This policy and procedure handbook has been created to provide guidance and information to all families using the services of the Gladesville Primary School Outside School Hours Care Program. Please read all policies carefully and thoroughly and keep this handbook for future reference. All questions should be directed to the Program Director. The program philosophy, goals and policies are reviewed at least annually by all members of the service’s community and/or when changes are deemed required. We encourage families to input their ideas when a review is required.
# Table of Contents

GLADESVILLE PRIMARY SCHOOL, GLADESVILLE PRIMARY SCHOOL,
DRIVE, KILSYTH VIC, 3137 PHONE- 9728 1877 ................................................................. 1

Useful Reference Information ................................................................................................. 6

Contact Details ........................................................................................................................ 6

Child Care Benefit Approval Identification Numbers .............................................................. 6

Hours of Operation ................................................................................................................... 6

Fees and Charges ....................................................................................................................... 8

Before School Care (BSC)- .................................................................................................... 8

After School Care (ASC)- ....................................................................................................... 8

Transport Levy (From St Richard’s)- ....................................................................................... 8

End Of School Term (Early Closure)- .................................................................................... 8

In-service Days or Pupil Free Days- ....................................................................................... 8

Vacation Care Days (VAC)- .................................................................................................. 8

Welcome .................................................................................................................................. 9

Philosophy ............................................................................................................................... 9

Background ............................................................................................................................... 10

Management Overview and Structure ................................................................................... 10

Outside School Hours Committee of Management ............................................................... 10

  Gladesville Primary School ................................................................................................. 10

  Outside School Hours Care Program’s Management .......................................................... 10

Program Outline ..................................................................................................................... 12

  Before School Care- 60 approved places ....................................................................... 12

  After School Care- 60 approved places ......................................................................... 12

  Vacation/Holiday Care- 60 Approved places .................................................................. 12

  In-Service or Pupil Free Days ........................................................................................... 12

  Early School Finish/ Closure ............................................................................................. 12

Role of Governments and associated Departments ................................................................. 13

  DEEWR .............................................................................................................................. 13

  DSS ..................................................................................................................................... 13

  Department of Human Services ......................................................................................... 13

  ACECQA............................................................................................................................. 14

  DET................................................................................................................................... 14

  Local Government- Council’s Health Department .............................................................. 15

Family Handbook-Gladesville Primary School’s Outside School Hours Care Program
Family Handbook - Gladesville Primary School's Outside School Hours Care Program

Section 1 – Commencement of Care

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrolment</td>
<td>16</td>
</tr>
<tr>
<td>Location of Policy Documents</td>
<td>16</td>
</tr>
<tr>
<td>Family Handbook</td>
<td>16</td>
</tr>
<tr>
<td>Generic Policy and Procedure Manual</td>
<td>16</td>
</tr>
<tr>
<td>Orientation into Care</td>
<td>17</td>
</tr>
<tr>
<td>Booking Definitions</td>
<td>17</td>
</tr>
<tr>
<td>Permanent Booking Definition and Vacation Care</td>
<td>17</td>
</tr>
<tr>
<td>Casual Booking Definition</td>
<td>18</td>
</tr>
<tr>
<td>Emergency Care Definition</td>
<td>18</td>
</tr>
<tr>
<td>Cancellation of care</td>
<td>19</td>
</tr>
<tr>
<td>Waiting List and Priority of Access</td>
<td>19</td>
</tr>
<tr>
<td>Priority of Access</td>
<td>19</td>
</tr>
<tr>
<td>Managing Waiting Lists</td>
<td>19</td>
</tr>
<tr>
<td>Arrival and Departure</td>
<td>20</td>
</tr>
<tr>
<td>Late Collection of Children from the Program (Other Fees)</td>
<td>21</td>
</tr>
<tr>
<td>Non Collection of Children from the Program</td>
<td>22</td>
</tr>
</tbody>
</table>

Section 2- Access to Children

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to the Children within the Program</td>
<td>23</td>
</tr>
<tr>
<td>Custody Arrangements</td>
<td>23</td>
</tr>
<tr>
<td>Child Protection</td>
<td>24</td>
</tr>
</tbody>
</table>

Section 3- Parent Communication and Working with Families

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Communication and Involvement</td>
<td>25</td>
</tr>
<tr>
<td>Fundraising</td>
<td>25</td>
</tr>
<tr>
<td>Role of Families in Quality Improvement Planning</td>
<td>26</td>
</tr>
<tr>
<td>Diversity</td>
<td>27</td>
</tr>
<tr>
<td>Parent Requests</td>
<td>27</td>
</tr>
<tr>
<td>Media and Photo Permission</td>
<td>28</td>
</tr>
<tr>
<td>Confidentiality</td>
<td>28</td>
</tr>
<tr>
<td>Parent Concerns</td>
<td>29</td>
</tr>
</tbody>
</table>

Section 4- Children’s Environment and Flexible Routines

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respect for Children’s Ideas and Involvement in the Program</td>
<td>31</td>
</tr>
<tr>
<td>Documentation and Reflection</td>
<td>31</td>
</tr>
</tbody>
</table>

Food Safety ........................................................................................................... 15
Health and Safety of the Community ................................................................. 15
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explanation of the term ‘Absence Days’</td>
<td>48</td>
</tr>
<tr>
<td>Child Care Rebate (CCR)</td>
<td>48</td>
</tr>
<tr>
<td>Fees and Charges</td>
<td>49</td>
</tr>
<tr>
<td>Payment of Fees</td>
<td>49</td>
</tr>
<tr>
<td>Overdue Accounts and Non-Payment of Fees</td>
<td>50</td>
</tr>
<tr>
<td>Dishonoured Cheques</td>
<td>50</td>
</tr>
<tr>
<td>Section 7 - Health and Safety</td>
<td>51</td>
</tr>
<tr>
<td>Medication</td>
<td>51</td>
</tr>
<tr>
<td>Details required for medication administration</td>
<td>51</td>
</tr>
<tr>
<td>Medication Records</td>
<td>52</td>
</tr>
<tr>
<td>Storage of Medication</td>
<td>52</td>
</tr>
<tr>
<td>Administering Medication in an Emergency</td>
<td>52</td>
</tr>
<tr>
<td>Specific Medical Conditions</td>
<td>53</td>
</tr>
<tr>
<td>Medication Records</td>
<td>53</td>
</tr>
<tr>
<td>Anaphylaxis Management</td>
<td>53</td>
</tr>
<tr>
<td>Background and legislation</td>
<td>53</td>
</tr>
<tr>
<td>The current Anaphylaxis Policy</td>
<td>54</td>
</tr>
<tr>
<td>Asthma Management</td>
<td>59</td>
</tr>
<tr>
<td>Diabetes Management</td>
<td>60</td>
</tr>
<tr>
<td>Infection Control</td>
<td>62</td>
</tr>
<tr>
<td>Infectious Diseases</td>
<td>63</td>
</tr>
<tr>
<td>Immunisation and Immunisation Records</td>
<td>64</td>
</tr>
<tr>
<td>Administration of First Aid</td>
<td>64</td>
</tr>
<tr>
<td>Unwell Children and Illness</td>
<td>65</td>
</tr>
<tr>
<td>Incidents, Accidents and Trauma</td>
<td>65</td>
</tr>
<tr>
<td>Risk Assessment</td>
<td>65</td>
</tr>
<tr>
<td>Supervision and Educators Responsibilities for Prevention</td>
<td>66</td>
</tr>
<tr>
<td>Occurrence of an incident, accident or trauma</td>
<td>66</td>
</tr>
<tr>
<td>Reporting Incidents, accidents and traumatic events</td>
<td>66</td>
</tr>
<tr>
<td>After the event</td>
<td>66</td>
</tr>
<tr>
<td>Emergency Management Procedures including Lockdown and Intruder Alert</td>
<td>66</td>
</tr>
<tr>
<td>Sun and Heat Protection</td>
<td>67</td>
</tr>
<tr>
<td>Smoke Free Environment</td>
<td>69</td>
</tr>
<tr>
<td>Safe and Secure Venue</td>
<td>69</td>
</tr>
<tr>
<td>Appendix 1 - Minimum Period of Exclusion from Primary Schools and Children’s Services Centres for Infectious Diseases Cases and Contacts</td>
<td>70</td>
</tr>
</tbody>
</table>
USEFUL REFERENCE INFORMATION

This page is designed for quick access of useful information. The most common information required about Gladesville Primary School’s Outside School Hours Care Program.

It is important that this page is used only as a point of reference and families are encouraged to continue to read the entire document to ensure a thorough understanding of policies and procedures.

CONTACT DETAILS

The Program Director: Deborah Gleisner
Address: 48 Gladesville drive, Kilsyth Vic, 3137
Outside School Hours Care Phone: 9728 1877
Email: gleisner.deborah.c@edumail.vic.gov.au

CHILD CARE BENEFIT APPROVAL IDENTIFICATION NUMBERS
The following are the Program’s Child Care Benefit Approval Identification Numbers:

Before School Care- 555 010 587X
After School Care- 555085010
Vacation Care- 407396058S

HOURS OF OPERATION
The Program operates during school terms.

Before School Care (BSC) - Monday to Friday 6.45am to 8.45am
After School Care (ASC) - Monday to Friday 3.30pm to 6.30pm
Inservice/Pupil Free Days- 6.45am to 6.00pm

The Program operates during school term breaks.
Vacation Care Days - Monday to Friday 6.45am to 6.00pm
**FEES AND CHARGES**

The current fees for 2016

All families will be required to pay a registration fee of $5.00 per child or $10.00 per family annually, whether there is a permanent booking or casual booking.

**BEFORE SCHOOL CARE (BSC)**—

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**AFTER SCHOOL CARE (ASC)**—

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<th></th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
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<td>$16.00 per session</td>
</tr>
</tbody>
</table>

**TRANSPORT LEVY (FROM ST RICHARD’S)**—

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</thead>
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**END OF SCHOOL TERM (EARY CLOSURE)**—

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<tr>
<td>Casual</td>
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</tbody>
</table>

**IN-SERVICE DAYS OR PUPIL FREE DAYS**—

$45.00 per day

**VACATION CARE DAYS (VAC)**—

|$50.00 per in-day | $55.00 per incursion | $60.00 per excursion day |
WELCOME

We would like to welcome your family to Gladesville Primary School’s Outside School Hours Care Program. We strive to provide your children with care and education of the highest possible standard within a safe, secure and comfortable environment.

PHILOSOPHY

We believe that it is important for our service to maintain flexibility in order to support and meet the needs of the families of Gladesville Primary School as well as the needs and requirements of local families within local community schools.

We value the importance of play and meaningful leisure as part of middle childhood. We believe that children make sense of their world, through being actively engaged in their environment.

We promote the assurance of the safety, welfare and wellbeing of all children attending the program, recognizing each child as individual with their own unique needs, culture and interests.

We trust in the strong reciprocal relationships we develop with families and children, so we can ensure children feel a strong sense of belonging to and within the program, accurately reflecting the needs of families.

We echo Gladesville Primary School’s vision of promoting positive relationships to strengthen our community. We aim to all work as a team to challenge ourselves and create success in a friendly and familiar environment, so children and their families can feel relaxed and at ease.

We believe that it is essential to provide an environment which is welcoming where children can feel comfortable, can seek feedback and support with their ideas and interests and the ideas and interests of others. Children need possibilities to grow, extend and challenge themselves in an environment in which they trust.

We promote open communication about routines, events and children’s experiences with due respect given to everyone’s right to the protection of personal information.

We respect that the documentation created by educators and children collaboratively belongs to the child, and are respectful in the methods used to present and share these records.

We promote the protection of the environment and encourage all members to make the world a peaceful place.

As educators, we work together to reflect, review and promote continuous improvement and high quality practices within Gladesville Primary’s Outside School Hours Care Program.

*The written policies and procedures of the program have been developed and will be monitored and regularly reviewed with this philosophy in mind.*
BACKGROUND

In response to community needs of the Kilsyth area, Gladesville Primary School's Outside School Hours Care Program was established. Gladesville Primary School supports the program by providing facilities within the School. However the management of the program lies with the Service’s Committee of Management. A Director is employed to operate the program on a day to day basis.

MANAGEMENT OVERVIEW AND STRUCTURE

Gladesville Primary School’s Outside School Hours Care Program operates in accordance to the Education and Care Services National Regulations 2011 under the National Quality Framework. Our philosophy, goals, policies and procedures and pedagogy reflect both the National and State framework documents and other relevant National and State legislative requirements as referenced throughout this policy and procedure manual.

The Australian Government Department of Education, Employment and Workplace Relations www.deewr.gov.au and Victorian Government’s Department of Education and Early Childhood Development www.education.vic.gov.au are reference points for all policies and procedures as well as industry recognised bodies. We also seek guidance from our local council in relation to health and safety.

OUTSIDE SCHOOL HOURS COMMITTEE OF MANAGEMENT

GLADESVILLE PRIMARY SCHOOL

Gladesville Primary School is the location of the program and is responsible for the providing an Outside School Hours Care Program within appropriate venue/s to Gladesville Primary School and St Richard’s Primary School.

The program was established in 1990s to meet the needs of families to have their children cared for outside school hours.

Gladesville Primary School’s Outside School Hours Care Program considers itself to be a support to and an extension of the local community.

OUTSIDE SCHOOL HOURS CARE PROGRAM’S MANAGEMENT

Management has responsibility to ensure that-

All aspects of the service, including policy, program and budget development, approval of all expenditure of the budget, staffing decisions and management of staff.

Other roles and responsibilities are as follows:

- To encourage participation and suggestions from parents and staff regarding decisions to be made about the program’s operation, its policies and the fulfillment of its philosophy and goals.
- To regularly review parent and staff needs in relation to program operation and where appropriate to lobby groups to ensure that these needs are met.
- To be actively involved in staff recruitment and the development of a positive work environment.
- To develop and manage the finances of the program and to be responsible to the Department of Department of Education, Employment and Workplace Relations for funding.
- To meet on a regular basis with representatives of the school community.
- To ensure that the program meets all legislative requirements as set by the State and Commonwealth Governments in relation to child care services, staff, financial management and health and safety.

**The Management Representative and/or Program Director**

The Management Representative/ Program Director ensures that the day to day management of the program meets with the requirements set by the Commonwealth's Department of Department of Education, Employment and Workplace Relations in conjunction with the Management Committee.

The Management Representative/ Program Director and Management Committee for the day to day management of the program.

**Nominated Supervisor**

Either the Management Representative and/or Program Director will be the nominated supervisor. This information regarding the person-in-charge for the session will be cleared signed for all stakeholders and the Regulatory Authority to see.

Nominated Supervisor for 2016 is Deborah Gleisner

**Educational Leader**

As per regulation 118 of the Education and Care Services National Regulations, 2011, a suitably qualified, trained or experienced Educational Leader will be assigned to the service. The suitable candidate/s will be offered the position with a clearly defined outline of the role. A signed agreement will be submitted to the educator’s file.

Educational Leader for 2016 is Deborah Gleisner
PROGRAM OUTLINE

Gladesville Primary School’s Outside School Hours Care Program offers Before School Care, After School Care, Vacation Care, In-service or Pupil Free Days. Care for Early School Closure is also provided. The operation hours of these services are detailed below.

All Gladesville Primary School’s Outside School Hours Care Program are funded by the Commonwealth Government enabling enrolled families to access the Child Care Benefit.

BEFORE SCHOOL CARE - 60 APPROVED PLACES
The Before School Care Program operates from 6.45am to 8.45am each weekday during school terms. A healthy, varied breakfast is provided each morning as part of the program.

This program is subsidised by the Commonwealth Government to provide Child Care Benefit to families.

AFTER SCHOOL CARE - 60 APPROVED PLACES
The After School Care Program operates from 3.30pm to 6.30pm each weekday during school terms. A nutritious snack is provided after school as part of the program.

VACATION/HOLIDAY CARE - 60 APPROVED PLACES
The Vacation/Holiday Care Program operates from 6.45am to 6.00pm during term breaks, closing for 3 weeks over the December/January period.

IN-SERVICE OR PUPIL FREE DAYS
Care for In-Service or Pupil Free Days operate from 6.45am to 6.00pm on the specified days. Refer to the School Newsletters for further details.

EARLY SCHOOL FINISH/CLOSURE
The After School Care Program operates from 2.30 p.m. to 6.30 p.m. on the early school closure at the end of Term 1, 2 and 3. On the last day of school, Term 4, the After School Care Program operates from 1:30 p.m. Refer to the school Newsletter for further details.
ROLE OF GOVERNMENTS AND ASSOCIATED DEPARTMENTS

The Australian Government and state and territory governments are involved in the operation, funding and regulation of early education and child care services.

All governmental departments work together to provide guidance and support to families and services.

DEEWR
Department of Education, Employment and Workplace Relations (DEEWR):

- Produced information about the early childhood education and care framework ‘EYLF’ and school age frameworks ‘My Time, Our Place’.

DSS
Department of Social Services (DSS):

- Administers Child Care Benefit (CCB) and Child Care Rebate (CCR) through the Department of Human Services (DHS)
- Administers payment of CCB to approved Services for the family part of the fee.
- Manages Jobs, Education and Training Child Care Fee Assistance (JETCCFA) policy and the administration of payments of JETCCFA to approved Services.
- Produced information about the early childhood education

DEPARTMENT OF HUMAN SERVICES
The Department of Human Services provides the following specific services:

- Registration of families for the payment of CCB by fee reduction (on receipt of a written or phone claim).
- Receipt of claims for payment of CCB by lump sum after the end of each financial year.
- Processing of claims and payment for CCB for registered care.
- Processing and payment of CCR (centrelink only).
- Advising families on issues of eligibility and entitlement to CCB and CCR.
- Allocation of a unique Customer Reference Number (CRN) for each family and child.
- Calculation of keys elements affecting CCB and CCR entitlements, such as the application of an income test, the total hours charged, the maximum eligible hours applicable in each case and the schooling status of each child.
- Advising service via CCMS and parents of key elements affecting CCB entitlements for each family/child.
- Payment of CCB to approved services via CCMS.
- Approving JETCCFA for families and paying JETCCFA to approved child care services via CCMS.


Family Handbook-Gladesville Primary School’s Outside School Hours Care Program
ACECQA

‘Australian Children’s Education and Care Quality Authority (ACECQA) is an independent statutory authority.

We provide national leadership in promoting quality and continuous improvement in early childhood education and care and school age care in Australia.

…but we will guide and support the work of State and Territory Regulatory Authorities as they introduce the framework in their jurisdiction.’

As stated on www.acecqa.gov.au/about

DET

Department of Education and Training is the Victoria department responsible for the licensing of approved services including Kindergarten, Long Day Care (LDC), Family Day Care (FDC), Occasional Care (OCC) and Outside School Hours Care (OSH).

Licensing and registration covers assessing aspects such as:

- The number of children in care
- The size of registered rooms and outdoor spaces
- The number of staff and their qualifications
- Health and safety requirements
- Compliance related inspections of approved services
- Implementing and monitoring national standards- rating and assessment
- Investigating complaints and concerns about approved services
- Investigating breaches and serious incidents occurring at approved services
- Supporting Educators in approved services
LOCAL GOVERNMENT - COUNCIL’S HEALTH DEPARTMENT
Our local government (Yarra Ranges Council) is responsible for the support, guidance and administration of Food Safety Regulations and health and safety communication within the community.

Food Safety
Under the Food Act 1984, it is necessary for Gladesville Primary School’s Outside School Hours Care Program to ensure that all food prepared for consumption is safe to eat. A Food Safety Program is submitted and audits of food preparation areas are conducted regularly by the Yarra Ranges Council’s Environmental Health Officers.

Advice is sought through the Environmental Health Officer about any food safety related queries.


Health and Safety of the Community
Yarra Ranges Council will inform Gladesville Primary School’s Outside School Hours Care Program of any health or safety risks within the community that Gladesville Primary School’s Outside School Hours Care Program’s management may need to be aware of and/or that may directly affect children and educating staff.

More details can be found at http://www.yarraranges.vic.gov.au
SECTION 1 – COMMENCEMENT OF CARE

ENROLMENT
An enrolment form must be completed for each child booked and due to commence attendance at Gladesville Primary School’s Outside School Hours Care Program. This form must be returned prior to commencement of care. This includes both permanent and casual bookings.

Enrolment forms can be collected from the Program Director or the School Office and must be completed and returned to the Program Director before the commencement of care. An enrolment form can also be emailed to a family if this is a more convenient option. Enrolment forms must be submitted before commencement of care and accompanied by an immunization certificate.

All parents including parents of prep children will be made aware of the procedures for the following year’s enrolment or re-enrolments in the Gladesville Primary School’s Outside School Hours Care Program.

Parents are able to access their child/ren’s enrolments forms on request under supervision of the Program Director. If there is a court order in place limiting a parent’s access to the information available on enrolment form, then the court order will be enforced.

Parents will be asked to update or complete a new Before School Care, After School Care and/or Vacation Care enrolment form annually to ensure that all details are correct and current. Enrolment forms are readily available on request.

LOCATION OF POLICY DOCUMENTS

Family Handbook
Copies of the Family Handbook will be given to new families on enrolment.

All families will be notified of updates to policies and Family Handbooks and copies will be made available to all families. A copy of the current Family Handbook will be available in the service at all times.

Families and children are invited to give feedback about all policies and procedures.

Generic Policy and Procedure Manual
A copy of the current Generic Policy and Procedure Manual will be available at the service at all times.
**ORIENTATION INTO CARE**

Each child and their family will be actively part of the orientation and settling in process in collaboration with Educators.

Families are encouraged to stay as long as they feel they need to ensure their child feels comfortable including before the official commencement of care and so families can build relationships with Educators of their children. Families are also encouraged to call the program or meet with the Program Director to see how their child is settling into the Gladesville Primary School’s Outside School Hours Care Program.

The Program Director and Educators will give families feedback on the settling of their child and this may include a call to the families, photos sent home showing participation of their child in the program or by informal conversations on arrival or departure.

Part of orientation will include Educators spending one on one time with new children ensuring they know where they can keep their bag and belongings, explain about snack time and so on. Educators will show children the areas for play and meaningful leisure both indoor and outdoor and the expectations that keep them safe.

Any commencement of care for Prep children will see them collected by an Educator from their classroom until they are comfortable and confident to make their own way to the program. This also assists children to start to build a trusting relationship with Educators.

Educators understand that all children are individual with their own expectations, experiences, culture, background, wellbeing needs and interests, so the orientation process is used to build strong relationships with families and children so Educators can build their knowledge of the child. This allows for a more effective and comfortable settling period.

**BOOKING DEFINITIONS**

**Permanent Booking Definition and Vacation Care**
A permanent booking is a regular booking that is scheduled and booked for the whole term. As such, these bookings are held and catered for to meet the needs of these families.

Families are asked to make permanent bookings in advance at the beginning of each term.

**Vacation Care** must be booked for in advance and paid in full. Two weeks’ notice is required for cancellation of vacation care.

Families are asked to notify the program of any cancellation, changes and extra bookings as soon as practicable.

Additional bookings will be accommodated if possible. If a vacancy becomes available, families from the waiting list will be notified by phone as soon as possible.
Even with a permanent booking, Gladesville Primary School’s Outside School Hours Care Program reserves the right to cancel any bookings if there has been a period of continual non-attendance without notification. In these cases, families may be charged for any non-attended days at full fee.

Fees charged to families for child not attending care, are determined by the amount of notice given the program.

Families are charged or invoiced fees fortnightly in arrears for the previous two weeks with fees to be paid within 30 days. Fees can be paid at the service or at the school office.

**Casual Booking Definition**

Casual bookings are determined on a daily basis. These types of bookings are booked infrequently and can only be filled if there is a vacancy on the required day. Generally speaking, permanent booking take priority over a casual care need with due consideration given to the priority of access guidelines.

Casual booking requests can be made in advance or as a late booking by 3pm. Families making casual booking requests are encouraged to call the program as soon as they require care. If the message program is turned on, families are asked to give a detailed message including family name, days and dates required and a contact number. The message program is checked daily.

Casual bookings will be accommodated if possible. If a vacancy becomes available, families from the waiting list will be notified by phone as soon as possible.

Fees charged to families for child not attending care, are determined by the amount of notice given the program. The following fees apply to a cancellation of a booking:

- A cancellation must be made **24 hours** before hand or full fee will apply for **Before and After School Care**.
- A cancellation must be made **2 weeks** before hand or full fee will apply for **Vacation Care**.

There may be some exemptions depending on circumstance and in these cases; the Program Director will make the necessary decision relating to the charging of fees. This will be in line with CCB regulatory requirements.

Families with a casual booking will be required to pay each day at the end of the casually booked session.

**Emergency Care Definition**

Emergency care is defined as providing care for enrolled children without a booking who are left uncollected in the school grounds after 4.00pm or for those children who attend the program without official notification to the program from a parent and/or guardian. Gladesville Primary School’s Outside School Hours Care Program encourages families to notify the program so essential planning for rosters and menu planning can occur.

Children will be either sent to the school office or for those children, who are enrolled in the Gladesville Primary School’s Outside School Hours Care Program, will be sent to the program for emergency care. Parents of these children will be contacted as soon as practicable to advise them of their child’s attendance. Families will be charged at the Emergency Care fee in these circumstances.
Cancellation of care
Parents and/or guardians who have permanent care arrangements are required to give a minimum of one
weeks’ notice in writing if they are intending to leave the Program or school permanently.

Families who do not notify the Program may be charged a cancellation fee which will be the equal of one
week’s usual fee.

WAITING LIST AND PRIORITY OF ACCESS

Priority of Access
The Australian Government has Priority of Access guidelines to ensure that when demand for child care
exceeds availability, those families with the greatest need for child care support have the required access
to meet these needs. We follow these guidelines in our management of booking vacancies and the
waiting list. The Priority of Access guidelines have three levels of priority;

- **Priority 1** - a child at risk of serious abuse or neglect
- **Priority 2** - a child of a single parent who satisfies, or of parents who both satisfy, the work,
  training, study test under section 14 of A New Tax System (Family Assistance) Act 1999
- **Priority 3** - any other child

Managing Waiting Lists
As an OSHC Program, we are also required to give school children priority. Vacation Care children must
be school age before we can accept them into the service.

We actively strive to meet the care requirements for all families of Gladesville and St Richard’s Primary
School’s community as well as the surrounding community and encourage parents and guardians to
enquire and utilize the service. Consideration will be given to children not enrolled at Gladesville and St
Richard’s Primary School if there are vacancies within a service.

Once the program has met maximum capacity in permanent bookings, it is considered to be full. There is
a possibility of casual bookings if a position becomes available due to cancellation of care or an absence.
We endeavour to call families on a casual waiting list to meet their care arrangements where we can.

Where a permanent booking becomes available, the Director of the program will refer to the waiting list
and use the ‘Priority of Access’ guidelines in conjunction with family needs, availability of days and place
on the waiting list. Families will be notified by the Program Director of vacancies and as such, we ask
families to ensure that their contact details are current and up-to-date.

Additional information is available for families on the Priority of Access through the Director of the
Program.
ARRIVAL AND DEPARTURE
All children attending Gladesville Primary School’s Outside School Hours Care Program must be signed into the attendance record and subsequently signed out of the attendance record. This action will be completed by an Educator, Authorised Person, Parent or Guardian. The correct details on arrival and departure must be accurately recorded.

It is also essential that the arrival and departure of children ensures children are safe, comfortable and supervised as soon as they are actively within the Gladesville Primary School’s Outside School Hours Care Program.

It is also essential that the arrival and departure of children ensures children are safe, comfortable and supervised as soon as they are actively within the Program.

Collection of children by Educators from St Richard’s Primary School
Educators will escort children from St Richard’s Primary School to the Gladesville Primary School’s Outside School Hours Care Program. This will be recognised as the authorised persons to collect as per approval requirements detailed by service and set by regulatory requirements.

Attendance Records
Under the guidance and supervision of Educators and Program Director, a parent, guardian or an authorised person must sign their child/ren out of the attendance record (including date and time) for After School Care, Vacation Care, on Pupil Free Days or when exiting any program.

Regular failure to complete an attendance record may result in issues with the administration of CCB and may affect the family’s fee deduction.

Authorised Persons to Collect Children from Care
If a child is being collected by a parent, guardian or authorised person that is unknown to the Educators of the program, this person collecting the child will be asked to produce photo identification to prove their identity before they will be permitted to collect the child from the program.

Children may not be collected by persons other than those detailed on the child’s enrolment form or unless written and signed permission is given by a parent, guardian or authorised person. Refusal of verbal or written authorisation from a parent or person authorised and named on the enrolment record will occur for the following reasons:

- The person does not and cannot produce photo identification and is not known to educators at the program
- There is legal documentation preventing the person being in contact with the child (see policies relating to custody orders)
- The person is under the age of 18 years
It should also be noted that no child shall be permitted to be signed out by anyone under the age of 18 years.

**Non-Arrival of booked Children to the Service**

Educators of the Gladesville Primary School’s Outside School Hours Care Program sign all children in as well as undertaking a roll check at 3:40pm each day to determine which children are currently present in the program and to identify those children who are yet to arrive.

The Program Director or Senior Educator contacts the main school office to confirm the attendance during the school day of those children yet to arrive. This is marked against the roll leaving only those children yet to attend. Children from St Richard’s Primary will be collected by 2 educators and children who are booked into the program should be accounted for. Educators will liaise with St Richard’s Primary’s office staff to seek the whereabouts of absent children.

The Program Director or Senior Educator requests the school office staff message those non-attending children via the school’s intercom and speaker system. The request made is for those children to go directly to Gladesville Primary School’s Outside School Hours Care Program.

Educators undertake roll call at 3:45pm and if children are still not present, Educators try to establish contact with the parent to clarify their booking and attendance requirement.

It is essential that parents and/or guardians notify by phone or phone message if a child is not attending the Gladesville Primary School’s Outside School Hours Care Program on any day.

In the case that a parent or guardian cannot be contacted or if a parent confirms a child should be attending so is therefore missing, the Program Director or Senior Educator will contact the Principal and the school office to determine the next course of action. The Principal can give guidance and information to program Educators in these circumstances. The police will be contacted at 4:00pm if a child is still missing.

**Late Collection of Children from the Program (Other Fees)**

All children are expected to be collected from the Program by no later than 6:30pm. Vacation care no later than 6pm.

Families whose child/ren have not been collected from the Program by 6:30pm can expect to incur a fine of $1 per minute or part thereof per child. This fee is set in place not solely as a deterrent, but to cater for the over-time wages of the two Educators who will be expected to stay behind to care for the child/ren.

This fee will be added to the family’s account and is expected to be paid as part of that week’s care charged.
NON COLLECTION OF CHILDREN FROM THE PROGRAM

Non-collection of children by their families is deemed to be a very serious matter and strict procedures are required to ensure the safety and wellbeing of the child/ren.

All children are expected to be collected from the program by no later than 6.30pm.

A child may be deemed non-collected from care if the service has not been notified that a parent, guardian and/or authorised person is running late and it is past 6.30pm.

Children will be reassured and made comfortable whilst non-collection procedures are engaged.

In the case of the non-collection of a child from care the following steps will be taken:

- Contact with the parent and/or guardian will try to be established.
- Emergency contact as detailed on the child’s enrolment form will try to be established.
- On contact is established, arrangements to collect the child will be made. Immediate collection will be required.
- After these procedures have been conducted or the time of 7pm has arrived, the Program Director will contact DET or the Victorian Police will be contacted for additional support and guidance for Educators. A report will then be made of the incident and forwarded to DET.
SECTION 2- ACCESS TO CHILDREN

ACCESS TO THE CHILDREN WITHIN THE PROGRAM

Families will have access to their children at all times with the exception being for custody arrangements affecting their custody and access.

If the program does not have a copy of a court order, the Program’s Educators must assume that both parents have equal custody of the children, therefore they will have equal access.

CUSTODY ARRANGEMENTS

Gladesville Primary School’s Outside School Hours Care Program will adhere strictly to any court order document once a copy has been obtained for the relevant child. Relevant educating staff will be made aware of any condition of the court order arrangements and due consideration will be given to the confidentiality of such circumstances.

Where a parent and/or guardian comes to collect or access a child within the program who is deemed not permitted by the court order, the Program Director will aim to discourage any collection of the child.

The Program Director will notify the parent and/or guardian with custody and Management and where appropriate, the school Principal or Principal’s representative of the situation.

Where a non-custodial parent persists in collecting and taking the child from the care of Gladesville Primary School’s Outside School Hours Care Program, the Victorian Police will be contacted. The Program Director can refuse entry where the parent may pose a risk to the safety of the children and Educators of the service.

Protection of the health and safety of all children in care and Educators of Gladesville Primary School’s Outside School Hours Care Program will need to be considered in this circumstance.
CHILD PROTECTION

The protection of children from abuse, trauma and harm is paramount and considered to be a high priority of all stakeholders at Gladesville Primary School’s Outside School Hours Care Program. Gladesville Primary School’s Outside School Hours Care Program will ensure that all Educators understand their duty of care in relation to child protection laws for children, including required written records and documentation.

The Program Director will also assess training requirements for Educators and will organise credible training opportunities within a reasonable time frame.

Educators will monitor and watch for signs of abuse including behavioural signs and other indications of abuse. Educators will also be aware and document disclosures made by children.

The law states:
Mandatory reporters, who believe on reasonable grounds that a child or young person is in need of protection from physical injury or sexual abuse, must report their concerns to Department of Health and Human Services (DHHS) Child Protection.

All other school staff members who form a belief on reasonable grounds that a child or young person:

- is in need of protection, should report their concerns to DHHS Child Protection or Victoria Police.
- is displaying sexually abusive behaviours and is in need of therapeutic treatment should report their concerns to DHHS Child Protection.

If staff have significant concerns for the wellbeing of a child or young person they should report their concerns to DHHS Child Protection or Child FIRST.

In cases where staff have concerns about a child or young person, they should also discuss their concerns with the principal or a member of the school leadership team.

SECTION 3- PARENT COMMUNICATION AND WORKING WITH FAMILIES

FAMILY COMMUNICATION AND INVOLVEMENT

Gladesville Primary School’s Outside School Hours Care Program is committed to working with families in a collaborative manner, in order to provide high quality care and education that meets the needs of children, families and the community. Parent participation and communication is critical to the success of the program and positive outcomes for children.

Gladesville Primary School’s Outside School Hours Care Program will provide information to families on a regular basis via a range of communication methods including emails, newsletters, notice boards and face to face communication and meetings with the Program Director and Educators.

The Program Director and Educators will ensure that communication materials are accessible from the expected location in the expected format. Emails and newsletters will be available and distributed to all families. Notice boards will be kept up to date.

Parents will be asked to check the notice board on a regular basis and to read newsletters when distributed to ensure they are up to date with program information and events.

Parents are also encouraged to seek information from the Program Director and Educators who will ensure they make themselves available to share information.

Parents are invited to be as actively involved in the Gladesville Primary School’s Outside School Hours Care Program as they wish. This may include actively sharing skills and ideas with Educators.

Parents are also encouraged to share relevant changes, issues, family events and interests of their child/ren as this assists Educators in providing experiences and a program which best meets the needs of their children.

The Program Director and Educators will seek involvement and feedback from parents in informal ways such as casual chats, but also formal feedback by way of an annual survey. Feedback and involvement from families assist Management and Educators to reflect on the program and to update the service’s Quality Improvement Plan ‘QIP’.

It is recognized that some families who are from a ‘Culturally and Linguistically Diverse’ (CALD) background may require language and translation services to ensure they receive information in a way they prefer and understand. Gladesville Primary School’s Outside School Hours Care Program will engage these services as required. This may include the use of an interpreter service for meetings to share information.

It is expected that all communication will be conducted in a respectful and courteous manner with due consideration as to the appropriateness of the discussion if children are present. Conversation that may need to be conducted in a more discreet manner will be carried out in the office or away from children. A formal meeting may be the most appropriate means for these discussions.
FUNDRAISING

Gladesville Primary School's Outside School Hours Care Program recognises that monies raised from fundraising activities are an additional aspect to the financial management of the service. Gladesville Primary School's Outside School Hours Care Program will ensure that all fundraising activities have a particular purpose and are purely offered on the basis of voluntary contribution.

Families will have notification of any fundraising and its aim or purpose. Fundraising activities will be in line with the service’s Quality Improvement Plan. It will be expressed to families that all fundraising activities and associated participation is strictly voluntary.

ROLE OF FAMILIES IN QUALITY IMPROVEMENT PLANNING

Gladesville Primary School's Outside School Hours Care Program ensure all stakeholders have a role in the Quality Improvement Plan (QIP) created for the purposes of ensuring holistic continuous improvement of the service. Gladesville Primary School's Outside School Hours Care Program recognises families’ important role in providing feedback and support in the development of the QIP.

As part of the National Quality Framework, Gladesville Primary School's Outside School Hours Care Program develops a Quality Improvement Plan or QIP so all stakeholders have a clear vision about where the program is going and what improvement strategies are in place. Families are actively invited to be part of this process and an OSHC sub-committee has been formed.

The Program Director will ensure that families are aware of when policies and procedures are reviewed. Families are given the opportunity to give feedback and suggestions and will be notified when new policies are being reviewed, the progress of the reviews and finally when new policies have been created.

Educators will ensure there are both informal and formal opportunities for families to provide feedback, ideas and reflection on all areas of the service. Formal meetings, invitations to provide comments about documentation and suggestions are provided through the parent area of the service.

Newsletters and notices will provide ongoing information about the assessment and rating process to families and the changes to the QIP. Children are an active and vocal part of the improvements and changes to the program and documentation of their ideas are available throughout the service.
DIVERSITY

The Program offer an anti-biased, inclusive approach to curriculum development. The program promotes cultural competence with respect to religious beliefs, child rearing practices and global citizenship.

'At Oxfam Education, we believe that Global Citizenship is more than the sum of its parts. It goes beyond simply knowing that we are citizens of the globe to an acknowledgement of our responsibilities both to each other and to the Earth itself. Global Citizenship is about understanding the need to tackle injustice and inequality, and having the desire and ability to work actively to do so. It is about valuing the Earth as precious and unique, and safeguarding the future for those coming after us. Global Citizenship is a way of thinking and behaving. It is an outlook on life, a belief that we can make a difference.' Oxfam 1997

The Program Director and Educators will:

- offer materials that are open ended and respectful of a multicultural and diverse society including due consideration given to individual family cultures, structures and child rearing practices.
- model and encourage children to be respectful of each other and the beliefs, attitudes and values of all within the community.
- work to build strong reciprocal relationships with families and will respectfully seek additional information required to support the inclusion of the family and child. Educators may also research child rearing and family practices of the children in attendance.
- respond in a culturally sensitive way to the requests, needs and interests of families and children.
- ensure children receive equal opportunities and access to care and education.

PARENT REQUESTS

Educators will consider all requests from families in regards to their children. Where a parental request cannot be fulfilled, explanation will be provided by the Program Director. Decisions should take policy and procedures into account.

Respect will always be given to families in regard to their right to make decisions on behalf of their child.

Discussions will be held with families in regards to requests that may be in conflict with policy and procedures of the Gladesville Primary School’s Outside School Hours Care Program and governmental regulatory requirements. Due explanation will be part of this process. Additional information may be respectfully given to support the programs decision.

Educators and families have access to an interpreter and translation service if this is deemed necessary by either party, to ensure effective communication can be undertaken.
MEDIA AND PHOTO PERMISSION

The use of media and photography is considered part of the modern world and used within the Gladesville Primary School's Outside School Hours Care Program as part of the documentation of children's learning, participation and development.

Gladesville Primary School's Outside School Hours Care Program recognise the right for parents to be asked to give permission for the use of media and photography in their child’s record of learning and leisure. Therefore, families will be asked to sign the enrolment form section detailing photography permission.

If families refuse to grant permission, alternative observational methods for documentation purposes will be sought.

The Program Director and Educators will be respectful of the decisions made by families in relation to media and photography.

CONFIDENTIALITY

Gladesville Primary School's Outside School Hours Care Program is committed to protecting the rights of families and children in regards to privacy and confidentiality of records and information about individual children and families. Procedures relating to confidentiality and privacy are guided by the National Privacy Act 1988 and the Victorian Information Privacy Act 2000.

Families will be informed of the need to collect specific information and the reasons for this information collection.

As close to possible and with all reasonable care taken, information collected will be accurately depicted, current and complete.

Personal information will not be disclosed to other families within the program or external persons or organisations without prior written consent or as required by Regulatory Authority.

Personal information regarding the child may be required for the education and care of children or medical treatment of children as detailed in the ‘Education and Care Services National Regulations 2011’.

Personal information regarding the child may be required by the Regulatory Authority for compliance purposes and when expressly requested as permitted and required to be given under any Act or law.

The staff of Gladesville Primary School’s Outside School Hours Care Program will respect parents and/or guardians right to confidentiality when these rights do not conflict with the rights and safety of the children e.g. Child Protection Law.
Educators found to be disclosing personal information not strictly related to their position description or seen to be in the best interests of the child will meet with the Program Director and a Management representative, where possible disciplinary measures may be taken.

The Program Director is responsible for:

- Ensuring that all personal information collected from the family is securely filed and access is controlled and limited to the needs of the Gladesville Primary School’s Outside School Hours Care Program for the education and care of the child.
- Collecting specific information from a family that is directly relevant to regulatory law and the care and education of the child.
- Ensuring records are securely stored for the relevant period required by regulatory laws.
- Explaining the requirement for families to give information and the possible consequences of not providing personal information, such as Customer Reference Numbers (CRN) or dates of birth for CCB entitlement purposes.
- Explaining the process for returning forms and submitting documents of a sensitive nature which is to enclose these documents in an envelope and submit directly to the Program Director.
- Explain to families that they have a right to view any records held in regards to themselves of their child.
- Inform families that the Program Director is responsible for authorizing the access to family and child files. A more formal approach of completing a ‘request for access’ record may be required for external bodies detailing specific purposes for the need to access such records. Access will be granted within 30 days provided specific purposes are deemed appropriate and legal. Advice will be sought if there are any concerns about privacy breaches. Families will be made aware of this request where their records have been included in the ‘request for access’ record.

The Privacy Commissioner can investigate complaints made by individuals, assessing if an organisation has breached the Privacy Act.

**Parent Concerns**

All parents and/or guardians have the right to give feedback and express their concerns to management of Gladesville Primary School’s Outside School Hours Care Program without fear of prejudice or bias.

The Program Director and Educators will encourage children and families to discuss concerns, feedback and complaints with the Program Director. The Program Director will be available for these conversations and ensure there is an appropriate time and place for such discussions.

The Program Director will address all concerns and complaints promptly and respectfully. The opportunity for parents to formally meet with the Program Director and a Management representative will be offered for the purpose of discussing and recommending strategies to resolve the issue.

The Program Director and/or senior educating staff will endeavour to verbally respond to concerns and complaints within 24 hours. If deemed necessary, the Program Director will respond to a concern or a complaint in writing within 5 working days.
The Program Director will report concerns and complaints to the Regulatory Authority (DET) within 24 hours of the approved provider (Gladesville Primary School's Outside School Hours Care Program) becoming aware of the relevant event, in this case concern or complaint.

The Program Director will ensure that families have access to the contact details of the Regulatory Authority (DET) so they can exercise their right to contact and report matters to the department. This information is located in the parent information area of the service.

The Program Director will also ensure a log of concerns/ complaints is completed for each complaint as soon as practical after the lodging of the complaint and that this log is up to date at all times, including details of progress and final resolution.

All concerns and complaints will be dealt with in a confidential manner with only relevant staff members being engaged in a solution.

Concerns or complaints that are not resolved to the satisfaction of the family will be referred to Management who will ask the family to express the concern/ complaint in writing if this has not been done so previously, so the matter can be referred to an outside independent body.
SECTION 4- CHILDREN’S ENVIRONMENT AND FLEXIBLE Routines

RESPECT FOR CHILDREN’S IDEAS AND INVOLVEMENT IN THE PROGRAM

The active involvement of children is critical in providing a program that meets children’s needs and interests. It also assists Educators in designing and providing effective and successful programs for children. Regular input is sought from children and where appropriate, these ideas are documented as a respectful record of the children’s involvement.

The Program Director and Educators will ensure that children’s ideas, interests and expressions are heard and respected. It is also essential that children are given guidance and explanation when ideas are deemed inappropriate in some way.

Where appropriate, children’s conversations about their interests and ideas are recorded in some appropriate way and if possible children should be encouraged to document their own ideas and interests as well as feedback on experiences.

Educators will conduct meetings with children about safety and provide guidance about experiences including new activities and the introduction of new or different materials. These meetings will be conducted based on risk assessment of each experience or activity and under the guidance and support of the Program Director.

All children’s ideas will be considered and valued equally.

DOCUMENTATION AND REFLECTION

Documentation is recorded in a variety of ways and children are an active part of this process. Documentation records the happenings of Gladesville Primary School’s Outside School Hours Care Program and will be used to support our philosophy and practices for rating and assessment. Documentation however belongs to the children of the program as it is a record of their participation in meaningful leisure and learning.

Documentation will be produced through collaboration between Educators and children. The involvement of children will be recorded using a range of methods including journals, photo stories, whiteboard recordings, drawings, writing of notes and stories, project booklets as well as tools developed throughout the year.

Documentation may be of groups of children or children involved in their own leisure and learning experience or project. Documentation of groups of children will be in line with the permission of use of photos, as detailed in the enrolment form.

It is recognized that documentation produced through observations belongs to the child or group of children and will be available for children to reflect and use for remembering their involvement. This also assists children to build on what has been learned previously.
Children’s thoughts and ideas will be used in program evaluations and reflections and where appropriate, added to the Quality Improvement Plan (QIP) of the service.

Documentation is available to families of the children involved on request through the Program Director. However, there will be many examples of documentation within the program on a daily basis detailing children’s participation and learning and families are encouraged to share and reflect with their children.

**EDUCATION FOR SUSTAINABILITY**

An awareness of sustainability and environment is an important life-skill and a flow on from Victorian Primary School’s educational curriculum. Children will be exposed to recycling, reusing, recreating and other topics within environmental education and education for sustainability. Gladesville Primary School’s Outside School Hours Care Program try to embed education for sustainability within everyday work and life skills.

Educators will role model sound cleaning practices using products that are environmentally friendly and child-safe. Educators give clear explanations regarding the disposal of waste including reusing materials wherever possible.

Projects with an environmental and care focus will be shared with families through newsletters and documentation of projects.

**INFORMATION COMMUNICATION AND TECHNOLOGY (ICT)**

Gladesville Primary School’s Outside School Hours Care Program aim to operate as an extension of the home and focuses on providing a comfortable leisure environment. As such, the availability of video, television, computers and electronic games will be monitored as part of a balanced program.

Educators and children will decide together on the appropriate amount of time that can be spent on these types of activities.

Ratings of videos and games will be limited to a C (children) and G (general) rating and PG (parental guidance).

Educators will monitor material to ensure there is no physical or verbal violence and that messages are sound and reflective of the policies and procedures of this manual.

*Children not permitted and without written and signed parental authority to view PG ratings through the enrolment form, will undertake other activities.*

Parents and Guardians are encouraged to discuss thoughts and feedback regarding this policy with the Program Director.
INCURSIONS

Incursions will be made available to children at Gladesville Primary School’s Outside School Hours Care Program to build on their interests and knowledge. Incursion information will be communicated with families and children in advance.

Children will be respected in terms of their choice to participate and the level of participation.

The Program Director will ensure details of the incursion are communicated to families in advance by newsletter and/or permission notice.

Parents or guardians will be advised in writing about the planned incursion and may need to provide written and signed authorisation. There is a cost to families for incursions.

Notification to families will include the following details:

- Child’s name
- Purpose of the incursion and planned events,
- Duration
- Date and time
- Number of children and staff arrangements

Educators will support children in their involvement in the incursion.

EXCURSIONS

Gladesville Primary School’s Outside School Hours Care Program’s educating team reflect on the interests of the children when considering which excursions maybe appropriate and engaging to children.

It is important that excursions are linked to curriculum so children have an opportunity to explore these links back in the service. On occasion, excursions will be chosen to promote an awareness of a topic or to explore something new. All excursions follow a strict process and guidelines to ensure the safety and wellbeing of children and Educators.

The Program Director in consultation with Educators, will conduct a risk assessment assessing the safety and health requirements and suitability of the destination, any water hazards and associated risks with water, transport to and from the destination, number of Educators and required ratios (Educator: children) and assessment of the suitability of Educators and volunteers for the specific excursion. There will be two educators on duty at all times.

Parents or guardians will be advised in writing about the planned excursion and will need to provide written and sign authorisation. In vacation care, this is part of the detailed program and families are made aware on enrolment/booking. Families will be asked to sign associated documentation ensuring their child can be permitted to attend excursions as well as acknowledging they have read and understand excursion/ activity details. There is a cost to families for excursions.
Notification to families will include the following details:

- Child’s name
- Destination, purpose of the excursion and duration
- Date and time
- Mode of transport
- Number of children and staff/ volunteers accompanying children

Volunteers may be asked to sign a ‘code of conduct’ notice ensuring they understand their responsibilities on a specified excursion.

The following ratios will be applied for excursions:

- Local excursions: 1 Educator to 15 children
- Major excursions: 1 Educator to 8 children
- Swimming: 1 Educator to 5 children

**WALKING CHILDREN TO A DESTINATION**

Educators will assess ratios and supervise children at all times including from the front, back and middle of groups of children. Children may know this as a ‘walking bus’. Children in transit will be supervised at all times.

Educators will also assess the situation to ensure that all Educators and children are well supported at all times in transit to the destination and moving around the excursion’s location.

Educators will also risk assess situations as they occur. Additional risk assessment and problems solving may be required in the following circumstances:

- Temperature over 32°C
- Traffic dangers or accidents
- Injury to an Educator or Child
- Usual route is blocked

Depending on the situation, a brief report may be required to be made. In the case of an injury to a child or educator, usual procedures must be followed in line with these associated policies.
**Homework**

As an extension of the school day and the home environment, Gladesville Primary School’s Outside School Hours Care Program recognises that providing quiet opportunities for children to complete homework tasks is necessary and important.

An area will be assigned for children to work on tasks and projects that have been set as homework. This area will be as quiet as possible and separate to the main area of activity.

Educators understand that at the end of a busy school day, relaxation and leisure time is important as well as the provision of a snack. Educators will support children where possible to work through homework tasks.

Children will be given responsibility to make decisions about whether After School Care is the best environment for them to complete certain homework requirements.

The Program Director will be available to discuss homework requirements with families. Families will ultimately be responsible for homework and learning.

**Meal and Snack Times**

Gladesville Primary School’s Outside School Hours Care Program will promote a relaxed meal or snack time providing children with choice and opportunities to experience a range of healthy foods and learn about food choices.

**Breakfast**

Gladesville Primary School’s Outside School Hours Care Program recognise that breakfast is one of the most important meals of the day. We encourage children to eat breakfast either with their families before attending the Before School Care Program or breakfast can be provided at the service.

Educators will organise a meal area for those children who require breakfast. A nutritional breakfast selection will be offered. This will be in line with the *Dietary Guidelines for Australian- A Guide to Healthy Eating*.

Breakfast is provided to the children by the OSHC program.

**After-School Care**

In preparation for meal times, Educators will ensure that all children wash their hands prior to any preparation of food and/or eating.

Educators will model good food choices and healthy eating by engaging children in conversations that promote relaxed snack times. This will be in line with the *Dietary Guidelines for Australian- A Guide to Healthy Eating*.
Educators will ensure that there is ample time for children to be able to choose and try foods and engage in a relaxed meal time with Educators and peers. Children are encouraged to be seated while eating and drinking for their own safety and as a respectful way to engage in the life skill of dining. Educators will also model this behaviour by sitting with the children and discussing healthy eating and daily life.

Children can approach Educators whenever they are hungry and a healthy food option will be offered. Children can also access their own lunch boxes if they are hungry ensuring the food chosen is healthy and safe to eat. Educators assist children with establishing these safe and healthy choices.

Educators will closely supervise meal time activities to ensure the health and safety of children and to monitor and ensure that all children are given the opportunity to have food and drink.

**Pupil Free Days and Vacation Care**

Educators acknowledge the flow of a regular school day and that children may be used to some form of routine. Educators will monitor and provide opportunities to meet the need for children to have regular meals and access to food and water throughout the day.

Families will provide nutritious meals and snacks for their children involved in these programs and the following guidelines will be given:

- Children will be supplied with healthy foods in sufficient quantities for afternoon snack that meets the child’s nutritional requirements.
- Foods supplied are ready to eat without requiring additional preparation. Where possible we encourage ‘nude food’ so foods that are not in packaging but stored in reusable containers.
- Safe food handling should be considered when preparing food and due consideration given to foods that are high risk when stored in room temperature.
- All children’s lunch boxes are stored in the program’s fridge, including any high risk foods.
- Children will need a refillable water bottle. No cans or glass bottles will be accepted into the service.
- All containers and lunch bags should be clearly labeled with the child’s name.
- Parents are requested to discuss with Educators, any provision of foods for celebrations. Food must be pre-packaged and brought from a store that has been approved and inspected by the local health authority. Cakes must not contain cream.

If a child does not have lunch at vacation care or on Pupil Free Days, Educators will provide a nutritionally balanced lunch and snacks from Gladesville Primary School’s Outside School Hours Care Program’s kitchen. The cost of lunch and snacks will be added to the families account.
**FOOD BROUGHT FROM HOME**

Food brought from home will be strictly monitored in line with policies related to anaphylaxis and food intolerance, appropriate food safety policies and healthy eating requirements. Food is supplied for Before and After School Care, but Gladesville Primary School’s Outside School Hours Care Program recognises that children may bring food from home to Vacation Care and on Pupil Free Days.

There will be appropriate information available for families on topics including; nutritional requirements of children, appropriate food handling and storage and food allergy (anaphylaxis) and/or food intolerance requirements.

The Program Director and Educators will assess food brought from home to ensure that it is nutritionally adequate and safe in regards to food storage. If food is inadequate, an alternative will be sought from the Gladesville Primary School’s Outside School Hours Care Program kitchen.

Educators will ensure that foods brought from home are correctly stored (in the services fridge), particularly high risk foods such as meats, fish, poultry and dairy products. Children are discouraged from bringing leftover food to the program as Educators will be unable to determine ingredients, preparation time and life of the food product.

The Program Director and Educators will remind families through verbal conversations, emails and notices and the program newsletter that food brought from home should be either raw foods such as fruit and vegetables or pre-packaged and/or brought from a reputable store so Educators can assess ingredients for allergies and intolerances.

**NUTRITIONAL MENU**

Menus designed at Gladesville Primary School’s Outside School Hours Care Program will be nutritious and healthy as per recommended healthy eating guidelines with a focus on collaboration with families and children to take into account specific requirements, including likes and dislikes of food items, cultural and religious requirements, dietary requirements such as; intolerances and allergies to food items.

The menu will be compiled and designed around recommended healthy eating requirements including; Australian Government guidelines ‘Get up and Grow: Healthy eating and physical activity for early childhood’ and ‘Dietary requirements for children and adolescents in Australia’ including providing a balance of foods from the recommended 5 food groups.

Menus will be varied to ensure children have an opportunity to try new food items and to see their ‘healthy’ ideas included.

The Program Director and Educators will consult with families and children in regards to likes and dislikes of food items, dietary requirements including cultural and religious requirements, intolerances and allergies to food items. Particular dietary requirements will be listed and detailed in a prominent position so all Educators involved in food preparation can be aware as well as having the required information to follow specific needs and plans.
Menus will be displayed for families and children and will be an accurate depiction of the food items that will be offered to children. Any changes will be documented before being served to children for the information of families.

The Program Director will source information on healthy eating to share with families as requested and as required.

**AVAILABILITY OF FOOD AND WATER**

The Program Director and Educators will ensure that children have adequate access to safe drinking water at all times during the operation of Gladesville Primary School’s Outside School Hours Care Program.

Children will be encouraged to use clean drinking cups and/or drinking bottles that are identified as their own or single use.

Children will also have access to nutritional food regularly throughout the program.

Food and water will be stored in the correct hygienic conditions as per the food safety policy.

**COOKING WITH CHILDREN**

Educators understand the value of providing opportunities for children to cook and prepare food and snacks. Children will be able to build on their cooking and food preparation skills and their understanding of food ingredients and food handling requirements.

Educators regularly hold meetings with children about possible cooking experiences. Where appropriate, Educators will document discussions for learning and assessment purposes.

Educators will involve children in the selection of items to be cooked and the identification and selection of ingredients.

Cooking opportunities will be assessed for health and safety risks and explanations about appropriate food handling practice will be discussed and implemented with children. Educators will actively, effectively and adequately supervise children during food cooking and preparation experiences.

Cooking may not necessarily be a ‘special event’ as children will be given the opportunity to prepare and cook as part of the ongoing learning and development of the curriculum. Children have regular opportunities to cook and prepare food for regular meal times, if this is of interest to them.
LOST PROPERTY

Educators will explain to children the risk of bringing their own toys and possession to the Program.

Educators understand that it is important for children to bring a part of their home with them, so will discuss with children the appropriateness of the possession brought to the service and wherever possible accommodate these possessions in the environment.

Parents are encouraged to label all possessions to assist with any confusion about ownership.

A lost property area will be established for those items that are either misplaced during the program or left behind at the conclusion of the session. The lost property area will be accessible to parents and children. Towards the end of term, Educators will go through any remaining lost property to check for names and to remember any possessions belonging to children in care.

Any unnamed, uncollected or unclaimed lost property will be donated to charity at the end of the school term.
SECTION 5- WORKING WITH CHILDREN

STAFFING ARRANGEMENT (EDUCATOR TO CHILDREN RATIOS)

The following ratios will be implemented in the Program at all times. These ratios are considered to be a minimum standard and due consideration and risk assessment will occur to ensure correct staffing levels are in operation.

Staff to children ratios:

- Regular ratio 1 staff member to 15 children
- Local excursions 1 Educator to 15 children
- Major excursions 1 Educator to 8 children
- Swimming 1 Educator to 5 children

Rosters will be compiled based on service needs and regulatory requirements. Educators will be clear about their shifts and roster requirements as detailed by the Program Director.

When required, staffing rosters will be made available to the Regulatory Authorities.

STUDENTS, VOLUNTEERS AND VISITORS TO THE SERVICE

Students and Volunteers
Students and Volunteers are welcome at the Program and due consideration and priority will be given to those students seeking a placement from an appropriate field of study. The focus of the children’s wellbeing will remain the focus when considering applications from students or volunteers.

The Program Director will ensure that all students and volunteers understand their role within the Program.

The Program Director or delegated Educator will introduce the student or volunteer to the children, other Educators, school staff members and families as appropriate. Appropriate support and guidance will be given to students and volunteers in their interactions with children while they are present at the Program.
Visitors
The Program will ensure that visitors are guided in correct procedure for entering the service ensuring the ongoing safety, health and wellbeing of children and Educators.

It is acknowledged that visitors to the Program may be attending for a variety of reasons commonly including:

- Parents and/or guardians and family members participating in the service
- Medical and inclusion support persons and specialist
- Departmental staff including DET assessors and CCB auditors
- Maintenance and cleaning staff
- Delivery persons
- Trainers/ Assessors and educational consultants

The Program Director or Educators will approach visitors in order to identify them and their purpose. Visitors will be asked for identification which is credible and clear. Visitors without photo identification may be refused entry.

The Program Director or Educators will advise children of the visitor’s presence and purpose. The visitor will be introduced to the children and other Educators.

POSITIVE BEHAVIOUR GUIDANCE OF CHILDREN

Gladesville Primary School’s Outside School Hours Care Program is committed to developing a safe, secure and emotionally comfortable environment, which enhances children’s self-esteem and self-concept so they feel confident in their decisions. Children are encouraged to interact positively and appropriately with others.

The following procedures are implemented by Educators under the supervision of the Program Director.

Educators:

- have the responsibility to ensure they know all children’s names and greet each child individually on arrival and departure and at all times they have one to one interactions with a child. This is important in working towards children feeling that they are part of the community of the Program.
- are expected to communicate and engage with children and all members of the Program in a positive and respectful manner thus role modeling appropriate behaviour, values and attitudes. Genuine interest and active listening is expected from Educators in both a verbal and non-verbal capacity. Educators should ensure that their body language is delivering a complimentary message to verbal communication.
- must supervise children in an active, effective and efficient manner which depicts trust and understanding of the capabilities of the children in their care. This should be consistent with all
other supervision policies within this policy and procedure manual. All supervision policies should be read and interpreted in conjunction with each other.

- should consider the moral development of children when they are working alongside children ensuring they use appropriate 'I' messages and redirection when guiding children’s behaviour.
- should support children in expressing and labeling their emotions so children can work towards finding appropriate ways to express their feelings independently.
- are encouraged to explain expected behaviour and consequences of inappropriate behaviour with consideration given to the feelings of others who may be affected by their actions.
- should engage children when making decisions involving behavioural expectations and guidelines and consequences. This involves working with children to establish limits of the program and the display of agreed limits in an easy format for children to access.
- should give clear, consistent guidelines to children regarding the Program’s expectations and guidelines. This should never include language which is demeaning, sarcastic or language which is humiliating by nature. No put downs!
- should give due consideration to families’ child rearing practices and individual family culture when establishing expectations and consequences. Expectations should be communicated to all families by use of the family notice board.
- should consult families when behaviour is consistently in conflict with the Service’s guidelines. When necessary, any behavioural support plans should be made in consultation with the child and their family.
- will not enforce any form of corporal punishment or any disciplinary measure that is unreasonable or inappropriate.
- may seek guidance from the associated school if there is an ongoing issue with a child’s inappropriate behaviour which may be endangering the safety of or directly affecting the welfare of other children, staff or other members of the community.

**TOYS AND POSSESSIONS BROUGHT FROM HOME**

Gladesville Primary School’s Outside School Hours Care Program acknowledge that children will occasionally bring toys or possessions to the service. To ensure the safety and protection from damage of these possessions, children are encouraged to secure them in their bags.

All children are encouraged to respect the possessions of others.

Educators will remind children that all possessions should be stored securely in their bags to prevent any damage or loss of possessions which may cause emotional distress for some children.

Educators will remind children of the many opportunities to engage with the resources and equipment at Gladesville Primary School’s Outside School Hours Care Program.

Educators will remind children and families if necessary, that war-type toys or toys inciting only violent play are not to be brought to the service. Reminders to families and children that Gladesville Primary School’s Outside School Hours Care Program will not be responsible for lost or broken possessions will be given and bringing toys or possessions in from home is at the families/children’s own risk.
ANTI-BULLYING AND PEER RESPECT

‘How much bullying actually goes on between children?

Bullying goes on in all schools and preschools. Assessing how often it happens is not easy, but research in Australia based on children’s reports suggests that about one child in six is bullied in one way or another at least weekly.

Boys tend to be bullied more than girls and also to engage in more physical bullying. Girls are more likely to engage in indirect forms of bullying such as deliberate exclusion.

Of course, bullying varies in intensity and harmfulness. Most bullying consists of name calling and verbal abuse. This does not greatly bother some children. But substantial numbers of children are very distressed, especially if the bully is unremitting, goes on for many days or weeks and there seems to be no end to it.’

_Bullying among young children- a guide for teachers and carers, National Crime Prevention, Barton, ACT, 2003_

Gladesville Primary School’s Outside School Hours Care Program strive to ensure that all children feel safe and secure within the program, both emotionally and physically. Educators recognise that bullying can have significant effects on children now and into their future, so they are active advocates in ensuring the emotional and physical wellbeing of children in line with school policy. Educators also acknowledge and respect that Gladesville Primary school is a ‘Better Buddies’ school and that children are aware and participate in this part of school’s daily life and associated expectations.

SUPPORT AND PREVENTION

During the school day, children are encouraged to be courteous and considerate in their relations and interactions with other. Children are also encouraged to respect the differences of others and to solve conflicts in reasonable and sensible ways.

‘The Alannah and Madeline Foundation’s Better Buddies Framework is an initiative designed to create friendly and caring primary school communities where bullying is reduced.

Through Better Buddies, children in their first and last year of primary school buddy up and learn the values: caring for others, friendliness, respect, valuing difference, including others and responsibility. All children in the school learn these values through formal and informal activities, including their interactions with the mascot Buddy Bear, our giant, fun-loving and caring purple bear.’

http://betterbuddies.org.au (sourced 2/1/16)
At Gladesville Primary School’s Outside School Hours Care Program, children will be reminded of these school rules and Educators will work alongside children to promote positive relationships between children as a way to prevent or minimise bullying issues.

Children from younger year levels are partnered with a buddy at the Gladesville Primary School’s Outside School Hours Care Program who may have more experience in attending the service, but who has the responsibility to guide and support younger children. Children can also be partnered with children they already know to build belonging and a level of comfort.

Regular discussions are conducted with all children in line with our diversity policy so children’s ideas and concerns can be discussed openly with Educators who model respect. It is during these meetings that consequences are discussed for inappropriate or hurtful behaviour towards others so children have a sense of ownership for these consequences. Fairness and consistency is discussed so children are aware of what may need to occur in a situation that arises from negative and inappropriate behaviour involving others.

Educators recognise that children are still building their skills in empathy and sympathy, so consideration is given for the varying levels of development. Children are given examples of empathy and sympathy in everyday activity so children may see and learn to identify how these emotions feel.

Discussions with children will also describe the difference between ‘dobbing’ and ‘asking for help’.

Educators will also focus on developing confidence in children so they are comfortable expressing their feelings and can learn self-protection strategies.

**Involvement of Children**

Children will be clear that the follow strategies form part of the anti-bullying strategies of the service.

Children should:

- refuse to watch bullying
- report bullying incidents
- encourage the child that is being bullied to talk to an Educator or other adult
- encourage the child being bullied to talk to them about what is happening
- offer to speak with an Educator on adult on the victimized child’s behalf

**Educator support**

The Program Director ensures that Educators understand the varying types of bullying; verbal, physical and relational and the definition as being.
**Educator Response to bullying**

1. **Identification**
   When an incident occurs, it is assessed and recorded. If it is assessed as a bullying incident, the following steps occur.

2. **Counseling**
   All children involved including the victimized child, bullying child and witnesses will have access to counseling through Gladesville Primary School’s welfare program and the Program Director may speak with all children separately to establish details, including emotional effect on children where possible.

3. **Consequences**
   The bullying child and witnesses who did not support the victimized child will be sanctioned in accordance to the Gladesville Primary School’s code of conduct for students.

4. **Recording**
   As many details of the incident including responses will be documented and recorded and filed securely.

5. **Strategy for Repeat Offences**
   When there is a pattern and regularity to the incidences, the matter will be referred to Management for resolution.

Further information regarding anti-bullying policies and bullying issues should be discussed with the Program Director.

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**INCLUSION AND INCLUSION SUPPORT AGENCIES**

Educators will role model inclusion and inclusive practices to all children demonstrating an acceptance of differences and individuality. Educators will positively discuss differences with children and guide and support children’s natural curiosity with respect.

Educators will respect and celebrate individual and groups of children’s investigations, talents, differences, abilities and contributions by providing routines and experiences which explore these elements as well as culture, heritage and traditions within the context of their community (adapted from My Time, Our Place).

Written consent will be sought from families and communication about the types of support that may be required will be discussed openly with families to ensure their ongoing involvement in support planning for their child. Regular meetings with all stakeholders relating to the individual child will also be organised, to ensure there is a holistic approach to the care and support for the child with additional needs and/or additional care requirements.

Inclusion Support Facilitators (ISF) are recognised as being able to provide advice and practical guidelines to support educators. ISF support will be sought by the Program Director when educators need additional information and guidance so they can ensure they are providing quality inclusive care and leisure environments for all children.
SECTION 6- ADMINISTRATION AND FINANCIAL MATTERS

CHILD Care BENEFIT (CCB)

At enrolment, families will be provided with information including the Program’s Child Care Benefit Approval Identification Number.

- Before School Care: 555 010 587X
- After School Care: 555085010
- Vacation Care: 407396058S

Families will also have access to the following contacts;

Department of Human Services- 13 61 50 (Monday to Friday- 8am to 8pm) or the FAO Multilingual Telephone Service- 13 12 02 or http://www.humanservices.gov.au/customer/contact-us/phone-us

Current and up to date information regarding CCB will be available to parents through newsletters, emails and on the Parent Notice Board.

The Program’s Child Care Benefit Approval Identification Number is displayed in a prominent position enabling families to complete and lodge necessary forms. In most cases, the service’s Child Care Benefit Approval Identification Number is already filled out in paperwork for families.

If families have any questions, they can direct these to the Program Director or refer to http://www.humanservices.gov.au/customer/services/centrelink/child-care-benefit.

Specific Family Information
Families are informed of their responsibilities within the service in terms of their application for and ongoing access of CCB. Families are encouraged to contact the Department of Human Services as soon as possible after enrolment, if not before.

Families Claiming Fee Reduction
- Families need to contact DHS to apply to claim CCB, check their eligibility and this process will include an income assessment based of the family estimating their income.
- Families will need to supply their Customer Reference Numbers (CRNs) and dates of birth (this information is requested on the enrolment form) to the Program Director of Gladesville Primary School's Outside School Hours Care Program so an enrolment can be created and attendance recorded can be lodged for all children so families can claim their CCB entitlement.
- Fee reductions are paid to the Gladesville Primary School’s Outside School Hours Care Program so families only need pay the balance of their fees after the reduction has be subtracted from the total fee amount.
- Families can view details about their child care usage and total fees charged as reported by Gladesville Primary School’s Outside School Hours Care Program and the fee reductions calculated by DHS on the View Child Care Attendance online statement available through the DHS website.
- At the end of a financial year, the DHS will reconcile the CCB received for each family to ensure the accuracy of entitlements received.

Families Claiming Lump Sum Payments
- Families can request Customer Reference Numbers (CRNs) and should notify DHS that they will claim CCB as a lump sum.
- Families are asked to supply their CRNs if possible and their date of birth (this information is requested on the enrolment form) so an enrolment for each child can be created and attendance can be lodged and submitted as required.
- Families will pay full fees throughout the year and then apply to DHS for CCB as a lump sum payment by completing the appropriate paperwork at the end of the financial year.
- DHS will calculate the lump sum entitlement based on actual income information and attendance record lodged by Gladesville Primary School’s Outside School Hours Care Program.
- Families have 1 year to submit their claim for the financial year for which they are claiming. The year is measured by financial year, not calendar year.
- If there are special circumstances that prevent families from lodging your lump sum claim within the 1 year timeframe, please contact the Department as soon as possible to discuss options.

Attending Other Approved Care Services
It is essential that families inform the Program Director if their child is attending another child care (including another OSH) service. This information is important so Absence Days are recorded accurately and can be tracked.
ATTENDANCE AND ABSENCE DAYS

Parents and/or guardians need to ensure they contact the Director of the Program or leave a message to indicate if a child will not be in attendance on a given booked day. Parent and/or guardians should understand that bookings cancelled without the required notice will incur the usual booked fee charged to the family’s account, this cancellation will be considered to be an ‘Absence Day’.

Explanation of the term ‘Absence Days’

Absence Days are referred to as ‘initial 42 days absence’ in Family Assistance law. Each child has 42 Absence Days that can be away or absent from the service and these can be taken for any reason when cancelling a booking. The 42 Absence Days are for each financial year and family must be notified of their accrued Absence Days. This will be carried out by the Program Director either verbally and as part of the Service’s receipting system.

Parents are required to inform the Program if their child attends any other OSH services; before or After School Care or Vacation Care or Family Day Care (FDC) or Long Day Care (LDC) as Absence Days are cumulative of all services used and a record is kept by the government’s Child Care Management System. Families may be asked to repay monies if the Absence Days are over the allotted amount for the year.

Parents without an appropriate certificate for an absence day may be asked to sign the attendance record as a confirmation of the absence.

CHILD CARE REBATE (CCR)

Families will also be given the 13 61 50 contact number for the Department of Human Services so they can source information specific to their needs and circumstances.

As the approved service, Gladesville Primary School’s Outside School Hours Care Program will ensure that usage/attendance details are accurate and available for the Department as required for the family’s CCR claim. Gladesville Primary School’s Outside School Hours Care Program will also accurately report the ‘total fee’ recognizing that this is important for the Department of Human Services to calculate a family’s correct entitlement to the CCR.

This will be carried out as part of the weekly information provided on the online weekly ‘Attendance Record Report’ to Department.

Families are encouraged to contact the Department as soon as possible on commencement of care and to refer to

FEES AND CHARGES

Management is responsible for reviewing and setting of fees annually. Fees are also set to ensure that a high quality of care can be maintained and continually delivered in line with the Gladesville Primary School’s Outside School Hours Care Program’s quality improvement plan.

The current fees are displayed within the Gladesville Primary School’s Outside School Hours Care Program and available to families in the Family Handbook and/or newsletters. Families are given at least four weeks’ notice of increase in fees.

Fees are charged on a per session basis per child. The rates are clearly advertised to families for both permanent bookings and casual bookings.

Fees are also charged for transporting children to and from St Richard’s’s Primary School.

Non cancellation or cancellation of bookings after the required period of notice will be charged.

If a fee is charged for a session, it is essential that the whole session is conducted as previously advertised to families.

If families have questions about which fees may relate to them, they are encouraged to speak with the Program Director.

PAYMENT OF FEES

Parents are encouraged to pay fees for Gladesville Primary School’s Outside School Hours Care Program on receipt of an invoice for care a week in arrears or on the day of care for casual bookings.

The Program Director is responsible for distributing permanent care invoices and families are expected to pay within 30 days of invoice after fortnightly invoices are issued.

Vacation Care fees are paid in advance of care.

The Program Director is responsible for the issuing of receipts to families and this will be completed as soon as possible if not immediately with receipt of monies/payment. Families will receive statements detailing receipts of monies monthly as required.

Families are encouraged to liaise with the Program Director for all issues arising from fees enquiries including fee amounts and calculations, commitment to payment, overdue accounts.
OVERDUE ACCOUNTS AND NON-PAYMENT OF FEES

If an account is overdue by two weeks, a reminder invoice and notification will be issued by the Program Director.

If an account remains overdue by three weeks and there has been no contact made by the family and the Program Director is unable to establish contact, a letter requesting prompt payment and contact with Gladesville Primary School's Outside School Hours Care Program’s Director is sent to the current address of the family as per the enrolment form.

The letter will also declare that if payment and contact is not made within one week, then care may be withdrawn until payment is made.

After the above procedures have been carried out and the invoice remains unpaid and a solution cannot be found, a debt collection agent will be contacted to follow through with the matter.

Dishonoured Cheques
All fees incurred with dishonoured cheques will be added to the invoice of the associated family and will be expected to be paid as part of the next payment of fees.
SECTION 7-HEALTH AND SAFETY

MEDICATION

The Program will ensure that any medication requirements for the health and care of children will be stored and administered safely and in accordance to Regulatory guidelines and recommendations.

Details required for medication administration

All medication must have the child’s name, name of medication, dosage, use-by-date and be in its original packaging when brought to the program.

Correctly completed medication forms will be required before medication will be administered. Educators will guide parents and/or guardians in the completion of medication records.

The following requirements are needed for medication records:

- Current date
- Name of the child
- Name of medication
- Time and date of last dosage
- Last dosage measurement
- Time to be given to child
- Manner in which the medication is required to be given
- Dosage to be given to child
- Signature of parent

All due consideration will be given to ensure that the medication is administered as per instructions on the medication label and medication records completed by parents and/or guardian. If there is a conflict between the medication’s instructions and the parent requests, clarification will be sought by calling the parent. A higher dose than listed on the medication’s instructions will not be given unless accompanied by a detailed signed notification from a medical practitioner.

Children who can and are able to self-administer medication such as for diabetes, should have signed notification from their parent and/or guardian as well as detailed administration requirements from their medical practitioner and/or specialist. Full details will be required including frequency, dosage and method. With discretion, children will be supervised by educators when self-administering medication.

Parents and/or guardians will be notified as soon as reasonable if a medication cannot be administered for any reason.
**Medication Records**
A medication record will be completed accurately at the time the medication was administered and will then be signed by both Educators. The parent and/or guardian will be required to sign this record on collection of the child.

Medication records will include the following details:

- The dosage administered
- The manner in which the medication was given
- Date and time of administering the medication
- Name and signature of the Educator who administered the medication
- Name and signature of the Educator who checked medication

All medical plans will be followed for individual children including for asthma management and anaphylactic incidents.

**Storage of Medication**
All medications will be stored as required by their labelling. Medication will also be stored out of reach of children either in a locked cabinet or refrigerator not permitted to be accessed by children. Families are asked to inform the educating staff if their child has medication with them. Personal medication self-administered by children will be kept out of reach from other children under supervision of Educators.

**Administering Medication in an Emergency**
If in an emergency administering of medication is required, The Program Director or Senior Educator will seek verbal consent from a parent and/or guardian as detailed on the enrolment form who is able to give authorisation to consent to administration of medication. If a parent and/or guardian cannot be reasonably contacted in these circumstances, guidance will be sought from a registered medical practitioner or emergency service.

Families should speak with the Program Director or Senior Educator if they have any questions or queries about this policy.
**SPECIFIC MEDICAL CONDITIONS**

Gladesville Primary School’s Outside School Hours Care Program will ensure that all diagnosed medical conditions, such as; Diabetes, ADHD, Epilepsy… will be managed as required for individual children ensuring their individualised medical plans as followed, in line with recommendation from regulatory and medical professionals.

It is essential that all Educators understand any particular or specific medical conditions, so the Program Director will organise a meeting with the child’s family either on enrolment or when a diagnosis is made.

Children will need to be accompanied to the Program by a medical plan signed by their medical practitioner or specialist.

**Medication Records**

When any medication associated to a specific medical condition has been administered by an Educator or self-administered, a medication record will be accurately completed.

Children who are competently able to self-administer their own medication will be asked to notify an Educator if they have self-administered. If possible, a child should seek supervision from an Educator and will be encouraged to do so.

**ANAPHYLAXIS MANAGEMENT**

**Background and legislation**

‘Anaphylaxis is a severe, life-threatening allergic reaction. Up to two per cent of the general population and up to five per cent (0-5 years) of children are at risk. The most common causes in young children are eggs, peanuts, tree nuts, cow milk, sesame, bee or other insect stings and some medications.

Young children may not be able to express the symptoms of anaphylaxis.

A reaction can develop within minutes of exposure to the allergen, but with planning and training, a reaction can be treated effectively by using an adrenaline auto-injection device.

The licensee recognises the importance of all staff/carers responsible for the child/ren at risk of anaphylaxis undertaking training that includes preventative measures to minimise the risk of an anaphylactic reaction, recognition of the signs and symptoms of anaphylaxis and emergency treatment, including administration of an adrenaline auto-injection device.

Staff /carers and parents/guardians need to be made aware that it is not possible to achieve a completely allergen-free environment in any service that is open to the general community. Staff /carers should not have a false sense of security that an allergen has been eliminated from the environment. Instead the licensee recognises the need to adopt a range of procedures and risk minimisation strategies to reduce the risk of a child having an anaphylactic reaction, including strategies to minimise the presence of the allergen in the service.’ [www.education.vic.gov.au/anaphylaxis](http://www.education.vic.gov.au/anaphylaxis)
The current Anaphylaxis Policy

Policy Outline—Gladesville Primary School’s Outside School Hours Care Program will aim to minimise the risk of a mild or moderate allergic or anaphylactic reaction occurring while a child is in care to ensure the safety and wellbeing of all children within the service. The success of this policy will also require Educators to feel confident and appropriately supported to ensure they can management situations arising from an anaphylactic reaction.

Responsibility for Implementation and Review-
- Management
- Principal and/or Principal’s Representative
- Director of the Program
- Educators (students and volunteers)
- Parents and/or guardians of children
- Children

Policy Implementation and Procedures-
The aim of this policy is to:
- Minimise the risk of a mild or moderate allergic or anaphylactic reaction occurring while the child is in the care of Gladesville Primary School’s Outside School Hours Care Program.
- Ensure that Educators respond appropriately to the mild or moderate allergic or anaphylactic reaction by initiating appropriate treatment, including administering a single dose auto injector of adrenaline (Epipen® or Anapen®).
- Raise the awareness within the Gladesville Primary School’s Outside School Hours Care Program, school and community, of anaphylaxis and its management through education and policy implementation.
- Work towards continuous improvement measures to address emerging needs of children in relation to allergy and anaphylaxis.

Risk Assessment and Enrolment Procedures
The Program Director will ensure:
- A risk management plan will be developed in consultation with Educators and families and explained to children as appropriate and required. This will include a notice being prominently displayed (at the entrance) in the program for all stakeholders to be able to identify a child/ren at risk of anaphylaxis being in attendance at the service.
- On enrolment, children at risk of anaphylaxis will be identified and a copy of their written Anaphylaxis Management Plan will be requested. This plan should be signed by the child’s medical practitioner. On enrolment, an enrolment checklist will also be completed. (Appendix 5-Enrolment Checklist for children at risk of Anaphylaxis)
• Parents and/or guardians understand that a child’s in date Epipen® or Anapen® must attend with their child at all times.
• A risk assessment will be conducted to assess the risks of a child having an anaphylactic response whilst at the program for all children identified on enrolment as being at risk of anaphylaxis.
• The child’s Anaphylaxis Management Plan will be requested to be updated at least annually or as required.
• Anaphylaxis Management Plans will be filed securely in the OSHC office. Copies of the plans will also be easily accessible and visible as required by Educators. The location of these plans is visible and will be explained to Educators as part of their induction. A copy of the Anaphylaxis Management Plan will be stored with the individual child’s auto-injector device.
• An Australasian Society of Clinical Immunology and Allergy inc. (ASCIA) generic poster called Action Plan for Anaphylaxis is in a key location at the Gladesville Primary School’s Outside School Hours Care Program. An emergency card will be located by the Gladesville Primary School’s Outside School Hours Care Program phone with emergency numbers detailed.
• Regular meetings with families are held to ensure the anaphylaxis plan is current and any new information is shared with the service.
• Families who have children diagnosed at risk of anaphylaxis will be given a copy of the Gladesville Primary School’s Outside School Hours Care Program’s Anaphylaxis Policy.
• There will be an Anaphylaxis Risk Minimisation Plan developed in collaboration with the family of the child at risk of anaphylaxis. (Appendix 6- Risk Management Plan)

Educators will:

• Ensure they are aware of and understand the policies and procedures associated with this policy and implement their responsibilities.
• Notify the Program Director immediately if any breaches of this policy are witnessed as well as trying to prevent or modify the breach.
• Ensure that all children at risk of anaphylaxis attend the program with their auto-injector device. Parents and/or guardians need to be aware that they must bring a device which is not past its’ use-by-date.
• Ensure an Educator takes the child’s auto injector device and Anaphylaxis Management Plan with the child outdoors, on excursions and to different environments where the child is playing.
• Ensure the anaphylaxis action plans are visible to all Educators including relief/ emergency Educators.
• Ensure that Epipen® and Anapen® kits are stored in the correct location and when taken with the child are stored away from direct sunlight and are returned to the correct location once the child returns.
• Follow the child’s anaphylaxis action plan at the onset of identified symptoms of an allergic response.
• Conduct monthly checks on the Epipen® or Anapen® including use by dates.
In the event of an allergic reaction

Educators will follow the child’s anaphylaxis medical management action plan in the event of an allergic reaction, which may progress to anaphylaxis.

In the situation where a child who has not been diagnosed as allergic, but who appears to be having an anaphylactic reaction:

- Call an ambulance immediately by dialing 000
- Commence first aid measures
- Contact the parent/guardian
- Contact the person to be notified in the event of illness if the parent/guardian cannot be contacted

Parents and/or guardians will be expected to:

- Inform staff at the Gladesville Primary School’s Outside School Hours Care Program, either on enrolment or on diagnosis, of their child’s allergies.
- Develop an anaphylaxis risk minimisation plan with the Program Director.
- Provide staff with an anaphylaxis medical Management Action Plan signed by the Registered Medical Practitioner giving written consent to use the auto-injection device in line with this action plan.
- Provide Educators with a complete auto-injection device kit.
- Regularly check the adrenaline auto-injection device expiry date.
- Comply with the service’s policy that no child who has been prescribed an adrenaline auto-injection device is permitted to attend the program without that device.
- Comply with the service’s Anaphylaxis Management Plan.

Staff Training

The Program Director will ensure:

- A risk assessment of the Gladesville Primary School’s Outside School Hours Care Program will be used to determine the training requirements needed for the program and the potential risks to children with allergies and anaphylaxis of accidental exposure. Educators will have attended anaphylaxis training including training in the use of the various adrenaline auto-injector devices.
- All Educators will be given information about anaphylaxis including information through the Staff Handbook and Induction Manual. The mechanism for delivery of the adrenaline in Anapen® is different to Epipen® so the Program Director will ensure that Educators regularly practise and attend updated trained in the appropriate device for the children in attendance. Training updates should be conducted annually and certificates are filed in staff records. Opportunities for Educators to seek further information will be available on an ongoing basis. Practice sessions and/or scenarios will be held regular to ensure Educators are current in both skills and knowledge.
- Educators understand that they are required to be appropriately trained in current first aid and anaphylaxis management.
• Relief/emergency Educators understand the procedures of the program and they will be required to provide a copy of their current anaphylaxis certificate before commencement.

Educators will:

• Ensure their anaphylaxis training is up to date at all times and will provide a copy of their current anaphylaxis certificate for their staff record.
• Participate in regular training to ensure their skills and knowledge stay current.
• Seek further information if they have anaphylaxis related questions.

Parents and/or guardians will be expected to:

• Assist Educators by offering information and answering any questions regarding their child’s allergies.
• Notify the Program Director or Senior Educators of any changes to their child’s allergy status and provide a new Anaphylaxis Management Action Plan in accordance with these changes.
• Communicate all relevant information and concerns to Educators, for example, any matter relating to the health of the child.

**Menu and Food Preparation**

The Program Director will ensure:

• Information gained through the undertaking of the Anaphylaxis Management Plan will be used to inform purchasing of food for menu planning as far as practicable. Due consideration will be given to the option of the family supplying appropriate foods for children at a high or severe risk of anaphylaxis while a suitable menu can be developed, risk assessed and approved by parents and/or guardians and if necessary a child’s Medical Practitioner or Dietician.

Educators will:

• Monitor meal times to remind children not to share food. Raise awareness in all children of the risks of anaphylaxis to the children at risk.
• Monitor the food intake of children at risk of anaphylaxis and ensure it follows risk management guidelines including ensuring there are labels on the lunchboxes, drinking bottles and so forth of all children.
• Monitor the service’s request that parents do not send food containing trigger foods by checking ingredients and the service’s Risk Minimisation Plan.
• Maintain a high level of hygiene and handwashing to avoid cross contamination of trigger foods. Children are required to wash their hands on entering the program and before and after meal times.
• Strictly follow food safety procedures to ensure the risk of children at risk of anaphylaxis coming into contact with possible traces of trigger foods left behind after cleaning is minimised. This will include cleaning and sanitising preparation, program and meal areas before and after meal times.
• Consider the most appropriate location for a child at risk of anaphylaxis to have their meal without the child feeling isolated and still included in the social activities of eating with others. Due consideration should be given to whether or not a child should have additional arrangements for meal times, such as a separate table attached to a communal table.
- Increase their supervision of all children at times of celebration and special events including inclusions and excursions. Forward planning by the educating team should be conducted for these events.
- Monitor the use of recycled and reused art and craft resources such as empty boxes and containers.

Parents and/or guardians will be expected to:

- Give Educators a list of appropriate safe foods for menu planning purposes.

**Medication Records**
A medication record will be accurately completed when an auto-injector device has been administered.

*Families are encouraged to speak with the Program Director and educators if their child has been diagnosed with Anaphylaxis so a plan can be considered and developed.*
*Families with general questions are also asked to seek clarification. This may be in relation to food brought from home, donated craft materials etc…*
ASTHMA MANAGEMENT

Gladesville Primary School’s Outside School Hours Care Program recognises that asthma is a serious medical condition in children. As such, Gladesville Primary School’s Outside School Hours Care Program will ensure the implementation of individual children’s Asthma Management Plans and promote an awareness of asthma with all children. Gladesville Primary School’s Outside School Hours Care Program will also be vigilant in recognizing triggers for asthma in individual children. Part of this policy will acknowledge the importance of staff education as well as the collaboration and communication with, and understanding of families, educators and children.

On enrolment, children with asthma will be identified and a copy of their written Asthma Management Plan will be requested. This plan should be signed by the child’s medical practitioner.

The child’s Asthma Management Plan will be requested to be updated at least annually or as required.

Information and Awareness
Information will be available for families and children about asthma and asthma management.

Meetings with children will be held to answer any questions

Administration of Medication
A child diagnosed with asthma will have immediate access to their asthma medication in order to self-administer and self-manage their condition including on excursions and outdoors. Children diagnosed with asthma are encouraged to seek assistance from an Educator and to keep an Educator informed if they are or have recently been experiencing symptoms.

Medication will be administered as per the individual child’s Asthma Management Plan.

Families will be expected to provide their child’s asthma medication and to ensure that it accompanies their child every day.

Medication Records
A medication record will be accurately completed when asthma medication has been administered by an Educator or self-administered.

Children who are competently able to self-administer their own asthma medication will be asked to notify an Educator if they have self-administered. If possible, a child should seek supervision from an Educator and will be encouraged to do so.
**DIABETES MANAGEMENT**

‘Diabetes is the name given to a group of different conditions in which there is too much glucose in the blood. The pancreas either cannot make insulin or the insulin it does make is not enough and cannot work properly. Without insulin doing its job, glucose builds up in the blood leading to high blood glucose levels which cause the health problems linked to diabetes’. *(Diabetes Australia 2008)*

Gladesville Primary School’s Outside School Hours Care Service recognises that diabetes is a serious medical condition in children. As such, Gladesville Primary School’s Outside School Hours Care Service will ensure the implementation of individual children’s Diabetes Management Plans and promote an awareness of diabetes with all children. Gladesville Primary School’s Outside School Hours Care Service will also be vigilant in recognizing symptoms for hyper or hypo events in individual children. Part of this policy will acknowledge the importance of staff education as well as the collaboration and communication with, and understanding of families, educators and children.

**Parents and/or guardians will be responsible for:**

- Informing management and the director (lead educator) if their child has diabetes upon enrolment at the Service
- Reading the Services diabetes, first aid and medication policies
- Providing a copy of their child’s Diabetes Health Management Plan and Action Plan to the Service, ensuring it has been signed by a medical practitioner. The Plan should be reviewed and updated at least yearly.
- Working with their child’s educators to develop a Risk Minimisation Plan for their child
- Providing the Service with any resources or medication
- Communicating all medical and health information, relevant to their child, to management and staff of the Service
- Promptly communicating any changes to their child’s diabetes or any concerns about the current health of the child
- Where possible and depending on ability, encourage their child to learn about their medical condition and communicate to Service educators if they have been unwell.

**Educators (including all staff of Gladesville Primary School’s Outside School Hours Care Service) will be responsible for:**

- Ensuring they are aware of the Service’s diabetes policy
- Ensuring they undertake required professional development training
- Ensuring they are aware of the diabetes first aid and assistance procedures
- Ensuring that they can identify children in their care with diabetes and are able to locate where medication, resources and management, health and action plans are stored
- Developing a Risk Minimisation Plan for every child with diabetes, in consultation with the parents/guardians with advice, where necessary from the child’s medical practitioner to minimise hyper and hypo events.
- Identifying and minimising, where possible, diabetes triggers for children attending the Service
- Ensuring that children with diabetes are not discriminated against in any way
- Ensuring that children with diabetes are given every opportunity to participate in experiences safely and to their fullest abilities
- Promptly communicating to management, parents/guardians and other educators as needed, any concerns regarding the management of children with diabetes enrolled in the Service

**Communication Between Stakeholders**

It is essential that all stakeholders are honest and open when communicating about medical conditions including diabetes. The privacy principles and confidentiality will be maintained, but sound minimisation of triggers and the risks for children with diabetes requires communication between educators and each other as well as with families and children. Management will need to be notified as new information arises that may impact on the need to adjust policy or procedure.

Information relating to a child’s medical condition, including risk minimisation and communication plan, special medical plans, medication requirements will be shared with all relevant educators and volunteers and displayed in the designated area of prominence at the Service. This aims to ensure all practices and procedures are followed appropriately and as required. All children with any medical condition must be easily identifiable within the Service at all times.

**Medication Records**

A medication record will be accurately completed when required medication (such as insulin) has been administered by an Educator or self-administered.

*Families are encouraged to speak with the Program Director and educators if their child has been diagnosed with Diabetes so a plan can be considered and developed. Families with general questions are also asked to seek clarification.*
INFECTION CONTROL

Gladesville Primary School’s Outside School Hours Care Program acknowledges that infection control is made up of the following preventative elements:

- Effective hand washing
- Universal precautions and effective cleaning
- Exclusion of unwell persons and persons with infectious diseases

Handwashing

Educators will ensure handwashing facilities are clean and sanitary for the use by children and that there is an adequate supply of soap, water and paper towel/working hand dryers.

Educators will role model effective hand washing as well as educating children that they should wash their hands for a minimum of 15 seconds which is equivalent of singing happy birthday twice. Educators will supervise handwashing of children using the following method.

The following process is to be followed:

- Wet hands and use liquid soap to spread over hands
- Rub hands together to create foam
- Wash hands all over including the back of the hands and in between the fingers
- Rinse hands thoroughly to remove all the foam and germs
- Use paper towel or hand dryer to dry your hands thoroughly

Children will be encouraged to dry their hands effectively to prevent germs spreading effectively on the wet surfaces of hands.

Educators and children will be expected to wash their hands in the following circumstances.

- When arriving at the Program
- Before eating and handling food
- After using gloves
- After using the toilet
- After eating and drinking
- After coughing and sneezing
- After outdoor play
- After handling rubbish, animals and anything that could be contaminated by blood or body fluids.

Posters outlining effective hand washing will be displayed for both Educators and children throughout the Program to guide handwashing practice.
**Universal Precautions**

Gladesville Primary School’s Outside School Hours Care Program is committed to the health of all stakeholders of the service. Precautions are essential when dealing with blood and other body fluid, so strict procedures will be adhered to.

All Educators will follow universal precautions when dealing with blood and other body fluids.

- Blood spill kits are available to Educators and must be used to clean up blood and other body fluids.
- All spills will be mopped or cleaned up by Educators wearing gloves and using paper towel.
- All paper towel, gloves and any other cleaning cloths will be secured in a plastic bag after use and placed in an external bin with a lid (a bin away from children).
- Equipment exposed to blood and body fluid will be cleaned using hot soapy water as soon as possible. All areas exposed to blood or body fluids should be cleaned with hot soapy water and if practicable (and away from children), washed with a bleach solution.
- Educators and any children exposed to the blood or body fluids should wash their hands thoroughly after contact. Educators should wash their hands after the cleanup.
- Families will be informed if their child has been directly exposed to blood, vomit, urine or faecal matter of another person.

**Infectious Diseases**

Gladesville Primary School’s Outside School Hours Care Program will ensure that information about infectious diseases will be made available to families and Educators and that the minimum exclusion periods for infectious diseases will be observed. Gladesville Primary School’s Outside School Hours Care Program will observe notifications and information given by relevant authorities to ensure the wellbeing of Educators, children and families of the service.

The Program Director will ensure that relevant and current information for families about infectious diseases and minimum exclusion conditions and periods is available from the parent area of the service, within newsletters, posted notifications and on request.

The Program will have information available about immunization schedules and will also keep records of individual immunisation records on enrolment forms.

If children and/ or Educators are not immunised for certain infectious diseases, these children and/or Educators will be expected to be excluded from the Program as per exclusion periods ([Appendix 1-Minimum Period of Exclusion from Primary Schools and Children’s Services Centres for Infectious Diseases Cases and Contacts](#)).

The Program Director or Educators will notify families of any infectious diseases present within the program by notification on the front door and/or within newsletters.

Educators will monitor children for signs of illness. Families will be notified of any symptoms that their child may be showing of illness as soon as practicable.
The Program Director and Educators will ask families to refer children to their local doctor for diagnosis of a possible infectious disease. If a confirmation is made of an infectious disease, families are requested to inform the Gladesville Primary School’s Outside School Hours Care Program as soon as possible so reasonable precautions can be made to minimise the spread of any such disease.

Families should notify the Gladesville Primary School’s Outside School Hours Care Program of any illness, particularly infectious diseases so the spread of such infections can be minimised.

**IMMUNISATION AND IMMUNISATION RECORDS**

Gladesville Primary School’s Outside School Hours Care Program will keep accurate immunization records of all children and educating staff so as to be able to ensure the health and wellbeing of all stakeholders. Gladesville Primary School’s Outside School Hours Care Program will also ensure there is appropriate and current information available to families on immunisation schedules.

The Program Director will collect immunisation records for all children from parents and/or guardians through enrolment records on commencement of care and through a yearly update as part of re-enrolment procedures.

Parents are also asked to update any immunisation record on the enrolment form when their child/ren have been immunised.

**ADMINISTRATION OF FIRST AID**

Gladesville Primary School’s Outside School Hours Care Program understand the necessary of up to date first aid training and practices so first aid can be administered as quickly and as effectively as reasonable expected. Effectively first aid can only be carried out with fully stocked and appropriate First Aid kits which are easily accessible to first aiders.

Educators are required by duty of care to children and their colleagues to administer first aid as quickly as practicable so long as they are not endangering themselves and have conducted appropriate risk assessment ensuring they cannot see or predict a foreseeable risk.

First aid will be administered as quickly as practicable and in a hygienic manner.

On all occasions where first aid needs to be administered, a report will be compiled.
UNWELL CHILDREN AND ILLNESS

Gladesville Primary School’s Outside School Hours Care Program will ensure that children are monitored for illness and cared for when symptoms of illness are identified. Children will be comforted when unwell until they can be collected from the service. Effective infection control measures will be implemented to minimise any spread of the infection and/or illness.

Educators will contact parents and/or guardian in the event a child becomes ill at Gladesville Primary School’s Outside School Hours Care Program. It is requested that unwell children will be collected from the program for their own wellbeing.

Educators will monitor children for illness and symptoms of illness. Any symptoms will be recorded as part of an illness record and parents and/or guardians will be required to sign this record on collection of the child.

Educators will comfort and appropriately care for unwell children as well as ensuring that well children have minimal contact with unwell children.

Families will be asked to consider the following guidelines when making decisions to bring their child to care:

- A child with a fever should be kept at home until the fever cycle has passed and no further illness has incubated.
- A child with an acute illness requiring medication should be kept at home for 24 hours after the illness has passed.
- A child who has been vomiting or has had diarrhoea should be free from vomiting and/or diarrhoea for 24 hours before returning to care.
- A child who has been diagnosed with conjunctivitis should be kept away from the program until there is no discharge from the eye/s.

INCIDENTS, ACCIDENTS AND TRAUMA

Gladesville Primary School’s Outside School Hours Care Program recognises that children have the right to a secure and safe environment free from traumatic incidents. Risk assessment and monitoring will be implemented to reduce the risk of an accident, incident or traumatic event occurring. When an incident, accident or traumatic event occurs, specific procedures will be followed to prevent further issues.

Risk Assessment
Previous experience and records will be used to provide information about the possible risks associated with the Gladesville Primary School’s Outside School Hours Care Program. The Program Director and Educators will conduct regular risk assessment of experiences offered to children.
Supervision and Educators Responsibilities for Prevention
Educators will supervise children to monitor safety issues. Visual supervision will be conducted by Educators. If a supervision issue is identified, the Program Director and Educators will consult to find a suitable solution. Regular supervision discussions will be held as part of staff meetings to ensure all supervision concerns are discussed and appropriate solutions found.

Occurrence of an incident, accident or trauma
Educators will promptly administer first aid if an incident, accident or traumatic event occurs. Educators will ensure that any first aid administered is as effective as possible to prevent any further trauma or injury.

Parents and/or guardians will be informed of any injury or trauma to their child as soon as practicable. Parents and/or guardians will be informed immediately if medical aid or hospitalization is required.

Reporting Incidents, accidents and traumatic events
Educators will be responsible for ensuring that an accurate report ‘incident-accident report’ will be completed. If educators are unclear, they should seek guidance from the Program Director before completing this report as it is a legal document.

After the event
Counseling will be organised for Educators, children and/or families as required after any incident, accident or traumatic event.

The Program Director will investigate the event in order to take action to prevent similar incidents from occurring in the future.

**EMERGENCY MANAGEMENT PROCEDURES INCLUDING LOCKDOWN AND INTRUDER ALERT**

The personal safety and security of children and Educators while attending Gladesville Primary School’s Outside School Hours Care Program is paramount.

The Gladesville Primary School’s Outside School Hours Care Program has emergency procedures, which are known and practiced regularly by Educators and children. Parents are notified when a practice drill has occurred so they may discuss this with their children. Educators seek feedback from children after these events to ensure the procedures are appropriate and children feel emotionally comfortable and safe.

Policies cover events such as; medical emergencies, fire in a building or on school grounds, threats to Educators and children from intruders, external events, bomb threat, and toxic emissions.
The Program Director will ensure that this overview information is available to parents through newsletters and via the Parent Information Areas of the program as well and will be available to discuss procedures with families as required.

**SUN AND HEAT PROTECTION**

Gladesville Primary School’s Outside School Hours Care Program recognizes that a healthy balance of ultraviolet radiation (UV) exposure is important for health, yet too much of the sun’s UV can cause sunburn, skin and eye damage and skin cancer. Too little UV from the sun can lead to low vitamin D levels and vitamin D is necessary for the development and maintenance of healthy bones and muscles, and for general good health.

The following procedures outline the responsibilities of all stakeholders in the Gladesville Primary School’s Outside School Hours Care Program as collaboration is paramount to ensure this is an effective sun awareness and safety program. The OSHC program has referred to the ‘sample SunSmart policy for OSH services’ from the *Cancer Council of Victoria* in the development of these procedures, where SunSmart has encouraged services to incorporate all of the main points from their policy.

Educators will:

- encourage and assist children to be responsible for their own sun protection.
- aim to educate Educators about the procedures for sun protection between September 1st to April 30th in Victoria.
- supervise children to ensure there are a combination of sun protection measures available to be used.
- role model sun protection strategies.

Sun Protection measures include

**Healthy Physical Environment**

**Seek shade**

- Sufficient areas are available that supply shade including areas where shelters and trees provide shade and a shade audit is conducted regularly (each year as policy is reviewed).
- Meaningful leisure experiences are risk assessed ensuring sufficient shade is available.
- The school council makes sure there is a sufficient number of shelters and trees providing shade in the school grounds particularly in areas where children congregate.
- The availability of shade is considered when planning all other outdoor activities and excursions.
- Children are encouraged to use available areas of shade when outside.
- Children who do not have appropriate hats or outdoor clothing are asked to play in the shade or a suitable area protected from the sun.
Healthy Social Environment

**Slip on sun protective clothing:**
- Sun protective clothing is included in our school uniform / dress code and sports uniform. School clothing is cool, loose fitting and made of densely woven fabric. It includes shirts with collars and elbow length sleeves, longer style dresses and shorts.
- Rash vests are encouraged for outdoor swimming.

**Slap on a hats-**
- Children will need to wear school approved hats that protect their face, neck and ears whenever they are outdoors.

**Slop on sunscreen-**
- SPF 30+ broad spectrum, water resistant is available for children to use. Families may supply their own sunscreen if children have sensitivities, otherwise parents and/or guardians will be asked to sign permission for Educators to apply sunscreen on their child’s skin.
- Sunscreen will be applied at least 20 minutes before going outdoors. Children arriving when all children are already outdoors will be encouraged to play undercover and/or in shaded areas.
- Sunscreen must be reapplied every two hours if children are outdoors and children will be reminded
- With parent consent, children with naturally very dark skin are not required to wear sunscreen to help with their vitamin D requirements.

**Slide on sunglasses (suggested to families)-**
- Families will be encouraged to supply children with close fitting wrap-around sunglasses that meet Australian Standard 1067 (Sunglasses: Category 2, 3 or 4) and cover as much of the eye area as possible.
- During the periods of May 1\textsuperscript{st} to August 31\textsuperscript{st}, reasonable risk assessment measures will be taken to ascertain whether sun protection measures need to be engaged such as prolonged outdoor play opportunities.

During the periods of May 1\textsuperscript{st} to August 31\textsuperscript{st}, reasonable risk assessment measures will be taken to ascertain whether sun protection measures need to be engaged such as prolonged outdoor play opportunities.
SMOKE FREE ENVIRONMENT

Gladesville Primary School’s Outside School Hours Care Program will ensure that children will be able to engage in play and leisure experiences in an environment free of cigarette smoke and passive smoking.

Signs will be posted to remind all stakeholders that the Program is a smoke free environment.

Educators will respectfully ask and discourage those smoking on school grounds.

SAFE AND SECURE VENUE

Gladesville Primary School’s Outside School Hours Care Program acknowledges that the security of children, Educators, family members and visitors is of primary importance while at the service. All persons have the right to feel safe and secure at Gladesville Primary School’s Outside School Hours Care Program.

The Program Director, Educators, children and maintenance persons work together to ensure that the venue grounds and all equipment and furnishings used by the program are checked regularly, and are maintained in a safe, clean, hygienic condition and in good repair at all times.

All stakeholders are encouraged to report any issues within the venue grounds and any issues with equipment and furnishings.

The Program Director and Educators in consultation with children, ensure the temperature of the environment is adequate and comfortable. Appropriate heating, ventilation and lighting is provided at Gladesville Primary School’s Outside School Hours Care Program. Safety guards are positioned and fitted to heating and cooling units for the protection of children. Heating and cooling systems are regularly checked as part of the Gladesville Primary School’s Outside School Hours Care Program’s maintenance program.

Lighting outdoors is activated when the program is required to open and/or close after dark or before dawn.

All emergency exits are clearly identified and children are aware of their purpose. Fire Safety equipment is also accessible to staff and checked as part of the maintenance program.

A telephone is accessible at the program at all times for incoming and outgoing calls and mobile phones are used for excursions.

Regular attendance counts are conducted as part of supervision to ensure all children are accounted for while at the Gladesville Primary School’s Outside School Hours Care Program.

A minimum of two Educators will undertake closure procedures.
APPENDIX 1 - MINIMUM PERIOD OF EXCLUSION FROM PRIMARY SCHOOLS AND CHILDREN’S SERVICES CENTRES FOR INFECTIOUS DISEASES CASES AND CONTACTS

Statutory rule

A person in charge of a primary school or children’s services centre must not allow a child to attend the primary school or children’s services centre for the period or in the circumstances:

A. specified in column 2 of the Table in Schedule 7 if the person in charge has been informed that the child is infected with an infectious disease listed in column 1 of the Table in Schedule 7; or

B. specified in column 3 of the Table in Schedule 7 if the person in charge has been informed that the child has been in contact with a person who is infected with an infectious disease listed in column 1 of the Table in Schedule 7.

The person in charge of a primary school or children's services centre, when directed to do so by the Secretary, must ensure that a child enrolled at the primary school or children's services centre who is not immunised against a vaccine preventable disease (VPD) specified by the Secretary in that direction, does not attend the school or centre until the Secretary directs that such attendance can be resumed.

(Note VPDs are marked in the table with an asterisk (*). Contact the Department on 1300 651 160 for further advice about exclusion and these diseases.)

Schedule 7 Minimum Period of Exclusion from Primary Schools and Children's Services Centres for Infectious Diseases Cases and Contacts (Public Health and Wellbeing Regulations 2009)

In this Schedule, medical certificate means a certificate of a registered medical practitioner.

<table>
<thead>
<tr>
<th>Condition</th>
<th>Exclusion of Cases</th>
<th>Exclusion of Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amoebiasis (Entamoeba histolytica)</td>
<td>Exclude until there has not been a loose bowel motion for 24 hours.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Campylobacter</td>
<td>Exclude until there has not been a loose bowel motion for 24 hours.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Chickenpox</td>
<td>Exclude until all blisters have dried. This is usually at least 5 days after the rash appears in unimmunised children, but may be less in previously immunised children.</td>
<td>Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded.</td>
</tr>
<tr>
<td>Condition</td>
<td>Exclusion of Cases</td>
<td>Exclusion of Contacts</td>
</tr>
<tr>
<td>------------------------------</td>
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</tr>
<tr>
<td>Conjunctivitis</td>
<td>Exclude until discharge from eyes has ceased.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Diarrhoea</td>
<td>Exclude until there has not been a loose bowel motion for 24 hours.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Diphtheria</td>
<td>Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later.</td>
<td>Exclude family/household contacts until cleared to return by the Secretary.</td>
</tr>
<tr>
<td>Hand, Foot and Mouth disease</td>
<td>Exclude until all blisters have dried.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Haemophilus influenzae type b (Hib)</td>
<td>Exclude until at least 4 days of appropriate antibiotic treatment has been completed.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Hepatitis A</td>
<td>Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Hepatitis B</td>
<td>Exclusion is not necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Hepatitis C</td>
<td>Exclusion is not necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Herpes (&quot;cold sores&quot;)</td>
<td>Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Condition</td>
<td>Exclusion of Cases</td>
<td>Exclusion of Contacts</td>
</tr>
<tr>
<td>---------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Human immuno-deficiency virus infection (HIV/AIDS)</td>
<td>Exclusion is not necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Impetigo</td>
<td>Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Influenza and influenza like illnesses</td>
<td>Exclude until well.</td>
<td>Not excluded unless considered necessary by the Secretary.</td>
</tr>
<tr>
<td>Leprosy</td>
<td>Exclude until approval to return has been given by the Secretary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Measles*</td>
<td>Exclude for at least 4 days after onset of rash.</td>
<td>Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case, or received NHIG within 144 hours of exposure, they may return to the facility.</td>
</tr>
<tr>
<td>Meningitis (bacteria - other than meningococcal meningitis)</td>
<td>Exclude until well.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Meningococcal infection*</td>
<td>Exclude until adequate carrier eradication therapy has been completed.</td>
<td>Not excluded if receiving carrier eradication therapy.</td>
</tr>
<tr>
<td>Mumps*</td>
<td>Exclude for 9 days or until swelling goes down (whichever</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Condition</td>
<td>Exclusion of Cases</td>
<td>Exclusion of Contacts</td>
</tr>
<tr>
<td>-----------</td>
<td>-------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td><strong>Pertussis</strong>&lt;sup&gt;*&lt;/sup&gt; (whooping cough)</td>
<td>Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment.</td>
<td>Contacts aged less than 7 years in the same room as the case who have not received three effective doses of pertussis vaccine should be excluded for 14 days after the last exposure to the infectious case, or until they have taken 5 days of a course of effective antibiotic treatment.</td>
</tr>
<tr>
<td>Poliomyelitis&lt;sup&gt;*&lt;/sup&gt;</td>
<td>Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Ringworm, scabies, pediculosis (head lice)</td>
<td>Exclude until the day after appropriate treatment has commenced.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Rubella (german measles)</td>
<td>Exclude until fully recovered or for at least four days after the onset of rash.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Salmonella, Shigella</td>
<td>Exclude until there has not been a loose bowel motion for 24 hours.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Severe Acute Respiratory Syndrome (SARS)</td>
<td>Exclude until medical certificate of recovery is produced.</td>
<td>Not excluded unless considered necessary by the Secretary.</td>
</tr>
<tr>
<td>Streptococcal infection (including scarlet fever)</td>
<td>Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Tuberculosis</td>
<td>Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Condition</td>
<td>Exclusion of Cases</td>
<td>Exclusion of Contacts</td>
</tr>
<tr>
<td>----------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Typhoid fever (including paratyphoid fever)</td>
<td>Exclude until approval to return has been given by the Secretary.</td>
<td>Not excluded unless considered necessary by the Secretary.</td>
</tr>
<tr>
<td>Verotoxin producing <em>Escherichia coli</em> (VTEC)</td>
<td>Exclude if required by the Secretary and only for the period specified by the Secretary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Worms (Intestinal)</td>
<td>Exclude until there has not been a loose bowel motion for 24 hours.</td>
<td>Not excluded.</td>
</tr>
</tbody>
</table>

PARENT/ GUARDIAN ACKNOWLEDGEMENT

I have received a Gladesville Primary School’s Outside School Hours Care Program’s:

☐ Enrolment form
☐ Family Handbook

(Please indicate with a tick)

I have read, and agree to abide by Gladesville Primary School’s Outside School Hours Care Program’s policies and procedures as detailed in the Family Handbook. I understand that I am required to seek clarification of any policies and procedures if needed from the Program Director before I sign this acknowledgement.

I have completed the enrolment form honestly and to the best of my knowledge. I understand I must contact the Program immediately if any information detailed on this form changes.

Parent/ Guardian’s name: _________________________________________
Parent/ Guardian’s signature: _______________________________________
Date signed ___/___/___

The Program Director’s name: _________________________________________
Program Director’s signature: _________________________________________
Date signed ___/___/___

Office use only

Date form received at Gladesville Primary School’s Outside School Hours Care ___/___/___
Form collected by ______________________________
Form submitted by ____________________________