending equipment purchases to the OSHC sub-committee.
• The OSHC Coordinator must ensure that the resources and equipment belonging to the OSHC program is adequately maintained.
• The Assistant Coordinator must check the equipment prior to each session to ensure a safe environment is provided.
• Children must treat the resources and equipment at OSHC respectively and ensure resources and equipment are only used for the intended purpose.
• Where a child/ren are found to be treating the equipment and/or resources in an inappropriate manner, the child/ren maybe redirected to another activity. If child/ren continue to behave inappropriately the resource and/or equipment will be removed.

• Parents/guardians may be asked to pay for any damage caused by inappropriate use. Parents are expected to pay the replacement cost or cost of repair.

• The OSHC Coordinator will ask children to be involved with choosing the equipment and resources to be purchased.
2.7 Videos, DVDs and Television, Computers, Electronic Games Policy

Purpose

• To ensure that videos, television, computers and electronic games are used appropriately within the OSHC program.

Aim

• To ensure that children are engaged in a variety of activities and play.
• To ensure that the programming seen on video, television, computers and electronic games are appropriate for the age group attending OSHC.

Guidelines

Video/DVD, and TV:

• Video/DVD/TV will not be used during Before Care.
• During After Care video/TV/DVD will be used sparingly, with predominant use being for end of term after care, and extreme weather days.
• Video/DVD will not be used at all if it will interfere with other activities already being undertaken.
• Only G rated videos will be shown to the children.

Computers

• All computers accessed by the children will have appropriate web security installed and active.
• Children will be supervised at all times while on the computers.
• Children needing computers for homework will have priority over children using the computers for recreation.

Electronic Games

• Children will not be permitted to bring electronic games from home.
• If staff provides electronic games, all games must be rated G.
• Staff will ensure all necessary safety precautions are taken when children are playing active video games (such as Wii, or Xbox Motion).
• Electronic games are to be used sparingly throughout the program.
2.8 Toys from Home Policy

Purpose

• To encourage an extension of the home environment at OSHC by allowing children to engage in play with the toys at OSHC and ones from home.

Aims

• To help children feel comfortable in the OSHC environment.
• To expand, not restrict, the children’s play.

Guidelines

• Expensive toys such as electronic games, MP3 players, mobile phones, tablet devices, etc must not be brought to OSHC.
• Toys of an important or sentimental nature should not be brought to OSHC.
• OSHC takes no responsibility for toys lost, broken or stolen.
• It is at the discretion of OSHC staff to decide if a toy is appropriate to use at OSHC, and if it is not, the child will be asked to put it back in their bag.
• Any toy/game or other item banned by MAPS is not permitted.
3 The Management

Relevant Laws and other Provisions

The laws and other provisions affecting this policy group include:

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- The Child Wellbeing and Safety Act 2005
- Working With Children Act 2005
- Sex discrimination Act 1984
- Racial Discrimination Act 1975
- Disability Discrimination Act
- Mont Albert Primary School Policy Manual
3.1 Management of the Service

Purpose

• To ensure that the program is managed effectively and that responsibility and management decisions are clearly delegated and defined.

Aims

• To ensure all decisions relating to the program are approved by the relevant authority and followed accordingly.
• To ensure the program is operating within legal guidelines.
• To ensure appropriate communication between all stakeholders.
• To ensure all policies and procedures are adhered to.

Guidelines

School Council
The overall responsibility of the program rests with the Mont Albert Primary School Council. This responsibility involves:
• The establishment of a separate school council sub-committee.
• The evaluation of the School’s OSHC Program.
• The overseeing of all financial issues relating to the program.

Out of School Hours Care Program Sub-Committee
The OSHC sub-committee is responsible for the implementation and management of the program to the best of their abilities.

The sub-committee comprises:
• Representative/s of the School Council
• Parents/ interested community members
• The Coordinator
• The Administrator
• School Representative

The sub-committee is responsible for:
• Identifying and addressing the needs of the parents and students using the program, as well as the staff.
• Preparing reports for the School Council when required.
• Overseeing the purchase, upkeep and provision of replacing equipment as required
• Applying for grants and ensuring appropriate use of grant funds.
• Reviewing all policies annually to ensure the policies are current and serving the needs of the OSHC staff, families and students and in line with relevant legislation.
The sub-committee determines the following and gains approval from the School Council for:

- The days and operating hours of the program
- Matters associated with the use of school facilities

The School Administration is responsible for:

- Daily operational issues
- Assisting staff with issues regarding students and families
- Staff salaries in accordance with the ESS structure
3.2 Insurance Policies

Purpose

• To ensure that OSHC has appropriate insurance coverage for its operations at all times.

Aims

• To ensure that insurance coverage for OSHC is updated regularly.
• To ensure contractors at OSHC maintain their own insurance coverage.

Guidelines

OSHCC Insurance:

• All employees of OSHC are employed by the Mont Albert Primary School Council and are therefore covered for their insurance by the Department of Employment and Early Childhood Development, unless the actions of the staff are deemed grossly negligent.
• Responsibility rests with Mont Albert Primary School to take out and keep current adequate public liability insurance, building and contents.
• Evidence of the current insurance must be kept in the Funcare office – usually in the form of a ‘certificate of currency’.

Worker’s Compensation Cover:

• To ensure adequate Worker’s Compensation for all staff.
• The Coordinator will notify the Business Manager immediately in the event of a claim.
• The Administrator will be responsible for lodging and finalising all claims.

Building and Equipment:

• The building and equipment are the property of Mont Albert Primary School and are nominally insured under the guidelines of the Department of Employment and Early Childhood Development.

Contractors Insurance:

• All contractors working at OSHC must hold public liability insurance for up to ten million dollars.

Refer to appendix: A copy of the Mont Albert PS insurance policy.
3.3 Financial Management Policy

Purpose

• To maintain a viable self-funded and affordable OSHC program.

Aims

• To contribute and prepare a budget for each school year.
• To monitor performance of the OSHC program against the budget on a regular basis.
• To monitor the financial position of the OSHC program on a regular basis.
• To maintain the existing term deposit account.
• To maintain the provision for staff maternity and long service leave funding.
• To deliver a statement at the end of each school year stating actual income and expenditure for that year.

Guidelines

• At the end of November each year school year the OSHC sub-committee will present a budget for approval by the School Council.
• The budget will show anticipated income and expenditure in reasonable detail as follows:
  o Income including parents fees and registration fees.
  o Expenditure including, but not limited to: licensing, accreditation, activities, advertising, bank fees, consumables, equipment, food and groceries, office supplies, petty cash, professional development, salaries and wages (including tax and leave loading), work cover, insurances, software expenses, subscriptions, utilities and telephone expenses.
  o To maintain provision for staff parental leave, long service leave, accrued sick leave and accrued annual leave.
• Each school term the OSHC sub-committee will prepare a statement of financial position showing actual income and expenditure compared to the budget figures, together with balances on the OSHC program’s account.
• The sub-committee will monitor actual income and expenditure compared to the budget, and if possible, provide an amount for staff maternity/long service leave by way of deposit into the existing term deposit.
• At the beginning of the Term Deposit renewal, review the performance, assess the risk involved in reinvestment and take appropriate action.
• At the end of each school year, the OSHC sub-committee will prepare a statement of financial performance stating actual income and expenditure for that year, including details of the OSHC program’s account and any term deposit.
### 3.4 Banking Policy

**Purpose**

- To ensure OSHC income is regularly banked in the school account and to maintain operational funds in the account. To ensure a ready amount of funds are available to the Coordinator to cover incidental operational costs associated with OSHC.

**Aims**

- To ensure adequate levels of funds are available to cover OSHC operational expenses.
- To set aside an amount in each annual budget for petty cash and make easily accessible for purchases.
- To ensure accurate records are kept of petty cash usage.

**Guidelines**

**Banking**

- Money is kept in the locked cash box in the lockable cupboard at the Funcare office.
- Every week the Administrator and Coordinator will reconcile incoming funds with payment records. Two people must always be present when reconciling the banking.
- A banking record will be kept on file stating the payment amounts, payment methods, and which family made the payment, signed and dated by the Administrator. The Administrator on the banking record will note any difference between the record and actual amount banked.
- The Administrator will collect the deposit book from the school and deposit the amount in the School Official Bank Account as deemed necessary.

**Dishonoured Cheques**

- The Administrator will contact the account holder of the dishonoured cheque and an arrangement made for the repayment of the money.
- Any cost incurred through bank fees by OSHC will be passed on to the family.
- If the money is not re-paid in a timely manner, the family may be restricted in their usage of OSHC until the money is recovered.

**Petty Cash**

- OSHC will have a petty cash float available for use at any time at the Coordinator’s discretion.
- The Coordinator may request the Administrator to increase the float should the need arise.
• A record of petty cash expenditure is to be kept up to date by the Administrator, recorded into QuickKids software program and receipts reconciled to expenditure.
• Petty cash is to be reimbursed to the user by the Administrator if there is a corresponding receipt for the purchase.
• This record will be submitted to the School Business Manager for their records.
• A cheque will be issued to the Administrator for petty cash expenditure to maintain the amount in the float as deemed necessary.
3.5 Marketing and Service Promotion Policy

Purpose

- To ensure the school and local community are aware of our ‘Statement of Philosophy’ and are aware of the services offered by OSHC with a view to keeping attendances at a level that maintains a financially viable OSHC service.

Aims

- To ensure the school and the local community are aware of how to register for OSHC services, in the event the services are needed.
- To ensure that attendance levels are maintained with a view to keeping fees to a minimum and OSHC services remain financially viable.
- To ensure our ‘Statement of Philosophy’ is promoted via the website, in our Parent Handbook and within the service which helps promote our values, beliefs and understandings.
- To promote OSHC initiatives and ensure families are aware of the way in which OSHC provides its services.
- To promote sub-committee outcomes in an appropriate and timely manner via the bulletin board in Funcare.

Guidelines

Before and After School Care:

- Towards the end of each year, OSHC will distribute registration forms to all current users of the service.
- Make available on the school website our Philosophy Statement, the Parent Information Handbook and the registration form.
- At the Prep Information Night, information will be provided about the services OSHC provides via the Parent Information Handbooks and registration forms, which will be made readily available.
- Each year all families who register will receive a Parent Information Handbook outlining relevant OSHC procedures.
- During the school year OSHC will update users of the service with any updated communication via the notice board in Funcare, the school website under the Funcare link and provide regular updates in the school bulletin.
Student Free Days:

- A call for interest to hold the Student Free Day will be advertised in the school bulletin prior to the Student Free Day to ascertain the viability of running the session.
- Once the viability of the session has been ascertained to progress the MAPS Student Free Day information about the program is to be advertised at the service, included as an item in the school bulletin and made available through the school website.
3.6 Record Keeping Policy

Purpose

- Ensure that the OSHC program keeps their records in accordance with the Commonwealth Government National Privacy Principles and the Education and Care Services National Law and the Education and Care Services National Regulations 2011.
- OSHC program provides for the protection of personal and health information.

Aims

- To protect the privacy of users of the service and their families.
- Develop and maintain trust between individuals and organisations.
- To ensure sensitive personal information does not become publicly available.
- That abuse/misuse of personal information does not occur.
- Unauthorised access to information does not occur.
- Information is not transferred to other organisations inappropriately and without consent.

Guidelines

- All records will be treated as highly confidential and in accordance with the National Privacy Principles and National Regulations. This includes:

Collection

- Only collect information that is necessary for OSHC functions or activities.
- Use fair and lawful ways of collecting personal information.
- Collect information directly from the parent or guardian of the child that the information is being collected about if it is fair and reasonable and practicable to do so.
- At the time of collection make the individual aware why OSHC are collecting the information and who else might have access to it.

Procedures

- Information is collected at the time of registration directly from the parent/guardian of the child/ren when they are asked to complete a registration form asking for information relevant for the OSHC program.
- This registration includes a disclaimer stating why we are collecting the information and who has access to the information we are collecting.
- If information is collected about the child or family from other sources, the parent/guardian must be informed that OSHC is aware of this information.
Use and Disclosure

- OSHC only uses or discloses personal information for the primary purpose for which it has been collected unless it is exempted as stated in the National Privacy Principles. For example, if it is in the interest of public or individual health and safety; law enforcement; and it was reasonable to disclose the information.
- OSHC keeps written records on the use of disclosure of information outside of the main purpose for which it has been collected.

Procedures

- Staff will not disclose any of the information collected by OSHC to any other individuals or organisations other than the DEEWR and Mont Albert Primary School.
- The only exception to this rule is if it is in the interest of the public, individual safety or for law enforcement reasons.
- If any information is disclosed a record must be kept stating what information is disclosed, who gave the information, to whom it was given and the date.

Data Quality

- Take reasonable steps to ensure the personal information OSHC collects, uses or discloses, is accurate, up to date and complete.

Procedures

- OSHC asks parents/guardians to fill out a registration form each year to fall in line with the Education and Care Services National Law and the Education and Care Services National Regulations 2011.
- OSHC asks parents/guardians to notify the service of any changes when they occur.

Confidentiality of Records

- Take reasonable steps to protect the personal information OSHC holds, from misuse and loss and from unauthorised access, modification, disclosure, damage and fire.

Procedures

- All sensitive or personal information is stored in lockable cupboards and/or filing cabinets.
- Children are not allowed access to any of this material and are not allowed into the OSHC office when sensitive or personal material is out on a desk.
- Any sensitive or personal material that is no longer required is shredded.
- The OSHC computer can only be accessed with a password.
- Computer files are backed up on the Mont Albert Primary School computer located in a different building and on the portable memory USB stick which is kept by the Coordinator in a secure location outside the office.
• All documents that need to be kept in accordance with the OSHC Record Keeping Requirements of the Education and Care Services National Law and the Education and Care Services National Regulations 2011.

Access and Correction
• If an individual asks, OSHC must give them access to the personal information it holds about them, unless particular circumstances apply that allow OSHC to limit the extent to which it gives access – these include emergency situations, specified business requirements and law enforcement, or other public interests.

Procedures
• Parents/guardians are allowed to access the information we hold about their families at any time as long as an appropriate identification is sighted and the staff is confidant of that person’s identity, and that the staff are able to do so at that time without compromising the care of the children.
• If circumstances dictate; such as public interest, personal safety or law enforcement; then OSHC has the right to deny an individual access to the information, e.g. such as custody arrangements.

Identifiers
• OSHC uses Commonwealth Government identifiers (for example: CRN or customer reference number) and discloses these to the DEEWR in order to facilitate the Child Care Benefit and Rebate schemes.
• OSHC may use other identifiers in prescribed circumstances to assist OSHC to carry out its functions more effectively.
• Identifiers are not disclosed or used except for their primary purpose.

Records Disposal
• Records are shredded and disposed once they are no longer needed for the purpose for which information was collected.
3.7 Children’s Records Policy

Purpose

- To ensure children’s records are kept in an orderly and secure place in accordance with National Privacy Principles and the Education and Care Services National Law and the Education and Care Services National Regulations 2011.

Aims

- To ensure all details about the children who attend OSHC are kept confidential and in a manner that is inaccessible to people outside of OSHC.
- To ensure that Children’s records are kept in a way that is conveniently accessible in an emergency situation.
- To ensure that Children’s records are kept in accordance with National Privacy Principles and the Education and Care Services National Law and the Education and Care Services National Regulations 2011.

Guidelines

Registration Forms

- Children who are registered for the current year will have their registration forms kept in personal files in a lockable cabinet for 3 years after they last use the service.
- The Registration form of a child who had a serious injury while attending Funcare will be kept together with the accident/incident report. Until the child turns 25 years of age or for 7 years if the injury sustained is fatal.

Accident Reports

- Incidents/accidents and illness reports are filed together in chronological order and are kept in a locked cupboard until a child turns 25 years old.
- Medical alert photos and details will be displayed for staff use.

Attendance Rolls

- Attendance rolls are kept in chronological order for the term.
- Attendance rolls are archived at the end of each school year in a lockable cupboard and kept for a further 3 years.
Archiving

- All records will be archived and kept in a lockable cabinet according to the Education and Care Services National Law and the Education and Care Services National Regulations 2011.
- Enrolment forms, attendance records and child assessments will be kept for 3 years after the end of the last year a child attended.
- Incident, injury, trauma and illness records will be kept until the child is 25 years old.
- Staff records will be kept for 3 years after the staff members last shift at the service.
3.8 Quality Improvement Plan

Purpose

- To ensure that OSHC performs to the highest possible standards it can.

Aims and Guidelines

- To set and meet the Quality Improvement Plan goals and outcomes that are of a good to high standard.
- To ensure that staff are involved in writing and implementing the Quality Improvement Plan on an ongoing basis.
- To ensure parents are made aware of achievements and progress of the Quality Improvement Plan.
- To self assess, consider best practice and aim to improve or maintain standards on a regular basis.
- To ensure that the best possible standards are maintained at all times.
- To conduct self-assessments; parent and staff surveys; and student feedback forms; and to incorporate improvement where appropriate in a timely manner.
- To set goals and achieve outcomes for the benefit of all involved.
- To continuously grow and improve.
- To keep parents and staff informed about the Quality Improvement Plan and what OSHC is doing to meet the goals and maintain standards set in the Quality Improvement Plan.
- To ensure the Quality Improvement Plan is practiced and implemented.
- To maintain appropriate documentation and evidence to substantiate outcomes.
- To work with staff, families, students and the community in reaching goals and outcomes.
3.9 Space, Facilities and Environments

Purpose

- To ensure that the venue that OSHC operates from meets the facility requirements stated in the Education and Care Services National Law and the Education and Care Services National Regulations 2011. The environment is required to be inclusive, and promotes competence, independent exploration and learning through play.

Aims

- To ensure that the outdoor and indoor spaces, buildings, furniture, equipment, facilities and resources are suitable for their purpose.
- To ensure that the premises, furniture and equipment are safe, clean and well maintained.
- Facilities are designed to ensure access and participation by every child in the service and to allow flexible use, to allow interaction between indoor and outdoor space.
- Resources, materials and equipment are sufficient in number, organised in ways that ensure appropriate and effective implementation of the program and allow for multiple uses.
- The service takes an active role in caring for its environment and contributes to a sustainable future.
- To ensure that the venue OSHC operates from meets toilet and hygiene facilities as stated in the Education and Care Services National Law and the Education and Care Services National Regulations 2011.
- To ensure that the venue OSHC operates from meets administration and storage facilities requirements as stated in the Education and Care Services National Law and the Education and Care Services National Regulations 2011.

Guidelines

Space Requirements

- The indoor space has at least 3.25 square metres of unencumbered play space per child, not including toilets, kitchen passageways or outdoor covered areas.
- The outdoor space has at least 7 square metres of useable space per child and should include grass, mounds, flat areas and hard surfaces.

Toilets, Hand Basins and Hand Drying Facilities

- The service must provide adequate, developmentally and age appropriate toilet, washing and drying facilities that enable safe use by students.
- There are separate toilets for boys and girls.
- There is the provision for sanitary disposal.
- There is access to toilets and facilities for students with additional needs.
Ventilation and Natural Light
- The service must be well ventilated
- Have adequate natural light
- Be maintained at a temperature that ensures a safe environment for the students.

Storage Facilities
- OSHC must have secure storage for indoor and outdoor equipment.
- There are lockable cabinets for storage of administrative documents.

Food Preparation Facilities
- OSHC must have facilities for cooking and reheating food with washing up and refrigeration facilities
- Food preparation facilities are shared with the school canteen and must be maintained according to Food Safety standards and left in a clean and tidy state at the end of each session.
3.10 Long Service Leave/Leave Without Pay Policy

Purpose

- To administer Long Service Leave/Leave without pay in an equitable and practicable manner. To adhere to the regulations under Mont Albert Primary School guidelines.

Aims

- To ensure all staff receives equal opportunities to be granted leave entitlements at a time mutually agreeable to them and the service.
- To ensure the granting of leave does not disadvantage another staff member, the service's activities and planning or compromise the services’ financial position.
- To ensure leave is approved with due consideration to the staff member and the service.

Guidelines

- Approval of an application for leave will be dependent upon the services ability to find a suitable staff replacement.
- Applications for leave will be submitted in writing to the Principal and the Coordinator at least 4 weeks prior to the proposed commencement.
- Consideration of leave for urgent circumstances will be considered on a case-by-case basis.
- Application for leave must specify exact dates and specify if it is on leave with or without pay. Usually leave of two staff members would not be granted leave at the same time.
- Once granted, approval for Long Service Leave cannot be withdrawn by the service.
- The Principal will notify the staff member in writing of approval or non-approval. If leave is not granted reasons for the decision will be provided in writing.
- Staff, who wish to withdraw or change leave should advise the Principal and the Coordinator in writing no later than 1 week prior to dates of leave commencement.
- Unpaid leave is not an entitlement, but can be granted at the discretion of the service.
3.11 Enrolment Policy

Purpose

- To ensure the right of each child to attend the service are met and OSHC runs in line with the Education and Care Services National Law and the Education and Care Services National Regulations 2011.

Aims

- To ensure children at risk of abuse or neglect have priority access.
- To provide clear enrolment guidelines.
- To ensure OSHC operates within the Education and Care Services National Law and the Education and Care Services National Regulations 2011.

Guidelines

Right to Attend

- Students at risk of neglect or abuse have priority of place.
- Student-educator ratios are maintained according to National Regulation Guidelines.

Waiting List

- The service cannot guarantee a place when student-educator ratios are not met. A waiting list will be compiled and when a place becomes available parents/guardians will be notified. The offer must be accepted within the time specified at the time of notification. It is the parents/guardians responsibility to notify the Service of up to date contact details.
3.12 Fee Policy

Purpose

- To maintain an affordable OSHC fee structure.

Aims

- To take costs of activities and incursions into account when deciding all fees
- To ensure fees cover the cost of running a financially viable service.
- To review fees annually to ensure the service remains financially viable.

Guidelines

The fee structures are set on a sessional basis.

<table>
<thead>
<tr>
<th>Fee Structure</th>
<th>Fee Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before School Care</td>
<td>$11.00 per child</td>
</tr>
<tr>
<td>After School Care</td>
<td>$14.00 per child</td>
</tr>
<tr>
<td>Final Day of term 1, 2 and 3</td>
<td>$15.00 per child</td>
</tr>
<tr>
<td>Final Day of term 4</td>
<td>$18.00 per child</td>
</tr>
<tr>
<td>Student Free Day (incursion – on-site activities)</td>
<td>$39.00 per child</td>
</tr>
<tr>
<td>Student Free Day (excursion – off-site local activities using public transport)</td>
<td>$49.00 per child</td>
</tr>
<tr>
<td>Student Free Day (excursion – off-site activities using coach hire)</td>
<td>$59.00 per child</td>
</tr>
</tbody>
</table>

Late payment fee: for every child not collected by 6:00pm it is at the discretion of the Coordinator to charge the following fees:

<table>
<thead>
<tr>
<th>Time</th>
<th>Fee Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:01pm – 6:05pm</td>
<td>$5.00 per child</td>
</tr>
<tr>
<td>6:06pm – 6.30pm</td>
<td>$20 for every 10 minute</td>
</tr>
</tbody>
</table>

- This fee is non negotiable. It is the parent’s responsibility to ensure they or an authorised person collects their child by 6:00pm.
- This fee will be charged to the account and appear on the payment summary.
- For the purposes of timekeeping the OSHC clock is deemed as the official time measure.
- It is the responsibility of the parent/guardian running late to notify Funcare of the estimated time of arrival. If a phone call is not received before 6:30pm the policy for Non Collection of Children will be actioned.
3.13 Late Payment Policy

Purpose

- To follow up with parents who are late with their payment to ensure that payment will be made in a timely manner.

Aims

- To ensure that fees are applied to all families in a fair way.
- To ensure that OSHC recovers all amounts owing.

Guidelines

- Account reminders will be sent out fortnightly, with a request to pay or speak to the Coordinator if there is a problem with payment.
- If there is still no payment or discussion within a 2 week period the Coordinator will pass the account details to the Administrator who will follow them up with a letter requesting immediate payment. If payment is not received in a timely manner a phone call to the person responsible for the account will be made.
- If there is still no payment the Administrator in consultation with the Coordinator will decide whether to pursue the amount via a debt collection agency and the family using the care may be restricted from using the service until the payment has been receive.
- Families will be responsible for any additional fees incurred by OSHC as a result of chasing a debt.
3.14 Activity and Excursion Cost Policy

Purpose

- To ensure OSHC provides an interesting and stimulating program whilst remaining financially viable.

Aims

- To ensure an appropriate amount of money is set aside for activities and excursions in the budget.
- To ensure the budget is taken into consideration when deciding activities.

Guidelines

- Provision for activities during the term will be purchased according to the amount set aside in the annual budget. These figures may change if decided by the OSHC sub committee. Factors that could influence the budget include increasing or decreasing attendances.
- Excursion costs are based on the destination, risks involved in running the excursion, staff costs and travel expenses.
3.15 Handling of Fee Income Policy

Purpose

- To ensure that parent fees are paid so OSHC is able to run efficiently and is financially independent from MAPS.

Aims

- To offer convenient methods for parent payments that also allows the OSHC staff to remain engaged with the children.
- To maintain accurate invoicing on a fortnightly basis that allows parents to monitor their care usage and fee payments.
- To encourage parents to pay their fees within 14 days.

Guidelines

- Payment of fees must be made directly to the Coordinator, or placed inside the money mailbox located on the Funcare premises. Funcare will not be held responsible for any misplaced or lost fees.
- Payments must be made either weekly or fortnightly. If this is not convenient arrangements need to be made with the Coordinator and the Administrator.
- Accounts will be sent out fortnightly,
- Casual staff are not permitted to handle fee payments.
- Each Friday the money collected from the previous week will be totalled by the Administrator and checked off the Banking Report/Payment List kept by the Coordinator.
3.16 Receipting Policy

Purpose

- To ensure parents are supplied with evidence of their payment to OSHC and all fees can be accounted for.

Aims

- To limit data entry errors pertaining to payments.
- To ensure invoices and receipts are accurate.
- To ensure that the incoming money balances with the actual amount banked.
- To carry out receipting in a timely manner.

Guidelines

Cheque payments

- A receipt is issued for cheque payments via the fortnightly statements, which are distributed. The statement acts as both an invoice and a receipt.

Cash payments

- The Coordinator or Assistant Coordinator issues a receipt on the spot by way of a cash receipt book if requested by the payer. Otherwise the receipt will be issued via the invoice.

Credit card

- A receipt will be issued via the invoice.

EFTPOS

- An EFTPOS receipt will be given to the parent at the time of processing while the parent is still present if requested. The payment will be recorded and shown on the next invoice.
3.17 Service Mobile Phone Policy

Purpose

- Mobile phones are an important modern day communication tool, essential in providing a safe and effective school environment.

Aims

- To provide access to the Coordinator of the service during business hours.

Guidelines

- The service will purchase and maintain a mobile telephone and service contract to satisfy its needs.
- Educators in charge of all excursions involving students must ensure the services mobile phone accompany each trip.
- The Coordinator is responsible for ensuring that the mobile phone is charged at all times.
- Funcare’s mobile phone will be monitored during the hours of 7.00am – 6.00pm. A message may be left but will not be addressed until the following working day where practical.
- The mobile phone is not to be used for private calls, with the exception that staff are permitted to contact families or loved ones if an excursion is returning late.
- Students are not to use the service’s mobile phone without permission directly from the Coordinator.
4 The Children

Relevant Laws and other Provisions

The laws and other provisions affecting this policy group include:

- Education and Care Services National Law Act 2010
- The Education and Care Services National Regulations 2011
- ‘My Time, Our Place’ Framework
- Occupational Health and Safety Act 2004
- Children and Young Persons Act 1989
- The Child Wellbeing and Safety Act 2005
- Outside School Hours Care Quality Assurance Quality Practices Guide
- Working with children Act 2005
4.1 Protective Care Policy

Purpose

• To assist in preventing harm to children from physical, emotional and sexual abuse or neglect.

Aims

• To make staff aware of the indicators of child abuse.
• To ensure staff act in a professional manner when making judgements about child abuse indicators.
• To ensure appropriate procedures are in place for reporting child abuse.

Guidelines and procedures

• We recognise the complexity and sensitivity surrounding the issue of suspicion of child abuse, and the decision-making process of whether or not to report it.
• Whilst treating the interests of the child as paramount, our Service must respect the reputation of all involved in suspected cases of child abuse.
• Our Service recognises that relying on any information that is false, exaggerated or unjust can in itself lead to a serious breach of the law.
• The responsibility for deciding whether or not to report an incident of suspected child abuse shall rest with the Coordinator acting in conjunction with the School Principal, and use professional advice obtained from the Department of Child Safety.
• It is the responsibility of the Coordinator to ensure that staff receive appropriate and adequate training on a regular basis on child abuse and neglect and the responsibilities of mandatory reporting.
• It is the responsibility of staff to report any signs of child abuse to the Coordinator.
• The Coordinator is to act in conjunction with the School Principal in making decision whether or not to report it.
• OSHC staff do not need to prove that abuse has taken place they only need to have reasonable grounds for their belief
• Permission is not needed from parents or caregivers prior to contacting the Child Protection Office to make a report, nor do they need to be informed that a report is being made
• If staff make a report in good faith, then they cannot be held legally liable regardless of the outcome of the notification
• Mandatory reporting requirements take precedence over professional codes of practice where confidentiality or client privilege is claimed.

Allegation of Abuse inflicted by a staff member
When a child raises a concern about a staff member:
- The appropriate people will be notified, i.e OSHC Coordinator, Assistant Principal, Principal.
- The staff member will be suspended from their duties until the matter has been further investigated. In the case of a permanent staff member they will be suspended with pay until the matter has been further investigated.
- Child Protection will be notified.
4.2 Arrival and Departure Policy

Purpose

• To ensure that the children are accounted for on arrival and departure and are safely picked up by authorised people.

Aims

• To ensure that all children attending a Before Care session are present at the time the bell rings for school to commence, unless they have left to attend extra curricula activities.
• To ensure that all children booked into an After Care session arrive and are signed in.
• To ensure the children are picked up from After Care by authorised people only.
• To ensure parents/guardians/authorised people correctly sign the children in and out of sessions.

Guidelines and Procedures

Before Care

• Parents/guardians/authorised people must sign their child/ren into Before Care on the attendance roll located on the sign in/out desk. The name of the person must be recorded on the roll.
• Each individual child needs to be signed in.
• OSHC staff will conduct a roll check before the school bell rings to ensure all children attending are present. Staff are to sign out the children and note on the roll the time the children leave.
• If a child is not present or accounted for then the Missing Child Procedure needs to be put into action.
• Preps are walked to their classrooms by an OSHC staff member until the coordinator, parents and prep teachers at MAPS are in agreement the children will be able to safely manage their own passage to and from school. Individuals may still be accompanied if individual concerns are raised by parents, teachers or OSHC educators.

After Care

• Staff are to sign in the children when they arrive at the service after school. Staff will note the time the child arrives. The name of the educator must be recorded on the roll.
• The Assistant Coordinator or delegated staff member will collect the Preps from their classrooms to ensure they safely arrive at OSHC.
• At 3:45 the Coordinator will check the roll to see if any children have not yet arrived.
• If a child has not arrived the Missing Children Policy will be put into action.
• Parents are to give a written permission for their children to attend extra curricula activities at school.

Child Collection (also see 4.2a Collection of Children Policy)
• An authorised person to collect a child (must be 16 years old) includes those persons nominated on the Registration Form and a person nominated in writing or verbally to the Coordinator or Assistant Coordinator who can sufficiently identify themselves.
• When a parent/guardian/authorised person arrives to collect a child they are to sign the child/ren out and note the time of collection on the roll on the sign in/out desk. The name of the person must be recorded on the roll.
• The parent/guardian/authorised person collecting the child/ren is to make themselves known to the Educator on duty in the main room.
• In the situation where the child is being picked up by someone listed as an emergency contact, but is unknown to the Coordinator or Assistant Coordinator, the authorised person is to identify themselves and offer photo identification. The name of that person will be recorded on the roll next to their signature.
• If the Funcare staff have not been notified by the parent/guardian in writing that another person not listed as an emergency contact will be picking up the child/ren, the parent or guardian will be contacted. The adult collecting a child is to identify themselves and offer photo identification. The name of that person will be recorded on the roll next to their signature.
• No child is to be permitted to leave with an unauthorised person.
• No child/ren may leave the program unless accompanied by his/her parents/guardian/authorised person.
• If an unauthorised person takes a child despite Funcare refusing access, this will be considered kidnapping and the police are to be immediately called. The parents/guardians will then be informed of the situation and the principal will be called. Refer to the Emergency Management Procedures.
• Staff are not to attempt to physically restrain the person, but should attempt to gather information such as car registration, car descriptions, physical descriptions, etc to pass on to the police.
• Does not apply to a parent who is prevented by court order from having contact with a child on that particular day.
• Children may leave accompanied by a staff member if urgent medical attention is required.

Missing children
• If a child/ren is/are not present or accounted for by 3:45pm, the MAPS Early Leavers book (located at the reception desk at the MAPS office) is checked to ascertain if the child/ren went home early or sick.
• If not accounted for the child/ren’s names are called over the school public address system to attend OSHC immediately.
• If at 3:50pm, a child/ren is/are still not present, the parents/guardians will be contacted by the Coordinator to enquire as to why their child/ren did not arrive at After Care.
• If the parents/guardians cannot be reached the listed emergency contacts will be called to see if they can supply any additional information.
• If the whereabouts of the child/ren is/are still unknown, the Principal or Assistant Principal will be informed.
• The school and the OSHC Coordinator will work together to establish the whereabouts of the child.
• If a child is not present and accounted for, the Assistant Coordinator will check with the classroom teacher.
• If after contacting parents/guardians, emergency contacts, classroom teacher and principal/assistant principal children still cannot be accounted for police will be contacted and a missing persons report will be made by the coordinator.

Non-collected Children:
• If a child/ren have not been collected by closing time and OSHC staff have not been advised of parent/guardian lateness then OSHC staff will contact parent/guardian to enquire as to the expected pickup time.
• If the parents/guardians cannot be reached the listed emergency contacts will be called and will be requested to pick up the child/ren.
• If OSHC Staff arrange for an emergency contact to pick up the child/ren and in the meantime the parent/guardian arrives, it is the responsibility of the parent/guardian to cancel the arrangements.
• If OSHC staff are unable to contact parents/guardians or the emergency contacts within thirty minutes after closing time then:
 The Principal or Assistant Principal will be informed and;
  • The police will be requested to collect the child/ren;
  • The Department of Human Services will be informed. The child/ren will be taken into their custody.
• Contact details:
  Department of Human Services Eastern Regional Office
  833 Whitehorse Road, Box Hill
  Main switchboard: 03 9843 6000 Out of Hours Emergency 131 278
4.2a Collection of Children Policy

Purpose

• To provide clear guidelines for parents, authorised persons, and staff in relation to their responsibilities for the collection of children from the service.

Aims

• To ensure the safety of children in the service.
• To ensure that children are only collected by approved persons.

Guidelines and Procedures

• Children may only be collected by a parent/guardian or an approved person.
• An authorised person is a person whom the parents have provided written authority to the service to collect the child/ren. This person must be aged over 16 years of age.
• In the event neither parents nor authorised person can collect the child/ren, Educators may accept authorisation via email, text message, or phone at their discretion.
• Educators may check the photo identification of persons collecting children at their discretion.
• Approved persons collecting children for the first time must be asked for, and provide, photo identification.
• All children must be signed out of the service by a parent or authorised person.
• Separated parents are viewed as equal by the service, organisation of collection is the parent’s responsibility.
• Parents excluded from access to their child/ren by court order are not permitted to collect their child/ren from the service.
• If unauthorised persons attempt to collect a child or children from the service the staff members may decline access if the staff member deems safe to do so. Staff will contact parents, and if appropriate the police.
• Staff are not to intervene if they feel they are at risk, or a situation is escalating, (see conflict resolution policy). Where an authorised person insists on taking a child after a staff member has declined, police will be called immediately and staff members asked to take down as much detail as possible about the person taking the child, including but not limited to make, model, registration and colour of any vehicle being driven, age, gender, and description of unauthorised person.
• Staff will contact parents, school principal and the DEECD as soon as possible after the event.
4.3 Staffing Ratios

Purpose

- To provide an environment that is safe and to ensure the children are properly supervised at all times.

Aims

- To meet the Education and Care Services National Law 2010 and Education and Care Services National Regulations 2011.
- To ensure that the children are safe from harm from individuals outside the program.
- To ensure children do not engage in dangerous activities or bullying.
- To ensure staff members are provided to supervise at the agreed and legal staff/child ratio for all activities.
- To ensure all educators have the required level of support to fully complete all aspects of their job.

Guidelines

OSHC operates under the following staffing ratios:

- There is always a minimum of one trained educator per 15 children and one qualified educator per 30 children; who must be directly involved in the program.
- There is always one qualified staff member on duty and directly involved with the program.
- The Coordinator is to conduct a risk assessment of venues of outings to determine the appropriate adult supervision for the excursion. If required the staff/child ratio can be increased depending on the findings of the risk assessment.
- There is always a maximum of 5 children per one educator when water based excursions take place. The 15 children per educator must be maintained, but extra carers may be paid or unpaid.
- Extra carers must be considered medically fit enough and of an appropriate age, maturity to ensure the safety of the children and hold a current Working with Children Check.
- Only educators working directly with children will be counted in the ratio.
4.4 Positive Guidance of Children Policy

Will be updated as MAPS school policy is updated, and fall directly into line with school policy on guidance of children.
4.5 **Exclusion for Behavioural Reasons Policy**

**Purpose**
- To ensure that the Services Duty of Care is provided to all children who attend and staff who work during hours of the Service operation.

**Aims**
- To ensure that the environment is safe and friendly to all children and staff.
- To ensure staff act in a professional manner when dealing with behaviour issues.
- To ensure appropriate procedures are in place for staff to follow.

**Guidelines and Procedures**

The Service has a Duty of Care to all children who attend and staff who work within the Service. If:
- a child exhibits inappropriate behaviour, or behaviour which threatens the safety or wellbeing of any child or other person in the Service;
- in the Coordinator’s reasonable opinion, the behaviour amounts, or may amount, to a threat to the safety or wellbeing of any child or other person in Service; and
- the behaviour support and management procedures have been properly applied first but without success, or the behaviour presents such an immediate potential threat that it is not reasonably possible to apply those procedures; then the child whose behaviour is inappropriate or has caused the threat to safety or wellbeing may be excluded from the Service temporarily or, in some cases permanently.

First and second instance of a breach of rules which is unacceptable behaviour:
- Staff member who was present will write an incident report detailing the incident. Staff member to sign the report and parent/guardian and child are requested to do so. If either the parent or the child refuse to sign the report the Coordinator is to sign the report noting refusal.

1. Third incident:
- In addition to the above steps, after a third incident has been recorded the parent/guardian will be notified that the child cannot return to the Service for one week.
- At the end of that week, a meeting will be held between the Coordinator, parent and child and the Principal/Assistant Principal of the school to discuss possible strategies for including the child back into the program.
- If the child is included back into the service and the same behaviour continues upon return, the child will be excluded permanently from the Service.
2 Physical danger to child or others:

• If a child’s behaviour causes or may reasonably cause physical danger to other children, staff or the child himself or herself, the parent/guardian of that child will be contacted immediately and asked to collect the child.

• The child will be excluded from the program effective immediately and the lifting of the exclusion will be at the discretion of the Coordinator and the Principal/Assistant Principal of the school.
4.6 Anti-bullying Policy

Purpose

- To ensure that the children attending OSHC are safe from bullying. To educate the children to identify bullying and what they can do to challenge it.

Aims

- To educate children to identify bullying.
- To establish and maintain clear and known boundaries relating to children’s behaviour.
- To foster a caring environment where children can talk openly with staff about bullying.
- To educate staff through professional development and literature to identify and how to challenge it.
- To educate children about what they can do when they are being bullied or see someone being bullied.
- To ensure all reports of bullying are dealt with appropriately.

Guidelines and Procedures

Staff will:

- Model caring and tolerant behaviour towards children, parents and other staff members.
- Manage all observed or reported incidences of bullying as set out in this policy under “Responding to a Bullying Incident”.
- Carefully monitor children’s behaviour while participating in any of the service’s programs or activities.
- Encourage children to report any incidents of bullying that they are either involved in or witness.
- Protect the target from further harm.
- Use restorative practices to help maintain the relationships of all involved.
- Keep a record of bullying behaviour.

Children will:

- Report any incidents of bullying that they are either involved in or witness.
- Do everything they can to keep the play safe and happy.
- Use the strategies that they have been encouraged to use to deal with a bullying incident.

Parents will:

- Encourage their child to report if they are bullied.
- Watch for signs of bullying.
- Speak to OSHC staff if their child is being bullied or they suspect bullying.
- Work with the service in seeking a permanent solution.
Promote strategies that enable their child to feel empowered and confident if they have to deal with a bullying incident.

Responding to a Bullying Incident

Parents of the child who is being bullied and the parents of the child accused of bullying should be informed of the situation. It is important that parents are able to talk openly with their children about what is happening. The Co-ordinator will work with the School on a case by case basis as required.

The service is committed to implementing positive and permanent solutions to bullying. Staff, children and parents will work together to stop all bullying as part of the ‘no tolerance’ approach.
4.7 Children’s Individual Needs Policy

Purpose

- To ensure that OSHC is meeting the needs of the children attending the service.

Aims

- That educators actively build relationships with the children attending OSHC and take a genuine interest in who each child is as an individual.
- Children are consulted about the program that OSHC runs in relation to activities, toys, excursions, etc.
- To ensure that each child attending OSHC feels that they can approach educators about any suggestions or concern they may have; and that staff take these suggestions into consideration or act on the concerns of the child/ren.
- Children will collaborate with staff at the beginning of each term to set a clear set of expectations for the behaviour of both staff and children attending the service.

Guidelines

Building Relationships:

Educators seek to build relationships with the children by:

- Engaging the children in meaningful conversation
- Interacting with the children in one on one activities/play or group activities/play
- Share observations of the children with other staff
- Creating partnerships with the children to complete a task, eg. Reorganising the storeroom, creating a display together, etc

Consultation:

Educators should consult with the children on:

- Program planning
- Food program planning
- Resources and equipment
- Room set up
- Expectations of Educators and children
Approachability:
Educators should always:

- Attend to children as a priority
- Take the time to sit down and listen to a child/ren when they have a suggestion or concern.
- Act on that suggestion or concern. If a child says they are bored, brainstorm solutions together; if they have an activity idea run it if it is possible
- Put relevant procedures into action when a concern is more serious, ie child protection, bullying etc
- Follow up to ensure that the solution solved the concern
4.8 Inclusion and Anti-bias Policy

Purpose

- The intent is to ensure that all children’s experiences are recognised and valued and that they have equitable access to resources and participation and opportunities to demonstrate their learning. (Framework for School Age Care, page 24)

Aims

- To ensure positive attitudes towards inclusion is held by all those involved in OSHC.
- To encourage participation in OSHC by all families and children.
- Fostering respect and an appreciation of diversity of cultures and religion in all staff, children and families.
- To ensure no family, child or staff member feels discriminated against by OSHC

Guidelines and Procedures

Inclusion involves taking into account all children’s social, cultural and linguistic diversity (including learning styles, abilities, disabilities, gender, family circumstances and geographical location) in curriculum decision making processes.

- Promoting a sense of positive identity and self-identity within the children through inclusive planning and professional development among the staff that caters for varying levels of ability, multiculturalism and is not gender biased.
- Accepting in a positive way all cultures, language and ability levels and embracing these aspects throughout our program planning and interactions with the children.
- Communicating with the children, family, community and staff and encouraging these four groups to be proactive in our program.
- Building relationships among the four groups so they can express ideas and plan opportunities for the children attending the program.
- Celebrating and participating in community events such as school fairs.

Cultural Inclusion:

- Families, children and staff are encouraged to be involved in all aspects of the program planning, including activities, toys, food, etc.
- OSHC encourages the presence of cultural diversity in the program as a way of families, children and staff sharing aspects of their culture with others that are unfamiliar with it. It helps to foster respect and an appreciation of the diverse ways in which people all around the world approach daily life.
• Cultural inclusion should not be done in a manner that is tokenistic, but should permeate all aspects of the daily operations of the service, eg using cooking equipment from other cultures, recipes, utensils, toys, games, posters, activities, musical instruments, music, celebrations, etc.

• In situations where cultural customs and values contradict those at the service, families are welcomed to discuss this with the OSHC staff so an alternative can be reached together.

Religious Beliefs Inclusion:
• Many religions differ in doctrine and therefore beliefs, opinions and customs vary. Although OSHC is non-denominational, religious beliefs and customs are a part of everyday life in many families and staff should therefore ensure that the needs of the families attending are respected.

• Staff should work together with families to ensure OSHC caters for any individual needs of the children and families.

Anti-bias Approach:
Staff will:
• Be aware of the backgrounds and particular needs of the children/families attending the service

• Develop a program that reflects the cultural and social needs of all the children/families in attendance

• Draw on the skills, talents, knowledge and expertise of people from other cultures. Diversity should be shared and appreciated.

• Be aware that it is not enough to offer the occasional “multicultural” afternoon tea, for example, and assume the anti-bias aspect of the program has been addressed. This approach is often described as a “tourist approach” as it only happens once in a while, with only a brief glimpse of different cultures. Emphasize the day-to-day living, not just special holidays and customs.

• Be aware of the possible needs for modifications to the environment to enable physical access, printed materials or posters in community languages, try to find pictures, books, music and other items representative of the children’s cultures or special needs; reflect an anti-bias approach in every aspect of the program every day of operation.
In order to create an inclusive environment staff must first examine their own attitudes and recognise their own prejudices and learn to deal with them in a positive way. The challenge is for all staff to empower themselves and others to confront and resolve discrimination issues.

All staff must endeavour to develop a rapport with families as they are the most significant people in children’s lives.

The program will endeavour to incorporate aspects of the local community.

The children’s program will incorporate activities that acknowledge and celebrate people differences.
5 Health and Safety

Relevant Laws and Other Provisions

The laws and other provisions affecting this policy group include:

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- Health Records Act 2001
- Occupational Health and Safety Act 2004
- Food Act 2003
- The Child Wellbeing and Safety Act 2005
- Staying Healthy in Child Care 2001
5.1 Medication Policy

Purpose

• To ensure the health and safety of the children and to adhere to the National Standards concerning the administration, monitoring and records keeping of medication.

Aims

• To ensure the correct amount of medication is administered to the child at the correct intervals.
• To ensure medication is inaccessible to other children.
• To adhere to regulation 92-96, 178 & 181-184 Administration Of Medication in the Education and Care Services National Regulations 2011

Guidelines

• Medication whether prescribed, over the counter or homeopathic medications will not be administered to any child at the service without the written consent by a person or persons with the authority to consent to the administration of medication.
• In the case of emergency, we will accept verbal consent from a parent, or registered medical practitioner or medical emergency services if the child’s main care provider is unable to be contacted.
• In the case of anaphylaxis and asthma emergency, medication may be administered to the child without authorisation. In this situation the child’s main care giver and emergency services will be contacted as soon as possible.

Procedures

• Any child with an illness or allergy which may require the administration of medication during a reaction must have in file an Individual Medical Management Plan signed by a Medical Practitioner prior to enrolment. For children already attending the service who develop a medical condition an IMMP must be completed prior to the child returning to the service or as soon as practically possible at the discretion of the Coordinator.
• Parents will be requested, through both verbal communications and our parents handbook, to respect this Medication Policy and, wherever possible, to administer any prescribed medication to their child before or after attending the Service, rather than requesting staff to do so unless absolutely necessary.
Staff will only be permitted to administer medication to a child if it is:

- a prescribed oral medication or medication accompanied by an IMMP;
- accompanied by a letter from a medical practitioner stating the time it is to be administered;
- in its original package with a pharmacist's label which clearly states the child’s name, dosage, frequency of administration, date of dispensing and expiry date; and
- accompanied by a Medication Permission form from the parent/guardian. Permission forms will be available from the service.

Parents must hand medication and completed form to a staff member for review prior to the medication being stored.

All medication will be kept by the Coordinator (or her/his nominee) and stored in a locked cabinet or the refrigerator depending on medication. Storage should prevent unsupervised access and damage to medicines.

Completed permission forms shall be kept in the locked cupboard with the medication (unless refrigeration of medicine is required). Completed forms must only be accessible by staff.

All medication will be administered by the Coordinator (or a staff member nominated by the Coordinator who is duly qualified in first aid, asthma management and anaphylaxis and witnessed by another staff member.)

Gloves will be worn by staff whilst administering medication.

All unused medication will be returned to the parent on collection of the child.

At no time should medicine be stored in a child’s bag. Any medicine found with a child shall be removed and placed in the appropriate locked storage container. At the Coordinator’s discretion a parent will be informed via the telephone of the medication and its removal.

For asthma and diabetes, parents will be required to provide an IMMP with clarification whether their child will be responsible for administering their own medication or will require assistance and full details of how, when (i.e. at what intervals) and by whom all such treatment is to be administered. In this circumstance staff must supervise the child and sign the permission form to confirm supervision.

All medical permission forms must be stored at the service for a period of at least three years after the last time care was given to that particular child.

As a regular part of the agenda at staff meetings, issues related to IMMP or incidents that have occurred at the service and documented since the last staff meeting will be reviewed.

Whether in a staff meeting or privately, staff will be able to discuss any concerns they have relating to any medication or IMMP in place.
• If and when required staff will be offered training to help in the management of ongoing health and medication issues.

• If children have concerns about medications they are taking or witness other children having medication administered staff should try and reduce any fears in a supportive, educational manner. The right to privacy of information must be respected when any discussion revolves around another child. The child’s fears or concerns should be relayed on to the parent at the time of collection.
5.1a Dealing with Medical Conditions

Purpose

• To ensure all students diagnosed with a medical condition are catered for and cared for by well-informed staff. Ensuring any risk of anaphylaxis, asthma attack or diabetes is minimized.

Aims

• To ensure all students who have a diagnosed medical condition have all medication and action plans readily available in case of emergency.
• To ensure all staff are trained and aware of their responsibilities when dealing with all medical conditions.
• To ensure parents/guardians are fully aware of all their responsibilities in helping Funcare deal with medical conditions.

Guidelines

• All students with a diagnosed medical condition must have present at the service all medication, including inhaler with spacer, any auto – inject device and any other medication required. An action plan signed by a registered practitioner must also be present; failure to provide either medication or an action plan will result in students being sent home from Funcare.
• All staff are to have a minimum level 2 first aid certificate, asthma and anaphylaxis certificates as well as a CPR certificate. These must always be kept current. Staff/ volunteers including any agency and casual relief staff will be informed of all students requiring medication and the location of their medication and action plans as part of their induction. This will be regularly discussed as part of staff and educator meetings.
• All medications will be kept in the office with management plans. In the case of an excursion all medications and plans will be taken in the first aid kit on the excursion and returned to the office on return from the excursion.
Procedures

- Parents/guardians must indicate on their child’s enrolment form if they suffer any form of medical condition. This enrolment must be accompanied by medication and a medical action plan signed by a registered practitioner.
- Staff will ensure the risk of anaphylaxis is kept to a minimum, by developing risk minimization plans with the support of parents, ensuring these are adhered to when handling food.
- Students will not be permitted to attend without their medication and action plan.
- Parents/guardians and staff will be in constant communication both orally and in writing to discuss any changes in the child’s medical condition.
- Any changes to the child’s condition or action plan must be communicated in writing to the coordinator before your child’s next session.
- A copy of the anaphylaxis and dealing with medical conditions policy will be provided to all parents of children at risk from anaphylaxis, asthma and diabetes.

In the event of an emergency

- Educators where required will remove the child/ren to a safe environment.
- Educators will follow exactly what’s written on the individual child’s medical management plan.
- If possible 2 educators will assist, one will stay with child while another will get the plan and medication. Either kept in the office or if outside or on excursion in the green first aid bag.
- One staff member will read the plan while the other will administer or assist the student with the administration of medication.
- If there is no improvement in the condition an ambulance will be called.
- Parents/guardians will be contacted as soon as possible.

Self-administration

- Children suffering asthma will be permitted to manage their own medication if their parents have provided written consent. If children are having any difficulties staff will take over and immediately offer assistance.
Responsibilities

Staff will:

- Keep first aid qualifications up to date.
- Ensure where possible the minimization of risk of allergens being present in the service.
- Have a working knowledge of all students with medical conditions, their risk minimization plan and any medications they require.
- Complete in collaboration with parents/guardians a risk minimization plan.
- Ensure open communication is occurring between all staff including casuals and agency staff to identify students with a medical condition and any triggers they may be exposed to.
- Ensure a copy of the dealing with medical conditions policy is presented to all parents with children who require a medical management plan.

Parents/Guardians will:

- Provide an up to date Medical Management Plan each year on enrolment.
- Provide Funcare with all medications required to treat their child in the event of an emergency.
- Immediately inform the Funcare coordinator in writing of any changes in their child’s medical condition.
- Complete in collaboration with the Funcare coordinator a risk minimization plan.

Students’ will:

- Immediately inform educators if they feel unwell, short of breath or wheezy.
- Students must inform educators immediately if they self-administer any medication where permitted.

Developing a Risk Minimization Plan

- The coordinator will arrange a time to meet with parents of any child who requires the service to develop a risk minimization plan.
- The plan will include:
  - Assessing each child’s specific health needs, and minimizing risk of illness occurring.
  - Where relevant ensuring food is handled in a way that keeps it free from all allergens.
  - Ensuring where relevant other foods are not brought into the service and students are not exposed to allergens.
  - Procedures for informing parents/guardians if any known allergens will be present at the service on any given day.
• Procedures for informing all staff members about the risk, and the location of medications and action plans are in place.
• Ensuring students do not attend the service if their plan or medication is not in place.

Staff/Student/Volunteers Communication of Medical Conditions
• Before commencement of a first shift all staff members including ongoing, casual, agency, students and volunteers will be made aware of all students with a medical management plan in place.
• All staff members including ongoing, casual, agency students and volunteers will be made aware of the location of all medical management plans and medication as well as insuring the identity of each child attending that day is clearly known.
• A child’s parent/guardians can set out in the risk minimization plan how they would like this information communication to occur if they wish.
5.2 Children’s Individual Medical Management Policy

Purpose

- To ensure that children with an ongoing medical illness or special needs are catered and cared for appropriately by well informed staff.

Aims

- To create a medical plan in conjunction with the parents, child and medical practitioner to effectively manage the illness or the special needs of the child whilst they are attending the program.
- To ensure all staff are aware of what actions to take in an emergency situation in regards to the child’s illness or special needs.
- To inform the staff of strategies, techniques and any warning signs in regards to the child’s illness or special needs in order to make the child’s time at the program integrated and inclusive.
- To create a risk minimisation plan with parents.

Guidelines and Procedures

- A copy of the Individual Medical Management Plan (IMMP) (signed by a doctor) is to be presented by parents at the start of the year (with the enrolment form) and the onus rests with the parents to inform the OHSC program of any changes that occur throughout the year.
- The medical plan will be stored in the child’s individual profile and copies kept in the Medical Conditions folder, emergency response folder and in the first aid kit.
- Staff will discuss actions to be taken regarding every Individual Medical Management Plan during staff meetings.
- If and when required staff will be offered training to help in the management of ongoing health and medication issues.
- Medical alerts and actions should be clearly displayed and available for use in an emergency, in a manner that ensures confidentiality.
- Staff must respect the privacy of the child and family in relation to the medical plan and ensure that knowledge of the medical plan, and the child’s illness or special needs, does not bias their interactions with the child.
- All staff are to complete Anaphylaxis management training conducted by an authorised trainer.
- When a child requires ongoing medication due to his/her illness a special form must be completed by parents. See: Medication Policy 4.1
5.3 Hygiene Policy

Purpose

• To ensure that the OSHC program adheres to practices that is in accordance with hygiene policies, guidelines and information from recognised health authorities.
• To ensure that high standards of personal hygiene are maintained by staff and children on a consistent basis and are recognised as being essential in preventing the spread of infectious diseases and for maintaining good health.

Aims

• To maintain a clean and safe environment for all children, staff, parents and visitors to the service.
• To ensure that staff are competent and committed to implementing and maintaining a high standard of hygiene practices and procedures and are role models for the children in their care.
• To minimise the risk of infectious diseases transmission through the implementation of:
  • hand washing and drying procedures.
  • cleaning and disinfecting.
  • maintenance of up to date immunisation records of children.
  • exclusion of children or staff as per “School Exclusion Table” for infectious diseases.

Guidelines

• Standard precautions are used by all staff when caring for all children, regardless of perceived infectious status, to minimise the chance of microorganism transmission.
• OHSC facilities are cleaned daily.
• OHSC regularly reviews the current hygiene practices.
• Hygiene and health precautions and practices are consistently practiced by staff and children.
Procedures

Use of Gloves

- When having contact with, bodily fluids (e.g. blood, mucus, vomit, urine, faeces etc) staff will wear disposable gloves.

- Used gloves are to be carefully disposed of, immediately after use, in such a way that they would reasonably be expected to be secure from children or other staff by turning the gloves inside out as they are removed and placing in a plastic bag which is then placed in a garbage bin with a lid.

- Staff are responsible to advise the Coordinator to ensure that there is an adequate store of disposable gloves available at all times.

Washing Hands

- Staff will wash their hands, and ensure that children wash their hands, thoroughly with soap and water (Encourage children to count to ten) and dry their hands with disposable paper towel:
  - Before handling, preparing and eating of food.
  - Prior to and after giving First Aid.
  - Before and after administering medication.
  - After toileting, handling of animals or other activities which could lead to the spread of infection.
  - After contact with/cleaning of body fluids (blood, mucus, vomit, urine, faeces etc).
  - Blowing noses and sneezing.
  - On arrival and departure from the Service.

- Please note this list is relevant whether staff have worn gloves for the activity or not.

- Before school care children are sent to wash hands before eating breakfast.

- All children are required to wash their hands prior to afternoon tea.

- Staff shall actively encourage children to wash and dry their hands thoroughly.

- The Service will place noticeable signs/posters around the Service to alert children to the need to wash their hands as well as verbally reminding children as required i.e. prior to meal times.
Cleaning and Disinfecting

- The service will ensure the use of chemicals is kept to a minimum, whilst meeting the required hygiene standards. As stated in Staying Healthy in Child Care 2001 “Washing germs down the drain is better than trying to kill germs with disinfectant. Detergents and soaps help loosen the germs so that they can be washed away.”
- Any chemical used by the service shall have a Material Safety Data Sheet (MSDS) displayed where the product is stored to ensure staff have the required safety information needed not only to use the product but know what to do if an accident occurs with the chemical.
- A Hazardous Product Register shall be maintained with the MSDS.
- All chemicals shall be clearly labeled if stored in generic spray bottles. Manufacturers’ labels are not to be removed.
- When chemicals are being used the spray bottles are not to be set down within the reach of children. Spray bottles should be held by staff at all times and immediately returned to the storage cabinet when no longer in use.
- All surfaces in the kitchen and the food prep table shall be sanitised prior to any food preparation and after with a bleach solution (1 part bleach to 9 parts water).
- The main activities tables are to be cleaned with warm soapy water at the beginning of each session (BSC and ASC) and sanitised after sessions with appropriate bleach/vinegar solution.
- After art activities a cream cleanser (such as Jif) may be used with a scrubber, on the tables to remove built up glue or texta markings on the tables.

Handling Bodily Fluids

In some situations staff may be required to clean up blood, vomit, urine and faeces.

- Universal precautions must be maintained at all times i.e. gloves to be worn for all possibilities of contact with bodily fluid.
- Blood must be absorbed using paper towel. All paper towels and gloves must be placed in a plastic bag and securely tied. The garbage must then be placed in the garbage skip in the car park.
- Clothes which may be affected must be removed (either the child’s spare clothing or the school spare clothes will be used) placed in a plastic bag, securely tied and labelled with the child or staff member’s name. The bag must be stored in an area where children cannot gain access. Staff will only help children actually change when absolutely necessary. Staff will ensure if the need for children to be changed will be kept from other children where possible so as to save the child from additional embarrassment.
• If for any reason the child refuses to remove affected clothing the parent must be contacted immediately. The parent can either speak directly to the child to advise them to change clothes or they can collect the child from the service. All efforts must be made to ensure other staff and children do not come into contact with the soiled clothing and the child is protected from future embarrassment in front of other children whilst they wait to be collected.

• Staff must wear fresh gloves to then clean the area with warm water and washing-up detergent. If the area is likely to come into contact with bare skin the area should be wiped with a solution of bleach mixed in a ratio of 1 part bleach to 10 parts water. Do not allow children to access the area until it is dry and safe to do so. If the fluids are in an area which has drainage outlets it may be removed by carefully hosing down or flushing the area with water and detergent.

• If a child has cleaned themselves they must thoroughly wash their hands immediately after they have finished and preferably prior to handling clean clothes. Staff must wear gloves if the child requires help.

• All measures possible shall be taken to ensure the privacy and dignity of the child or staff member involved.

• Whilst the above cleaning procedure occurs the area must be sealed off from all other persons and a warning sign erected if the floor is considerably wet.

Refer: “School Exclusion Table”

Mont Albert Primary School Infectious Diseases Policy
5.4 Infection Control and Immunisation Policy

Purpose

• To limit the spread of infectious diseases at OSHC.

Aims

• To limit the spread of infectious disease by excluding children based on the “School Exclusion Table”.
• To ensure that accurate immunisation records are kept.

Guidelines

• Mont Albert Primary School’s Infectious Diseases Policy will form the basis on which decisions and actions are taken in relation to infectious diseases in the OSHC Program.
• The “School Exclusion Table”, a publication by the Public Health Branch, Department of Human Services is used by all Schools and Children’s Services to determine the minimum period of exclusion recommended for infectious diseases. The table is based on the Health (Infectious Diseases) Regulations 1990, Regulations 15 &16, Schedule 5.
• Health regulations do not allow children to attend school or associated programs due to the high risk of cross-infection of infectious diseases. It is the parent/guardian responsibility to notify the OSHC Program Coordinator immediately a child is diagnosed as having an infectious disease.
• Children diagnosed with or suspected of having an infectious disease must not attend the OSHC Program until the period of infection is over or a medical certificate of recovery from infection is produced.
• Children who are non-immunised may also be excluded from school

Immunisation Records

• Children who attend Mont Albert Primary School do not have to provide their immunization records to OSHC. The school will provide OSHC with a list of all children who are not immunised in the school.
• Children who do not attend Mont Albert Primary School must provide a copy of their immunisation status to the Coordinator before being allowed to attend OSHC.
Procedures
Monitoring
• The Service will subscribe to reasonably available alert services through the Commonwealth Government Department of Health (see www.health.gov.au and www.cda.gov.au ) to keep up to date information on infectious diseases within the community.
• Via Staff Meetings and written information staff will be educated in how to detect an infectious disease and in ways to help prevent cross-infection.

Reporting
• It is the responsibility of parents/guardians to inform the Coordinator of any infectious disease that their child or other immediate family members may be suffering.
• Parents/guardians will be advised through the enrolment procedures and the Parent Handbook that children who are ill are not to be brought to the Service.
• It is the responsibility of staff to inform the Coordinator of any infectious disease that the staff member, or their other immediate family members, may be suffering.
• It is a responsibility of staff to inform the Coordinator if they are at risk.
• This Service is responsible for reporting to the State Health Authorities all notifiable diseases (as per requirements of the Commonwealth Government Department of Health) and also to report this to parents of other children in this Service as appropriate, but having regard to the privacy of individuals concerned.
• The Coordinator will maintain records in regard to infectious disease. These records will include the child’s name; age, symptoms, date and time staff first noticed the illness and any action taken. This record will not be available to other parents/guardians in view of the sensitive nature of a child’s health information.
• The above records must be kept by the service until the child turns 25 years of age.
• The Infectious disease record is to be stored at the service at all times.
• Information regarding the illness/disease will be sourced from the booklet “Staying Healthy in Child Care” – June 2001 – National Health and Medical Research Council. A notice will be posted and attention drawn to it when there has been a report of an infectious disease at this Service.
• The rights of individual privacy will be respected at all times, and in particular the Confidentiality Policy of the Service will be observed by all staff implementing these procedures relating to infectious diseases.
Exclusion

- Staff shall be cautious when dealing with a suspected case of an infectious disease.
- Parents must abide by the Coordinator or Assistant Coordinators request to remove a sick child from the service and seek medical advice.
- All people, including children and staff, who are suffering from or showing signs of any infectious diseases need to be excluded from the Service to prevent others from being introduced to the infection. When any such person is found to be showing signs of any infectious disease:
  o for children, their parents/guardians will be asked to immediately collect their child and seek medical advice;
  o for staff, they will immediately be released from work in order to seek immediate medical attention and for the period of the infectious disease;
  o for parents or other adults, they will be required to leave the premises of the Service immediately and not re-enter the premises until they are no longer suffering from the infectious disease.
- If a duly qualified and registered medical practitioner diagnoses an infectious disease, the child/staff shall be excluded for the recommended period (as per Commonwealth Government Department of Health requirements).
- For diseases which are from time to time published as requiring a doctor’s certificate clearing the child/staff, the doctor’s certificate will be required before the child/staff is re-admitted to the Service. (Check at Department of Health – www.health.gov.au and at Communicable Diseases Network of Australia – www.cda.gov.au - for more information.)

Refer: School Exclusion Table
5.5 First Aid, Accident and Illness Policy

Purpose

• To ensure that all children attending OSHC are well and not exhibiting any illness and in the event of an accident or illness occurring appropriate action is taken.

Aims

• To ensure staff are well informed on accident and illness procedures.
• To ensure appropriate First Aid is dispensed as required in accordance with the First Aid Policy and Infection Control Policy
• To ensure parents/guardians are contacted and where necessary arrangements made to have children collected.

Guidelines

Accidents/Injury

• Minor injuries such as superficial cuts and abrasions should be treated by the First Aid Officer.
• Disposable gloves will be worn by staff when administering first-aid, and will be disposed of immediately after use in accordance with the service’s Hygiene Policy.
• The First Aid Officer has the authority to treat an injury as major and will act in accordance with the First Aid Policy.
• All head and/or facial injuries must be reported to the parents/guardians as soon as possible.

Illness

• If a child becomes ill while attending the OSHC Program, the parent/guardian will be contacted to notify them of the child’s ill health and to arrange for collection of the child. While awaiting arrival of the parent/guardian, staff will make every effort to ensure that the child is comfortable and resting in a safe and quiet area.
• If the First Aid Officer suspects an illness may be infectious every effort will be made to limit contact with staff and other children and follow the Infection Control Policy.
• Medication Policy needs to be adhered to if any medication is required to be given to a child while attending the OSHC Program.
Procedures

Parental Permission

- Written permission from the child’s parent/guardian will be sought through the enrolment process for the Coordinator (or, in absence of the Coordinator, a staff member qualified in first aid) to obtain medical attention, in keeping with the Policies and Procedures of the Service, if required.
- Written consent will also be obtained from the parent/guardian for the use of all health and other personal information which the Service has relating to the child for the purpose of enabling staff of the Service to:
- administer care and assistance to the child, including obtaining emergency or other medical assistance or care for the child in accordance with the Injury and Illness Policy and Procedures of the Service;
- release to emergency services reports detailing information relating to the incident and/or IMMP when the child must leave the service to seek medical attention; and
- report any injury or illness as required by law.

First Aid Qualifications

- All staff members must have a current Level 2 first-aid qualification (including anaphylaxis management and asthma management training) and annually updated CPR qualification.
- First aid qualifications must remain current.

Equipment

- The first aid kit must be kept on the premises and maintained in effective order.
- The first aid kit must be stored in a position that is readily accessible to OSHC staff, and out of reach of children.
- Items in the first aid kit need to be replaced when they are used, reach expiry, or at a suitable time after.
- A portable first aid kit must be taken on excursions and to the playground.

Immediate Procedure Upon Injury or Illness

- If a child becomes ill or injured while attending the Service:-
  - staff will comfort and calm the child;
  - a qualified staff member will administer appropriate first aid and assess the child’s condition;
  - no staff member will administer non-prescribed oral medications to any child;
  - if necessary, the Coordinator, or qualified staff member, will ensure that the child is separated from the other children and made as comfortable as possible in a quiet, well ventilated area, with close supervision;
  - if necessary, the Coordinator, or qualified staff member, will contact the parents/guardians to collect their child as soon as possible.
• the child will be kept under adult supervision and their condition monitored until the parent's arrival.

• If the child’s condition is assessed as serious or deteriorates and emergency medical attention is necessary:
  o the Coordinator, or qualified staff member, will direct a staff member to call an ambulance;
  o all attempts will be made to notify the parents/guardians
  o If parents are unable to accompany the child to the hospital, the Coordinator, or qualified staff member who administered the first aid, will accompany the child provided that they leave at least one staff member who is qualified in first aid at the Service and that the Service staff ratios are still met.
  o If the ill or injured child has a IMMP on file, it will be sent in the ambulance with the child. Any incident reports or medicine permission notes related to the incident shall also accompany the child. Where possible copies should be made of any document being sent outside the service.

• All costs incurred in obtaining medical attention for a child will be met by the parents/guardians.

Recording and Reporting Injuries and Illness

• The Coordinator shall maintain an Incident Report Form file and a Contagious Diseases list, and to ensure that, as soon as reasonably possible after a child suffers an injury or illness at the Service, a staff member who administered care or first aid to the child complete an incident/accident report with all of the information required.

• The information which must be entered onto the Incident Report Form after a child suffers an injury or illness at the Service, is:
  o the child’s name;
  o date and time of incident;
  o details of incident
  o parents/guardians contacted;
  o treatment and outcome of incident;
  o assessment of how the incident occurred and if any changes need to be implemented to prevent reoccurrence;
  o whether first-aid kit was used and if so what treatment;
  o staff signature and witness signature;
  o The Coordinator is to sign off on each incident record prior to filing; and
  o parent's signature confirming knowledge of incident.

• The location number of children and staff in the area at the time of the incident.
• The information contained in the injury/illness record file must not be used for any purpose except strictly in accordance with the Injury and Illness Policy, the Confidentiality Policy and any other relevant policies of the Service.

• The Coordinator will ensure that the parent/guardian of a child who is injured or ill at the Service is informed of the situation, and the treatment given, on collection of the child. **A Parent/guardian will be required to sign the Incident form.**

• Upon request a copy of the incident record may be given to the parent/guardian.

• The Coordinator is responsible for the obligation under section 174 regulations 12 & 87 of the national law to report to ACECQA and the Department of Education and Early Childhood Development if a child dies, or suffers an injury at the Service for which treatment from a medical practitioner was obtained, or ought reasonably to have been sought, If a child is or appears to be missing or cannot be accounted for, appears to have been removed from the service premises is a way that breaches national regulations or is mistakenly locked in or out of any part of the service premises.

• Minor injuries such as superficial cuts and abrasions should be treated by the First Aid Officer and the parent/guardian of the child informed later in the day.

• All head and/or facial injuries must be reported to the parents/guardians as soon as possible.

• When an injury is deemed to be major by the First Aid Officer, an ambulance will be called and the parents/guardians contacted. If the parents are unable to accompany the child in the ambulance, the Coordinator or Assistant Coordinator or authorised delegate will accompany the child until the parents resume custody of the child provided that they leave at least one staff member who is qualified in first aid at the service and that the staff/child ratios are still met. If parents are unable to be contacted, the Coordinator will act according medical procedures as authorised on the child’s enrolment form.

• When an injury is deemed to be major the School will be notified of the incident as soon as possible.

• **Any record relating to an illness or injury of a child while in the care of the service must be held at the service until the child involved turns 25 years old.**

• Children will be encouraged to discuss with the staff any concerns they may have about incidents at the service.

• Care must be taken to protect the right to privacy of any children involved in an incident.

Refer: Medication Policy

Infection Control Policy
5.6 Sun Smart Policy

Purpose

• To maintain active awareness of Sun Smart behaviours at OSHC and thus minimise the harmful effects of U.V. rays.

Aims

• To implement ‘Hats On’ at all times when outside Between September 1 and April 30.
• To encourage children to wear hats at other times as appropriate.
• To encourage children to play in shaded areas.
• To educate the children to become responsible for their own ‘Sun Smart’ behaviour.

Procedures

Before and After School Care

• All children and staff must wear an appropriate hat, either a wide brimmed hat or legionnaire hat, outdoors between September 1 and April 30. Children without hats will not be permitted to participate in outdoor activities in line with the school policy of “No hat – no play”.
• Children will be encouraged to play in the shaded areas.
• Children will be encouraged to bring their own sunscreen (SPF15) for application before they go outside in the afternoon.
• OSHC staff will model Sun Smart behaviour.

Curriculum Day Care

• Guidelines for Before and After School care will apply
• On days that are nominated as excursion days children will be required to apply sunscreen (SPF15+) prior to leaving for the excursion. Staff will ensure that children reapply sunscreen (SPF15+) at required intervals.
• OSHC will supply sunscreen (SPF15+) for the excursion and a staff member will carry sunscreen during the excursion day.
• Failure to comply with OSHC staff request to apply sunscreen may result in exclusion from future excursions.
• During the curriculum day activities will be conducted whenever possible in shaded areas to avoid the peak UV time between 11am-3pm.
• Parents will be asked to provide appropriate Sun Smart clothing when the service participates in water related activities.
**Education of Children**

- Staff will explain to the children that sunscreen needs to be applied to all exposed skin and be rubbed in well.
- Children unable to apply their own sunscreen may be assisted by the staff.
- Staff and Parents will be encouraged to discuss Sun Smart behaviour to reinforce children’s responsibilities.
- Adults at OSHC will model Sun Smart behaviour.
5.7 Nutrition Policy

Purpose

- To ensure the food served to the children at OSHC is of nutritional value and culturally inclusive.

Aims

- To cater to the nutritional needs of the children and families.
- To offer the children a selection of different foods.
- To serve food that is healthy and nutritious.
- To be inclusive of food from various cultures.
- To cater for special dietary requirements and food allergies

Guidelines

- The food served at OSHC should promote healthy eating.
- The food served at OSHC should be of nutritional value.
- The food served at OSHC should be culturally inclusive.
- A weekly menu will be posted to enable parents to monitor what their children eat.
- The food planner will be evaluated at least once each year to ensure the children like the food they are offered and parents are satisfied with the planner.
- Parents should advise the OSHC if their child/ren has any special dietary requirements and/or food restrictions.
- The budget requirements are considered when planning the food menu.

Procedures

Nutrition

OSHС will offer the following foods at Before Care:

- White/Whole meal/Raisin toasts – spreads include jam, honey, Vegemite, margarine
- Cereals –including Weet-Bix and Corn Flakes
- Drinks – Orange juice, apple juice, Milo, milk

OSHС will offer from the following foods at After Care:

- Savoury biscuits.
- 4 different kinds of fruit and vegetables
- Sandwiches – jam, Vegemite, honey, cheese, raisin bread or rice cakes.
In addition to the above food, a "daily special" will be served.

- The Coordinator (and staff) will seek to accommodate all such reasonable nutritional needs of a child, by giving appropriate directions to staff in relation to that child both verbally and via the individual needs list which is discreetly displayed for easy staff access.
- The Coordinator will, in conjunction with staff, arrange at least one opportunity every twelve months for parents to discuss and have input to the Nutrition Policy.
- The Coordinator will be responsible to regularly review, and when necessary ensure that the Service obtains formal reviews of this Nutrition Policy from a recognised nutrition authority or a person duly qualified to advise in relation to it.

Provision of Food

When the Service provides food, staff seek to provide food:

- which has been stored and prepared in a nutritionally safe and hygienic manner as per the services Food Handling and Hygiene policies;
- which is healthy, balanced and varied;
- which includes a good balance of fresh foods, as opposed to pre-packaged and prepared foods;
- which as far as reasonable meets the dietary needs of children with special dietary needs of which the Service has been made aware, or becomes aware;
- which exposes children to cuisine from a variety of cultures.
- The menu shall be prepared in advance using the checklist from the “Healthy kids products” buyers guide.
- When breakfast and afternoon tea is to be provided, a menu for the week will be displayed on the notice board. Parents/guardians will be advised morning tea and lunch are to be brought from home during curriculum days.
- The Coordinator will discuss with all parents/guardians any food allergies and restrictions (including cultural or religious) which are required by the parent to be enforced at the Service. Details of these restrictions will be noted on the enrolment form and the services Individual Needs List, plus verbally passed on to staff. Children who have food allergies must complete an Individual Medical Management Plan (IMMP) which will provide staff with detailed information on restricted food types, symptoms to look for and action to take when a reaction is noted. For severe food allergies or restrictions which are based on health reasons the family’s medical practitioner or other health professional must sign the IMMP.
- The Coordinator and parents will meet to develop plans to help reduce the likelihood of an allergen being at the centre. e.g. For sessions where a child with an allergy attends this type of food will not be served at all during that period.
• Staff will be sensitive to a child with individual needs by not drawing other children's attention to the issue as much as possible such as laying blame for changes to the daily menu.
• Where children have special dietary needs which is not reasonable that the Service meet, staff will consult with parents/guardians and where necessary the meal will be supplied from home.
• During curriculum day children shall be offered food and reminded to drink throughout the day (water is the preferred option).
• Funcare is a Nut-Free environment.

Serving of Food
• Social interactions will be encouraged during meal/snack times. Staff members will spend this time interacting with the children and model good eating and social habits.
• Independence will be fostered by encouraging children to serve themselves food within the limits of good health and safety practices.
• If staff need to serve food to the children, gloves and tongs will be used.
• Staff will require children to be seated whilst eating and drinking.

Drinking Water
• Water shall be the preferred drink at Funcare
• The Coordinator will ensure that the children have ready access to cool drinking water.
• Staff will encourage children to drink extra water during the summer months.
• Staff will remind parents to provide children with extra water to take with them on excursions.

Food Experiences
• Food is not to be used as a punishment or a reward
• Children will be taught about food and nutrition by:
  o Staff using section five of the “Nutrition Ready to Go” folder which supplies food based activities to include in the program.
  o Staff referencing all available documentation and in-services to gain new ideas for the services program.
  o Food awareness authorities being included in the Service program
  o Children will engage in a variety of cooking activities whilst at OSHC.
  o The foods being served to children will be discussed with them (e.g. where and how the food is grown, how the food is made, different varieties /types).
5.8 Food Handling and Storage Policy

Purpose

- To ensure a clean and safe food handling and storage environment.

Aims

- To ensure all staff follow food health and safety practices required.
- To ensure that all foods prepared at the program are fit for consumption.

Guidelines

- At least one permanent staff member will have an approved Food Safety Level 2 qualification and maintain the supervision of the food safety practices at the service.
- Prevent cross contamination.

Procedures

Preparation

- Staff and children who are unwell should not be involved in the preparation of food.
- All food preparation surfaces and utensils will be kept clean and, in particular, food preparation areas and tables will be thoroughly cleaned with detergent and water before use.
- Separate cloths shall be used for the cleaning of the food preparation area, eating tables and art tables. Cloths should be stored separately to stop cross-infection.
- Cloths are to be sanitised after use and re-placed at the end of each week or earlier if wear and tear becomes obvious.
- Tea towels will be replaced daily. Dirty tea towels will be stored in the bin with a lid in the kitchen until staff takes home for washing at the end of each week.
- Cutting boards are to be washed, sanitised and air dried daily.
- Staff will wash their hands, and ensure that children wash their hands, thoroughly with soap and water and dry hands using disposable paper towel/drier before handling, preparing and eating of food.
- Staff will wear disposable gloves when preparing food and wash their hands again once gloves are removed.
- Staff will ensure their hair does not fall into food.
- All fruit and vegetables are to be washed under running water.
- Where possible children and staff will use tongs and wear disposable gloves to serve food.
- Staff will not eat, nor permit any child to eat, food that has fallen on the ground, or been handled by another child.
Storage
- Perishable items will be covered and refrigerated. Non-refrigerated items will be stored in airtight containers.
- Perishable food brought by staff and children from home will be refrigerated as soon as possible.
- Plastic bags will be kept in a locked cupboard to ensure children do not have access.

Safety
- Children will not be in the food preparation area unsupervised. This rule will be regularly discussed with the children to ensure compliance.
- Food that is not fit to be eaten is to be immediately disposed of in a sealed plastic bag and placed in a garbage bin with a fitted lid, so that it will not be eaten.
- All dangerous cooking equipment shall be stored out of the reach of children. e.g. sharp knives, plastic bags, cling wrap, electrical equipment or chemicals.
- An annual pest inspection and treatment shall be conducted, or more frequently if necessary arranged by the school.
- All sighting of pests and/or their faeces should be reported to the Coordinator immediately for treatment, usually by an exterminator.
- The service shall have a fully functioning electric refrigerator with a capacity not less than 150 litres (excluding freezer) and a freezer.
- Children must not be able to access the kitchen area unless accompanied by a supervising adult and it is safe to do so.

Cleaning and Sanitising
- All benches, tables and chopping boards and knives involved with food preparation and serving will be appropriately washed and sanitised after use each day.
- Equipment will be washed in hot, soapy water (using a washing detergent), rinsed under hot water and left to air dry.

Cross Contamination
- Raw meat and vegetables are kept away from cooked foods.
- Utensils used on raw foods are kept separate from utensils used to handle cooked foods.
- After preparing raw food, all surfaces are cleaned and sanitised, especially cutting boards.
- Food is kept covered to protect from dust, flies, dirt and other sources of contamination.
- Defective or dirty utensils or equipment are not used.
- Correct personal hygiene guidelines are observed while preparing food.
- Food is not used beyond its “use by” date.
Washing Hands
• Prior to handling any food, utensils or cooking equipment hands are thoroughly washed with soap and dried on paper towels.
• Gloves are worn when preparing and handling any food and changed as often as necessary.

Hygiene
• All staff are required to maintain a high standard of personal hygiene (e.g. Shower daily, clean attire etc.)
• Hair is to be tied back.
• Open cuts or wounds on hands or arms are completely protected by waterproof bandages prior to any food handling.
• Nails are kept short and clean.
• Staff do not handle food if they are unwell.

Temperatures
High-risk foods such as meat, dairy, and cooked foods such as rice require certain temperature maintenance.
• Frozen foods are stored at a temperature of -15°C or less.
• Refrigerated foods are stored at a temperature of 5°C or less.
• Foods are cooked and/or re-heated to a temperature of 75°C as a minimum, preferably 82°C. (Once the food reaches 82°C it has been sanitised of most of the harmful bacteria).
• Hot foods are served immediately after cooking.
• Frozen foods are thawed overnight in the refrigerator.
• The food safety supervisor or delegated staff member is to check and record the temperatures of the fridge and freezer daily, and take any action necessary should these temperatures be inappropriate.

Waste Control
• Bins are emptied at the end of every afternoon or when full and the lining replaced.
• Rubbish too big to fit in the bin is taken out to the dumpster directly.

Checklist
• A staff checklist has been devised to ensure the completion of afternoon duties each day. It is followed by the casual staff and checked by the Food Safety Supervisor.
Records

- The City of Whitehorse monitors the food safety records for this school. An annual check of the records is done to ensure food safety regulations are being followed.

- Individual Medical Management Plans (IMMP) shall be completed by all parents enrolling their child who have special dietary or health related needs. These plans will enable staff:
  - to ensure there is no cross contamination of allergen based food with “safe” food for particular children during food preparation. The same level of care should be taken for any child with a cultural or lifestyle based food requirement (vegetarian children).
  - to know the symptoms of a reaction;
  - to know what to do in an emergency, who to contact

- Individual needs of children will be noted on an Individual Needs List discreetly displayed in the kitchen area and general discussions regarding this issue shall be held at staff meetings.
5.9 Birds/Animals Policy

Purpose

• To ensure that birds and animals on OSHC premises are under control at all times.

Aims

• To ensure the safety of children from birds and animals
• To encourage children to care for birds and animals
• To support MAPS school program in regards to class pets

Procedures

• All staff and children will wash their hands after handling, feeding or cleaning an animal at the service.
• Gloves will be used when dealing with any animal fluid. Staff will follow guidelines for dealing with human bodily fluid as addressed in Hygiene Policy.
• A family member or visitor must have prior permission from the Coordinator to bring any pet into the service.
• The Coordinator will ensure that any animal, which poses a health or safety risk to any child in the Service, is safely and responsibly removed immediately.
• In a situation where an animal possess a threat and can not be removed by a staff member from the service or playground without the risk of harm, the service’s lock down drill will be instigated. Once all children are safely accounted for the Coordinator or a delegated staff member will call the Whitehorse City Council Hotline (9262 6333) for assistance in removing the animal.
• From time to time OSHC activities may include birds and animals. Staff will ensure that children are instructed on how to act appropriately around birds/animals. Additionally staff will ensure that the activity is safe for the children.
5.10 Transport Policy

Purpose

• To ensure the safety of staff and children attending OSHC during transportation on an excursion.

Aims

• To use a bus company that is accredited by the Department of Infrastructure.
• To ensure OSHC is aware of bus company procedures in the event of an accident or breakdown.
• That OSHC staff ensure that the children travel in a manner that is safe.

Procedures

Selecting Transport

• All vehicles used must be registered in Victoria.
• Contracted drivers are to be licensed to carry the required number of passengers for the purpose. The Service will request the transport company to provide confirmation and evidence of this fact before engaging the company for the excursion.
• The Service will in all cases check prior to the excursion what alternative arrangements are available in the event of breakdown.
• The Service will use buses fitted with seat belts and air-conditioned during summer time.
• There must be enough seats to cater for all staff and children on the bus.
• Children will not be left in the sole care and custody of bus drivers or others; staff ratio policies for the Service will continue to apply during transportation.
• All staff must travel on the bus.
• Children are to remain seated and in a forward facing position during the bus ride.
• Staff will not transport children in their own car.

Vehicle Breakdown/Accident

• In the event of injury occurring in the course of being transported, see Policy 8.4 - Illness and Injury Policy.
• While waiting for replacement transport/repairs, children will be kept safe, comfortable and occupied with suitable activities.
• In the event of a late return to the Service, every effort will be made to notify parents/guardians eg. To arrange for a notice to be displayed at the Service or to contact parents individually.
5.11 Cleaning and Maintenance Policy

Purpose

• To ensure that the OSHC buildings and grounds are clean, well maintained and done so in a safe manner.

Aims

• To ensure that the rooms OSHC use are clean and tidy.
• To maintain equipment and have procedures in place for equipment checks.
• To ensure maintenance is carried out in a safe manner
• To ensure that OSHC facilities are vermin free.

Guidelines

Cleaning

Kitchen

• A suitable receptacle for the temporary storage of kitchen refuse is provided, lidded and emptied daily by the outside contractors.
• All food preparation facilities are cleaned by OSHC staff as stated in the Food Preparation Facilities Policy.
• OSHC staff are to ensure food storage areas are clean at all times.
• The kitchen floor is swept and mopped daily by outside contractors.

OSHC Office

• The OSHC office is to be tidy at all times to ensure an effective work space.
• The carpet is to be vacuumed daily by an outside contractor.
• A suitable receptacle for the temporary storage of paper refuse is provided and emptied daily by the outside contractors.

OSHC Room

• Is to be tidied at the end of each session by both staff and children. All items and materials will be returned to their designated storage areas.
• A suitable receptacle for the temporary storage of food and paper refuse is provided, lidded and emptied daily by the outside contractors.
• Tables and food serving areas are to be cleaned and sanitised after each care session.
• The carpet will be vacuumed daily by outside contractors.
OSHC Storeroom

- All items taken from the storeroom must be returned to the designated storage areas.
- The storeroom will be tidied at the end of each care session by OSHC staff.
- The storeroom is swept once a week.
- The storeroom is to be kept clean and tidy at all times.
- Hazardous and dangerous chemicals will be stored as specified in the Storage of Dangerous Goods Policy.

Hall

- All OSHC equipment must be removed and returned to its designated place at the end of each care session.
- The hall will be swept and the entrance vacuumed daily by an outside contractor.

Safety Checks and Maintenance

- Any area used by OSHC will be inspected daily prior to use by the Coordinator/Assistant Coordinator to ensure that there are no obvious dangers or need for repairs. If there is an obvious danger or need for repairs, the children are to be kept away from that area and the danger or repair must be reported to the school administration immediately. The school administration is responsible for building repairs and maintenance.
- All furniture and play equipment must be checked by the Coordinator/Assistant Coordinator once a week to check for any dangers or need for repairs. Equipment deemed unsafe must be removed from the play area and replaced or repaired as soon as possible.
- All electrical equipment will be audited by electricians once a year to ensure they comply with Workcover legislation. The school administration is responsible for organising the audit.
- All maintenance and repairs that will require the use of 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.
- Any indications of vermin will be reported to the school administration.
5.12 Smoke Free Environment Policy

Purpose

• To ensure that the children are provided with a smoke free environment in which to play.

Aims

• To provide a smoke free environment for children.
• To educate the children through various activities to become aware of the dangers of smoking.

Guidelines

• OSHC Staff may not smoke on the MAPS premises – inside or outside.
• OSHC Staff may not display cigarette packets or make reference to smoking in front of the children.
• OSHC staff will model anti-smoking behaviour.
• OSHC Staff will discourage children from mimicking smoking behaviour
• OSHC Staff who smoke must ensure that their hands are washed prior to dealing with the children
• Parents/guardians, Visitors and Volunteers are not permitted to smoke on the School premises - inside or outside.

Refer: Hygiene Policy
5.13 Occupational Health and Safety Policy

Purpose

- A healthy and safe working environment is vital to the successful functioning of our service. Promotion and maintenance of a safe working environment is a responsibility shared by all involved with the service.

Aims

- To ensure that appropriate standards of workplace safety are maintained at all times.
- To raise the profile of Occupational Health and Safety issues within the service.
- To create a team approach to health and safety issues.
- To prevent accident, injuries and disease in the workplace.

Guidelines

- An OH&S Representative will be appointed to oversee all OH&S issues.
- Occupational Health and Safety is a shared responsibility of the School Council sub-committee and all staff.
- OH&S matters will regularly form part of general staff meeting agendas.
- The OH&SR and Coordinator along with appropriate others will conduct regular ‘walk through’ safety audits and inspections using appropriate checklists and reports will be agendaed for the sub-committee to consider and act upon.
- Ensure that control plans and recommendations resulting from the committee safety audits, inspections, initiatives or programs can be fully investigated, planned and implemented as appropriate.
- Issues relating to OH&S, for example building works being conducted at the school will be communicated to all staff via staff meetings.
- Regulations relating to the correct use of equipment and substances will be communicated to all staff and adhered to.
- The required number of first aid trained personnel and first aid equipment will be maintained at all times.
- All accidents and incidents and near misses will be investigated and reported to the sub-committee and any other authorities as appropriate.
5.14 Conflict Resolution Policy

Purpose

- Funcare fosters positive relations between all stakeholders’ families, staff, children committee and the wider community. Every staff member has the right to a harmonious and responsive working environment. Solutions are sought to resolve all disputes, issues or concerns that impact or affect the day-to-day well being of the Service in a fair, prompt and positive manner.

Aims

- To provide a quick, effective and consistently applied method for staff, parents and children to voice their individual concerns.
- Ensuring the safety and wellbeing of all staff members, parents and children.
- Ensuring no parent, child or staff member feels threatened or unsafe when raising a concern.
- Establish an open line of communication between the service, families and the community

Guidelines

- All complaints whether made by staff, child, family or the wider community will be recorded along with any subsequent investigations and findings and stored confidentially.
- If a staff member, child or parent has a concern they have the right to raise this concern firstly with the coordinator of the service.
- If unsatisfied or uncomfortable with the coordinators response the parent, child or staff member may take the matter further and discuss with MAPS principal or Assistant Principal.
- If there is a suspicion of conflict or either party feels unsafe the initial meeting will be halted until a third party is made available. Preferably MAPS Principal/Assistant Principal
- Any conflict where a staff member feels unsafe about continuing a conversation the matter will be referred to MAPS school principal.
- Funcare staff should avoid leaving the premises when engaging in a dispute either with parent, staff member or child.
- If the situation escalates and the coordinator or another staff member feels the safety of staff, parents and/or children may be at risk the lockdown procedure will come into force.

See Emergency Management Plan for further details.
6 Community and Family Relationships
7 The Staff

Relevant Laws and Other Provisions

- The laws and other provisions affecting this policy group include:
  - National Quality Framework FAQs
  - Education and Care Services National Regulations 2011
  - Education and Care Services National Law Act 2010
  - National Standards for OSHC 1995
  - Equal opportunity Act 2010
  - Children and young person’s Act 2008
  - Child Wellbeing and Safety Act 2005
  - Working with children act 2005
  - Sex discrimination Act 1984
  - Racial Discrimination Act 1975
  - Disability Discrimination Act 1992
  - OH&S Act 2004
  - National Quality Framework FAQs
  - Education and Care Services National Regulations 2011
  - Education and Care Services National Law Act 2010
  - Fair Work Act 2009
  - Victorian Government Schools Agreement 2013
  - Age Discrimination Act 2004
7.1 Role and Expectations of Staff Policy

Purpose

- To ensure all staff are aware of the standard of behaviour expected when employed at OSHC.

Aims

- To create an OSHC environment that is warm, friendly and inclusive.
- To strengthen staff relations with the children, families and each other.
- To establish clear boundaries of authority.

Guidelines and Procedures

- In addition to following and referring to all other OSHC Policies, all staff are to ensure they conduct themselves in a professional and respectful manner when interacting with children, families and each other.

Interactions with Children

All Educators, whether permanent or casual, are expected to:

- Treat all children in a manner of respect. This means that students are not to be threatened, compared to other children, yelled at or humiliated.
- Treat the children in an unbiased manner. This means not judging and treating children differently on the basis of ability, race, sex or religion.
- Educators are to attend to children as a priority. This means building relationships with the children, listening to them, addressing their needs and taking an interest in individual talents, abilities etc.
- Display the same manners towards the children as all educators would expect from the children, i.e. modelling appropriate behaviour.

Interactions with Other Staff Members

The Coordinator and the Assistant Coordinator are:

- To be respectful and considerate in their management of the casual/part-time staff.
- To share the various roles as co-ordinators of the program, i.e. inside activities, outside activities and administration.
- To ensure staff conflicts are resolved as soon as possible.
- To adhere to the Anti-Discrimination act.
All staff are expected to:

- Attend staff meetings (for which they are paid) and to complete professional development tasks asked of them by either the Coordinator or the Assistant Coordinator.

- Treat other staff members with respect and to model appropriate behaviour in front of the children. This includes no swearing, arguing, yelling or inappropriate jokes.

- Staff are to interact with other staff in an equal and unbiased manner, modelling such behaviour.

- Engage in self assessments and program assessments in order to help the program strive to improve.

- Respect the confidentiality of other staff members by not gossiping.

- Be willing to help if another staff member asks them for assistance.

Staff interactions with families and family information:

All Staff are expected to:

- Assist parents in a polite manner and to keep family information confidential. This includes not discussing sensitive information in front of other children or parents, disposing of sensitive information in accordance with records disposal plan, and keeping sensitive information accessible only to other staff members.

To ensure that child safety is not compromised by staff engaging in personal business whilst at OSHC all staff are NOT

- to answer personal mobile telephones, text messages, emails at work unless under special circumstances; and only where staff ratios can be reasonably managed.

- to conduct personal telephone calls either on their mobile telephone or the OSHC telephone unless under special circumstances; and only where staff ratios can be reasonably managed.

- to talk about inappropriate topics in front of the children attending OSHC.

- to conduct another business whilst rostered on at OSHC.

- to canvass families, parents or children with requests for sponsorships, sales or promotions that are not an authorised activity of the OSHC Program.
7.2 Recruitment and Employment of Staff Policy

Purpose

• To ensure consistent and fair methods of recruiting staff.
• In line with Mont Albert Primary School, OSHC believes in equal opportunity for all in respect to:
  o Gender
  o Economic Circumstance
  o Cultural background and linguistic capability
  o Disability
  o Age

• We aim to foster attitudes and behaviours that demonstrates acceptance of individual differences in personality and capability. Equal access will be given to activities, equipment and materials with no bias in terms of gender, cultural or linguistic background, or physical or intellectual disabilities.
• Our service aims to follow the guidelines as set down in the Equal Opportunity Act 2010.

Aims

• To provide a consistent procedure for recruitment and hiring of staff.
• To ensure all applicants are treated fairly in the assessment of their applications.
• To ensure offers of employment are based on merit and not biased toward gender, age, sexuality, race, religious beliefs or physical traits.
• To ensure that all staff are deemed fit and proper in accordance with the National Standards 3.4 Staffing- Fit and Proper Persons.
• To ensure that all staff possess a minimum of one year qualification in an appropriate educational course, or 2 years in relation to qualified staff members.
• Have up to date First Aid Level 2, CPR and management of anaphylaxis and Asthma certificates.
• Hold a current Victorian working with Children Check
Guidelines and Procedures

Permanent Staff

Advertising and Interviewing for positions

- Education Support Staff (ESs) vacancies will be advertised so they are open to all suitably qualified applicants. Once notice is given by the staff member, the position must be advertised in the appropriate media.
- The closing date for application will be decided by the coordinator with assistance from a Mont Albert Primary School representative and the service administrator.
- The interview panel of three people will be appointed by the OSHC sub-committee. This panel can consist of a representative of MAPS management, the Administrator, the Coordinator and a parent representative from the OSHC sub-committee.
- The people on the interview panel will discuss the applications and decide together which applicants will be chosen for interview.
- Interview questions will be based on the selection criteria.
- Selection for advertised positions will be determined solely on the basis of merit assessed in relation to the selection criteria of the position, provided that excess employees will be considered ahead of other applicants on the basis of their suitability for re-employment to the position. This is in accordance with ESs guidelines.
- The successful interviewee will be informed as soon as possible after the decision has been made.
- Unsuccessful applicants will be informed via post by the Administrator.

Employment Offers

- The successful applicant will be given a letter of appointment outlining the terms and conditions of the employment offer (Education Support Staff level, salary, hours of employment, length of probation).
- The successful applicant will also be made aware that they can view a copy of the Education Support Staff Agreement if they need any clarification about their rights, responsibilities and entitlements before they sign their employment contract.
- A probationary period will apply at the commencement of employment in accordance with ESs guidelines.
- All employment offers are subject to a satisfactory working with children check, and police check when required.
- A contract will accompany the letter of appointment which will state the ESs level, salary, hours of employment, length of probation.
- The contract must be signed prior to the appointee commencing employment.
- A signed copy must be received by the school, and a copy kept by the appointee.
Casual Staff

- When OSHC is in need of casual staff an advertisement may be posted in the school newsletter inviting for interested people to submit a resume. OSHC may contact other local OSHC programs to recommend staff to MAPS OSHC.
- Applicants need to submit a resume with references to the Coordinator and attend an interview.
- If the applicant is deemed fit and proper, and supplies a current working with children check and relevant qualifications, a trial will be undertaken, and from that the Coordinator will decide if the applicant possess the necessary skills and disposition for the role.
- Casual staff will be asked to complete an induction booklet in order to become familiar with OSHC policies and procedures.
- Casual staff employment is subject to fluctuating service needs.

Induction/ Orientation

To ensure that new employees are given adequate information and support to enable them to perform the duties of their position to the required standard at an early stage:

- All new staff (including volunteers) will be given an induction session, of at least 2 hours duration, by the Coordinator or Assistant coordinator, to ensure that the new staff member is aware of (and where relevant) obtains copies of:
  - Their terms of employment or engagement (including role statement and job description)
  - All Policies and Procedures (including grievance procedures)
  - Information about the philosophy and goals of the Service
  - The staff handbook
  - The physical facilities of the Service
  - The emergency procedures of the Service
  - The other staff in the Service and their roles
  - The Duty of Care owed by staff of a School Age Care Service to children and others;
  - Any other matters which are necessary to enable the staff member to properly do their job within the Service, or which the new staff member wishes to know.

- on commencement of employment staff will be trained in the duties outlined in their role statements through ‘on the job’ training demonstrated by an existing experienced staff member over a 1-2 day period.
- the Coordinator is responsible for working through the induction checklist to ensure the new staff member is familiar with their new work environment and has knowledge of safety procedures.
• the new staff member will be asked to read an induction booklet that outlines all the relevant policies and procedures of the OSHC program during day one of training and demonstrate an understanding of those policies and procedures.

Probation
Probation is expected when a ESs employee first commences employment in an ongoing position, but not required in respects to transfer or promotion, fixed term contracts or casual employment.

There are three stages of the probationary arrangements.

Stage 1 – Commencement of probationary period.

• Ensure the ESs employee understands the probation arrangement, duration and performance standards and the consequence of not meeting those standards.

Stage 2 – During probation

Performance Monitoring:
During probation the ESs’s performance will be monitored by MAPS management and regular feedback provided to the OSHC subcommittee and to the ESs. Where it seems the performance of the ESs will not meet the required standards, the ESs will be provided with a clear explanation of:

• The required standards of performance.
• How the ESs has failed to meet the required standards of performance.
• The consequences of continued or repeated failure to meet these standards.
• The support that will be provided to assist the ESs to meet the required standards.

Probation Review:
Where an ESs performance does not meet the standards the MAPS management will determine:

• That there is a need for the ESs to undertake a further probationary period of not more than six months; or
• The ESs is not suitable for continued employment and the employment is terminated;

• The ESs may request that a panel be established to review their performance. In this case, when determining the composition of the panel, the MAPS management must ensure that the panel meets the guidelines stated in the Education Support Staff Agreement.
Stage 3 – Conclusion of Probationary Period

At the conclusion of the probationary period the MAPS management will meet the ESs to discuss the ESs’s performance. At this stage the MAPS management may:

- Confirm the employment of the probationer; or
- Extend the probation for a further period (not exceeding six months)
- Terminate the employment under the guidelines stated in Education Support Staff Agreement.
7.3 Determining the Responsible Person at the Service

Purpose

• The Education and Care Services National Law determines that a responsible person must be physically present at a centre based service at all times that a service operates.

Aims

To ensure:

• A responsible person will be on the premises at all times, and details of the responsible person at any time will be clearly displayed for educators, staff and families.
• The process for determining the responsible person will be clear to all educators and staff, and followed at all times.
• Details of the person responsible are documented and displayed for all users of the service.

Guidelines and Procedures

• There must be a Responsible Person in charge of the service and physically present at all times.
• The Responsible Person is placed in day to day charge of the service in accordance with the National Regulations.
• Generally the responsible person at a service will be the Nominated Supervisor.
• Certified Supervisors could agree to be the Responsible Person when the Nominated Supervisor is not on duty, to ensure that during all operating hours there is a Responsible Person present at the service.
• The Responsible Person, although in charge of the service does not take on the responsibilities of the Nominated Supervisor. The Nominated Supervisor has overall charge of the service and ensures that there is consistency and continuity in practice.
A responsible person can be:

1. The Approved Provider – Mont Albert Primary School representative usually either the School Principal or Assistant Principal.

2. The Nominated Supervisor – Usually the service Coordinator.

3. A Certified Supervisor – an Educator with a Supervisor’s Certificate, who has been placed in day-to-day charge of the service.

The Approved Provider will:

• Ensure the Nominated Supervisor and the Certified Supervisors have a clear understanding of the role of the responsible person.
• Ensure that the responsible person is appropriately skilled and qualified
• Ensure a responsible person is physically present at the centre at all times when the service is operating.
• The name of the responsible person will be displayed on the Funcare notice board.
7.4 Staff Appraisal/Performance Management Policy

Purpose

• To ensure the program is running effectively in accordance with policies and procedure and for staff to continually strive for improvement.

Aims

• To create a platform whereby the Coordinators and staff can raise issues concerning staff performance.
• For staff to do self-evaluations and reflect on their own performance, and to use those evaluations as a basis for self-improvement.
• For management to identify areas for improvement and give direction for appropriate training sessions and/or professional development.
• In regards to ESs staff, to annually assess the performance of the staff in accordance to their job descriptions and review the salary of the ESs staff member.
• To meet National Standards, Quality Assurance and Education Support Staff Agreement guidelines.

Guidelines

Permanent Staff (Education Support staff)

• All ESs employees will be subject to annual performance reviews that are directly linked with incremental salary increases where applicable.
• The performance review procedure include:
  o an initial meeting with the MAPS management to discuss goal setting, improvement strategies and professional development planning to compliment the set goals.
  o a mid cycle meeting with the MAPS management to assess how the goal achieving is proceeding.
  o an end of cycle review with the MAPS management whereby the ESs must demonstrate through discussion and evidence that they are performing their duties as stated in their job description and that they have met the goals they have been set for them at the start of the cycle. It is the onus of the ESs to present physical evidence to support their performance outcomes.
• It is based upon this presentation that the MAPS management will decide whether the ESs will move up an incremental pay increase as set out in the Education Support Staff Agreement.
OSHC Casual Staff Evaluations

• Once per year all casual employees will be evaluated by the Coordinator and the Assistant Coordinator. The casual employees are also expected to fill out a self-evaluation. The Coordinator/Assistant coordinator and the employee will then meet to discuss the results of the evaluation and which areas need improvement.

• These outcomes will be agreed upon then implemented over the coming year, with evidence provided for the next review.
7.5 Training/Professional Development Policy

Purpose

- To ensure staff are current in their industry knowledge and encourage them to strive for professional improvement.

Aims

- To incorporate professional development goals in performance appraisals for permanent staff.
- To incorporate current theories and practices in the management of OSHC.
- To foster continual self and professional improvement.
- To provide an environment that encourages learning.

Guidelines

- Permanent staff should identify professional development as part of their annual goals and attend at least one professional development or training session per year to maintain current theories and practices.
- Staff are encouraged to run training sessions with their peers in areas in which they are knowledgeable.
- Funds are assigned in the budget for professional development.
- In setting the budget consideration is to be given to the cost of the professional development and the number of hours to complete it.
- The OSHC Coordinator will determine the priority for professional development expenditure.
7.6 Occupational Health and Safety Policy

Purpose

- To ensure that OSHC staff observes health, OH&S, hygiene and sun protection practices in a childcare environment. OSHC complies with the Mont Albert Primary School Occupational Health and Safety (OHS) Policy. This policy is attached to the Policy Manual (Appendix 2).

Aims

- To ensure that OSHC staff observes health, hygiene and sun protection practices in relation to children.

Guidelines

- OSHC staff must observe strict health, hygiene and sun protection practices in relation to children. These practices must have regard to current community standards and are in accord with relevant government guidelines to minimise risks to children.
- OSHC staff must not present ill for work when they have a contagious illness.
- OSHC staff must advise the OSHC Coordinator should they fall ill while working at the OSHC program.
- OSHC staff must comply with occupational health and safety guidelines to ensure personal safety and well-being.

Refer: Hygiene policy, sunsmart policy.
7.7 Complaints/Grievance Policy

Purpose

- To provide a system whereby a staff member can raise issues with OSHC Program or OSHC Management and work towards a resolution.

Aims

- To resolve issues in a timely and efficient manner.
- To act upon issues raised and take appropriate measures to work towards an outcome that is workable for all parties involved.
- To safeguard the rights of all staff.

Guidelines

If a staff member believes they have a complaint about any aspect of OSHC, this procedure should be followed:

- Step One:
  Initially the Coordinator should be consulted and where possible the issue resolved using the policies and procedures of the Program. Alternatively OSHC staff may escalate the issue to the School Assistant Principal or a member of the OSHC Sub-Committee.

- Step Two:
  If the issue is still unresolved or urgent, one or more of the following people should be contacted through the School telephone: 9890 1331, as appropriate:
  - The Principal
  - Financial Administrator
  - and Assistant Principal
  - Occupational Health & Safety representative
  - OSHC Council Representative

- Step Three:
  Refer to the appropriate Grievance Procedure as stated in the School Services Officers Agreement 2004.

The person lodging the complaint has the right to confidentiality, the right to representation, the right to appeal and the right to be notified of the outcome.
7.8 Volunteer and Student Placements Policy

Purpose

- To allow community participation in the OSHC program and to ensure this participation is carried out in a safe and appropriate manner.

Aims

- To ensure volunteers receive appropriate induction information.
- To ensure the safety of the children.
- To facilitate a time that is enjoyable and beneficial for both the volunteer and the children.

Guidelines and Procedures

- Any individual over 18 years of age must have a current satisfactory working with children check before being allowed to participate in OSHC.
- Ensure that volunteers under 18 years of age provide their written school endorsement or other appropriate references.
- Volunteers need to demonstrate that they have the appropriate disposition to work within the OSHC environment.
- Volunteers are to be given a copy of the Role Statement of Volunteer and to receive appropriate induction before commencing work at OSHC.
- Volunteers/Students are to be supervised at all times by OSHC staff and are not permitted to be the sole carer of child/ren.
- Volunteers/Students must sign in and sign out in the Attendance sheet of the day.
- All volunteers/students will fill out a Staff record to be stored in the staff folder for 3 years after the date of their last shift.
- All volunteers/students must provide an emergency contact list.
- All Volunteers/ students must act in a professional manner and in accordance with our staff code of conduct whenever present at the service.
- All Students/Volunteers are not permitted to take photos or documentation of Mont Albert Primary School Students without expressed written consent of the parents of all students involved and the coordinator of the service.
- Volunteers/Students must treat any information they hear or see whilst attending the service with the strictest confidentiality.
- Volunteers/students are not permitted to use mobile telephones whilst in direct contact with Mont Albert Primary School Students.
7.9 Visitors to the Service Policy

Purpose

- To offer a varied and interesting program for the children and ensure visitors to the centre, whether paid or unpaid, do so in a manner that is both safe for the visitor and for the children attending OSHC.

Aims

- To allow community organisations and families to become involved in the program by visiting OSHC.
- To offer program initiatives and activities via paid services.
- To ensure visitors to the service do so in a manner that is safe regarding child protection.

Guidelines and Procedures

Community and Family Visitors
Community and family visitors are part of the community participation in the OSHC program, which helps children become aware that they are part of a broader community.

- Community and family visitors are not to be included in the staffing ratios while at OSHC.
- Community and family visitors must be made aware of policies regarding child protection.
- Community and family visitors are not permitted to be left as the sole carer of a child or group of children and must be accompanied by a staff member at all times when interacting amongst the children.
- All visitors must report to the school office and wear a visitor badge.
- Community and family visitors are not permitted to take photographs or video without the express written consent of both the service and parents of the students involved.

Paid Visitors
The purpose of paid visitors is to offer the children attending OSHC the opportunity to take part in activities not usually able to be offered at OSHC.

- Visitors that are paid by OSHC to provide a service are not included in staffing ratios.
- Paid visitors are classed as contractors and therefore must have public liability insurance up to the amount of 10 million dollars.
- Paid visitors are to be accompanied by a staff member at all times when interacting amongst the children.
- Paid visitors must hold an up to date Victorian Working With Children’s Check
7.10 Workplace Harassment and Bullying Policy

Purpose

- All employees have the basic right to work in a place where they are valued, respected and appreciated by their colleagues, supervisors and employers. Workplace harassment and bullying can be detrimental to the ongoing health, wellbeing and sense of safety for staff. The following guidelines shall be implemented by the service to ensure workplace bullying and harassment is not tolerated and that appropriate procedures for managing reports of bullying and harassment are in place.

Procedures

- Workplace bullying and harassment shall not be tolerated or accepted by any member of staff or management of the service.
- It shall be acknowledged that the impacts of bullying and harassment can be traumatic and may result in employees suffering stress; feelings of isolation at work; anxiety; loss of self-esteem, loss of financial security; loss or deterioration of personal relationships; physical symptoms of stress such as headaches, backaches, stomach cramps and depression.
- Physical assault must be reported to the Victoria Police Service immediately.
- Grievance procedures shall be made available to staff and clearly articulated in the employee induction manual.
- All reports of bullying shall be managed in accordance with the grievance procedures which will include:
  - Reporting the grievance to management through appropriate channels.
  - Documenting all conversations regarding the grievance and all alleged instances of harassment or bullying, when they occurred, who was involved, what actually happened and any witnesses or other relevant information.
  - Management shall seek expert advice from their employer association in managing any alleged instances of harassment or bullying in the workplace.
  - Management shall arrange for a meeting with the offender to discuss the nature of the alleged complaint and or grievance.
  - Appropriate dispute resolutions services shall be accessed as required and upon professional advice.