Armadale Primary School
OOSHC Policies & Procedures

Armadale Primary School

OUT OF SCHOOL HOURS

PROGRAM

POLICY HANDBOOK

2008
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Introduction

The Armadale PS Out of School Hours Program is held in the Pedrina Hall (Multi-Purpose Building) of Armadale PS, Densham Road, Armadale. We are sponsored by the Armadale PS School Council and must report all changes to the council through a management sub-committee for ratification. The service has Commonwealth funding to provide 75 places at After School Care, 25 places at Before School Care and 45 places at Vacation Care.

Hours of Operation are:
- After School Care – 3.30pm – 6.00pm
- Before School Care – 7.00am – 8.45am
- Vacation Care – 8.00am – 6.00pm

Philosophy

The philosophy of the Armadale PS Out of School Hours Program is a continuing plan to provide affordable childcare for primary aged children that is of the highest standard possible, community based and meets the abilities, interests and needs of each child in an environment that is creative, inclusive, stimulating, friendly, safe and secure during all components of the program. This is a philosophy whose goals and aims are reviewed annually to ensure that it is being closely followed and remains suitable to the program’s needs.

The major goal is creating an environment that promotes free choice while offering various structured activities based on the importance of interpersonal and intrapersonal development of the important phase of middle childhood development. The service aims to treat all children equally and show no discrimination towards children or families that have additional needs, diverse cultures or different beliefs.

At all times our program aims to respect the wishes of all families that attend the program and endeavours to maintain a working relationship which respects the philosophy of each family in appreciation of the program’s goals.

As we are a community-based non-profit organisation we place the highest value on input from all children, family, staff and community resources that interact with the program and attempt to adopt all reasonable ideas into a program that is safe, flexible, friendly and promotes respect, individuality, health and well being.

Service History

The Armadale PS Out of School Hours program has been operating since 1990. The program has grown with time and has adapted to the needs of modern life. Opening as a small program that consisted of 15 places at After School Care, the program then expanded to incorporate further programs such as Before School Care, Curriculum Day Care and a Vacation Care program. We pride ourselves on having offered a variety of structured routines in addition to programs like pottery, drama, homework assistance and a variety of sporting clubs ranging from self-defence to tennis and little athletics. The change of service has been reflected in the venue of Pedrina Hall, beginning life as a temporary hall it has developed into an integral aspect of Armadale Primary School. From being an ordinary multi-purpose building it has evolved into a warm and friendly environment that caters for a variety of school based activities and none more so important to the school community than our OOSH program.

This handbook outlines the philosophy and all functions of the program. Policies, procedures and routines are an integral part of a successful program and the most important aspects are the children and their families.

Management Structure

The Armadale PS OOSHC program is sponsored by the Armadale PS School Council and has the following flow:

- Service Users (children and families)
  - Program Assistants
  - Program Assistant Supervisor
  - Program Coordinator
  - Resources Sub-committee
  - School Council

POLICY

Access to the Armadale Primary School Out of School Hours Program is open to all children attending primary school. During the school terms the centre is open for Before School Care (7am – 8.45am) and After School Care (3.30pm – 6.00pm) and is available to all registered students of Armadale Primary School. To guarantee a permanent place in either component of the program it is recommended that families make a permanent booking at the beginning of each school term. The centre also provides care during all term breaks in the form of Vacation Care (8am – 6pm) and on the School’s four selected Curriculum Days (8am – 6pm). Access to this program is available to all primary school aged children based on the services Priority of Access Guidelines.
1.1 EQUAL OPPORTUNITY

POLICY

Armadale PS OOSHC will ensure all staff realise each children’s full potential, regardless of sex, race or social origin and that this is reflected in the children’s program and policy development.

PROCEDURE

- For all OOSHC staff to be aware of the way in which they interact with individual children, in regards to language, attitudes, assumption and expectations:
  - Through positive role modelling.
  - Through the use of resource materials that are not stereotypic.
  - Equal opportunities are given to both boys and girls to develop their full potential.
  - All learning experiences provided are accessible to all children.
  - All OOSHC staff need to show sensitivity to the child’s upbringing and attitudes of diverse cultures and discuss the value of various learning experiences with parents when necessary.
  - All OOSHC staff actively encourage all children to show empathy and healthy assertiveness regardless of gender.
  - Care is taken when choosing videos for child viewing.

* For further information please refer to the Armadale PS Equal Opportunity Policy (2001) available in the OOSHC and School office.

1.2. ENROLMENT AT THE CENTRE

1.2.1 Enrolments

- Enrolment of the child/ren will be accepted as per the Priority of Access Guidelines as outlined below. Enrolments can only be accepted with the completion of an official enrolment form arriving at the centre prior to the child/ren attending the centre on their first day.

1.2.2 Priority of Access

- Armadale PS OOSHC follows the Priority of Access guidelines in accordance with Community Based – Outside School Hours Care Handbook July 2000.
- In accordance with Community Based – Outside School Hours Care Handbook July 2000. enrolments will be prioritised as follows:
  - Priority 1 – a child at risk serious of abuse or neglect.
  - Priority 2 – a child of a single parent family who satisfies, or of parents who both satisfy the work/training/study test under section 14 of the Family Assistance Act.
  - Priority 3 – any other child. Within these categories priority should also be given to the following children:
    - Children in Aboriginal and Torres Strait Islander families.
    - Children in families which include a disabled person.
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OOSH Policies & Procedures

- Children in families on low incomes
- Children in families with a non English speaking background
- Children in socially isolated families
- Children of single parents.
- **Holiday Program** – follows the same priority except that Armadale PS families have priority over families from outside Armadale PS.
- There are some circumstances in which a child who is already in the service may be required to leave the service to accommodate a child from the priority list.
- Priority must be given to a child that is attending the school over a child that has not yet commenced.
- A child can only be required to leave the OOSH program if the family was informed of this possibility on enrolment and is given at least 14 days notice.

1. **ENROLMENT PROCEDURE**

1.3.1 Enrolment Forms
- To be able to attend programs at the centre the child needs to be attending primary school. An enrolment form must be completed in full prior to the child attending. Enrolment forms are available at the Centre on request.
- Enrolment forms are required to be filled out and returned to the centre prior to the child/ren commencing care.
- Enrolment forms must be filled out twice a year to guarantee enrolment. Although families will still be accepted based on an enrolment form being submitted at the beginning of the year it is strongly recommended that a new form is submitted at the beginning of term 3 to ensure all information is correct and up to date.
- Enrolment forms are always available at the centre.

1.3.2 Updating information
- It is the parent’s responsibility to notify the centre of any change of address or phone numbers whether home, work, or emergency contact. It is of utmost importance that the centre be able to contact you quickly should the need arise.

1.3.3 Confidentiality
- All information regarding families and staff shall be kept in a locked filing cabinet with access only being available to the Armadale PS OOSH coordinator, assistant coordinator and school business manager.
- No information is to be disclosed to a second party without the express permission of the person concerned.

1.4 **WAITING LIST**
- Waiting lists are kept when the number of children requiring care exceeds the number of places available.
- Waiting list priority is as follows:
  - Priority of access guidelines are followed -
  - Children at risk of abuse or neglect.
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- Families in Crisis
- Recognised work or work related commitments.
- Children with siblings already attending the centre.
- Families not already registered with the centre.
- Families that do not fall into the priority of access guidelines may be asked to give up their place at the centre if a family registers that is of high priority on the priority of access guidelines. This will happen with two weeks written notice given to the families that are being asked to relinquish their place.

1.5 EXCLUSION OF CHILDREN

DISCIPLINARY POLICY
It is the aim of this centre to provide a safe and caring environment for all children who attend.

The following is a copy of the disciplinary policy for Armadale PS OOSHC

Unacceptable behaviour:
1. Physical abuse of other children staff or centre participants
2. Verbal abuse of other children, staff or other centre participants.
3. Misuse of equipment or facilities.
4. Failing to follow direction from staff.

Discipline will be as follows:
1. Verbal communication with the child.
2. Isolation of child.
3. Contact with parent.

After three contacts with parents/guardians, the parents/guardian will be requested to remove the child from the program. Length of removal from program will depend on the severity of unacceptable behaviour.

If parents have any questions please direct them to the supervisor on at all times.

1.6 ATTENDANCE RECORDS

1.6.1 Signatures
- Parents are required to sign children in and out individually each time that they attend the centre.

1.6.2 Absences
- Parents are required to contact the centre if the child WILL not attend the program on one of the nominated day.
- If the parent does not inform the centre of a cancellation during the Holiday Program period and the place is unable to be filled the family will incur the full fee payable.
1.6.3 Child Care Benefit
- Families may be eligible for some form of childcare benefit (CCB). For further information on this benefit contact the Family Assistance Office on 13 61 50 or speak to the service coordinator.

1.7 AUTHORISATION FOR COLLECTING CHILDREN

1.7.1 Authorised persons
- Only persons authorised by parents on the enrolment form may collect there children from the centre.
- If the person is unknown to the staff at the centre the person collecting must produce photo I.D. or 2 forms of I.D. that has there name and address on it.
- If the staff remain unsure of the person, they then must contact the parents prior to releasing the child to ascertain that the person you have at the centre is able to collect the child.
- Children will not be released into the care of anyone who is unable to produce suitable I.D. and is not on the contact/authorised person’s list.
- Parents may add or remove persons from the list at any time. To update information please talk to the centre coordinator.

1.7.2 Collection of children
- Parents are required to collect their child from the centre no later than 6pm on any day. If the parent is unable to collect the child by 6pm they must contact the centre to notify the staff. Alternative arrangements for collection will be required to be made and the staff must also be notified of this.
- If someone other than the person who normally collects the child is doing so please supply the staff with the name, telephone number and a brief description of the person and the parent will need to inform the person collecting the child that they will require PHOTO ID before they will be permitted to remove the child from the centre.
- If no contact has been made with the centre prior to 6pm the emergency contact person will be contacted to collect the child from the centre and a late fee will be charged until the arrival of the emergency contact person.

1.7.3 Required notification to the centre of custodial parents
- If custodial requirements of the child/ren changes parents or authorised persons must contact the centre immediately so that appropriate changes to documentation can be made.
- A copy of any custody papers or changes to custody papers must be produced and are confidentially kept on file.

1.7.4 Release of children
- If someone other than the person who normally collects the child is doing so please supply the staff with name, telephone number and a brief description of the person and the parent will need to inform the person collecting the child that they will require PHOTO ID before they will be permitted to remove the child from the centre.
1.8 LATE COLLECTION

1.8.1 Payment of late fees
- A late collection fee of $10 per child for the first 15 minutes and $1 for every minute thereafter will be imposed to cover staff costs if a parent or carer is late.

1.8.2 Advising the centre of lateness
- Parents are required to collect their child from the centre no later than 6pm on any day. If the parent is unable to collect the child by 6pm they must contact the centre to notify the staff. Alternative arrangements for collection will be required to be made and the staff also notified of this.
- If someone other than the person who normally collects the child is doing so please supply the staff with name, telephone number and a brief description of the person and the parent will need to inform the person collecting the child that they will require PHOTO ID before they will be permitted to remove the child from the centre.
- If no contact has been made with the centre prior to 6pm the emergency contact person will be contacted to collect the child from the centre and a late fee will be charged until the arrival of the emergency contact person.

1.8.3 Contacting parents
- The Centre coordinator or the supervisor on duty will contact the parents/guardians when the need arises to discuss any matters pertaining to the care of their child/ren.

1.8.4 Procedure if a child is not collected after closing time
- If no contact has been made with the centre prior to 6pm the emergency contact person will be contacted to collect the child from the centre and a late fee will be charged until the arrival of the emergency contact person.

1.8.5 Cancellation of care
- Parents are required to contact the centre if the child WILL not attend the program on one of the nominated day. If the parent does not inform the centre of a cancellation during the Holiday Program period and the place is unable to be filled the family will incur the full fee payable.

1.8.6 Extra care requirements
- **Before School Care.** If parents require care for before school it would be advantageous to contact the centre prior to bringing your child. If this is not possible please ensure that you fill in the attendance sheet and speak to the program leader on arrival.

- **After School Care.** If care is required for after school care on days other than those nominated parents are recommended to contact the centre prior to 3.20pm on the day that care is required so that the child is able to be enrolled for that day.
The service also offers the opportunity to alert any child/ren that have been booked in during the day to be announced over the PA system throughout the school at 3.25pm.

- Normal fees will be incurred.
- If a child attends the centre and the centre has not been contacted the parent will be contacted immediately for confirmation that the child should be attending or for alternative caregivers to be informed of their whereabouts.

1.9 FAMILY ACCESS

1.9.1 Communication with families
- If parents have any questions please direct them to the coordinator or supervisor on duty at all times.

1.9.2 Concerns regarding children
- If parents have any questions please direct them to the coordinator or supervisor on duty at all times.
- If the coordinator or supervisor of the program has any concerns regarding the child/ren in care the coordinator will contact the parents at an appropriate time.

1.9.3 Visiting the centre
- All persons visiting the centre and not having dealings with the OOSHC are not permitted to enter the area used by the program unless accompanied by the centre coordinator, school staff member, centre staff member or parent..

1.9.4 Custodial issues
- If a parent is experiencing problems associated with custody and access, please discuss this with the Program Coordinator. A copy of current custody orders is required for our files and the centre will do its utmost to abide by them.
- If there is any problem with custody orders or their implementation it is the responsibility of the parent to notify the centre or program leader of any changes to court orders.

1.10 VISITORS

1.10.1 Children’s program
- Visitors to the program must be supervised by a staff member at all times and not left alone with the children.
- Any visitor to the program that is unwilling to comply with staff supervision will be asked to leave the program area.

1.10.2 Student placements
- Student placements are encouraged via registered childcare providers or local educational institutions.
- Student placements or their educational facility must provide the community centre with a copy of the student’s police check and any other relevant documentation.
Students are encouraged to participate in the planning process for all programming.

1.10.3 Volunteers
- Volunteers are encouraged to participate in the Out of School Hours Program.
- Volunteers must provide the centre with a copy of their police check, working with children check and/or any other relevant documentation.
- Volunteers are encouraged to participate in the planning process for all programming.

1.10.4 Unwelcome visitors
- Unwelcome visitors will be asked to leave the centre immediately.
- If they do not comply with this request then the coordinator is called.
- If this is unsuccessful then the centre will remove the children to a secure location within the building and the police called.

1.10.5 Professionals and officials
- Professionals on official business within the centre will be allowed but will be supervised by the coordinator at all times.
- Professionals and officials must immediately report to the centre coordinator or supervisor on duty.
- If a professional must interview a child then the coordinator must be present. If this is not possible due to the nature of the interview then they must stay outside the room and remain close by.

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For Review September 2008
2. CHILD ABUSE OR NEGLECT

POLICY
Armadale PS OOSHC will ensure that if there is a belief that a child is in need of protection from physical or sexual abuse that, as a professional, it is duty of care to report the situation to a superior or in turn Child Protection Victoria.

2.1 Information about child abuse or neglect
The following is a list of persons who are referred to as mandated notifiers.
Under section 64(1) of the Children and Young Persons Act 1989, any person may notify any instance of possible or known child abuse. However under the new section 64(A), the following people are obligated by law to notify Child Protection Victoria if they believe, based on reasonable grounds, that a child is in need of protection because the child has suffered, or is likely to suffer significant harm as a result of physical injury or sexual abuse and the child’s parents have not protected, or unlikely to protect the child from such harm:

- Legally qualified medical practitioners.
- Registered psychologists. Registered nurses.
- Registered preschool, primary and secondary teachers and principals.
- Operators and owners of children’s services centres.
- Employees of children’s services centres who have post-secondary qualifications in the care, education or minding of children.
- Social workers, youth workers or welfare workers that work in health, education, welfare or community services fields.
- Persons working as youth and childcare officers for the Department of Health and Community Services.
- Members of the Police force
- Parole officers and probation officers.

2.2 Employer and employee responsibilities
- Your identity as a notifier will remain confidential under the Children and Young Persons Act.
- You must make your report without unnecessary delay.
- You are required to report each time you become aware of any further reasonable grounds for your belief.
- You do not have to be able to prove that the abuse has occurred.
- To ensure that the report was made promptly and that all grounds were included in the notification.
- It is your personal responsibility to report your belief – it is not the responsibility of your supervisor or senior.
2.3 Strategies for a child protective environment.
- No unauthorised persons shall be permitted to enter the Out of School Hours area whilst a session is in progress unless accompanied by an OOSHC or school staff member or parent of a child attending the program.

2.4 Guidelines for managing critical incidents.
- The Program coordinator in conjunction with the senior school staff shall handle critical incidents with all necessary input from the staff involved.
- Always believe the child.
- Maintain confidentially at all times.
- Record any suspected incident in detail.
- Refer directly to the coordinator as soon as possible.
- Record the date, time and description of the indicators in unbiased language to be placed on file.
- The program coordinator is to check if there are any other incidents on file.
- Staff are to maintain observations of the child and/or report to the Child Protection Unit.

2.5 Information that is required.
- The child's name, age address and present location.
- Factual reasons for report. Be specific.
- Names of agencies involved with child.
- Best time to find family at home.
- Whether the family know the report is being made.
- Seek support from coordinator to debrief.

2.6 Key agencies.
- Department of Human Services Protective Services Unit.

2.7 Training
- Training in recognising indicators of child abuse.
- Training is available to all staff members regarding mandatory reporting of suspected cases of child abuse and what constitutes child abuse.

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For Review September 2008
3. CHILDCARE FEES

As of printing fees are as follows:

- After School Care - $9.00*
- Before School Care - $5.00*
- Vacation Care - $40.00*

* Full amount payable without Child Care Benefit reduction

3.1 Invoices
- All invoices are addressed to the custodial parent/guardian.
- All invoices are dated, itemised and contain records of previous payments and childcare benefit percentage if applicable.
- All invoices contain the previous fortnight’s usage.
- Invoices are printed on Mondays on a fortnightly basis. Invoices are distributed to the classroom teacher of each child (the older sibling if there is more than one child in care) at 3.00pm and then given to the child at 3.30pm to be put in their bags and passed to their parent/guardian.

3.2 Payment of Fees
- Cheque, money order, cash or credit cards are all available as forms of payment. Credit card payment slips are available on the bottom of each invoice or at the service.
- Fees are to be paid in retrospect according to the amount due on the invoice. Fees may be submitted directly to the coordinator (or supervisor on duty) or to the school office. All cheques are to be made payable to Armadale Primary School.
- Fees will be credited to each families account as soon as is practical with the payment date printed on the next period’s invoice.
- Because no cash is kept on the premises when paying cash change is unavailable. If a cash payment is made greater than the amount due the account will be in credit.
- Vacation care fees must be paid in full before a child’s enrolment can be processed.

3.3 Banking of Fees
- The program coordinator processes and records all payments.
- All other OOSHC staff are to refer all financial matters during the program to the program coordinator.
- The Armadale Primary School Business Manager will bank all payments.

3.4 Confidentiality
- All details pertaining to individual families accounts and all completed forms and any correspondence will be treated confidentially and stored appropriately.
- Families will only have access to their own individual accounts.
3.5 Non-Attendance

- Parents/guardians are required to contact the service if their child will not be attending the OOSH on a nominated day.

3.6 Child Care Benefit (CCB) Application

- Armadale Primary School OOSH will comply with the Commonwealth Government requirements to be an approved Childcare Benefit Service. The guidelines for claiming and administering Childcare Benefit as directed in the Commonwealth Handbook will be followed.
- It is the parent/guardian’s responsibility to complete and lodge the Childcare Benefit application with the Family Assistance Office. Childcare benefit cannot be deducted from family fees until an assessment notice has been received at the centre from the Family Assistance Office, parents are required to apply for each type of care offered at the centre that is CCB eligible i.e. Combined OOSH (Before School Care and After School Care) and Vacation Care.
- Childcare benefit applications are available at the centre.
- The service will provide accurate up to date information to families regarding CCB and how to apply for it. The centre will ensure that CCB is administered according to the family’s assessment notice and the Commonwealth Government Handbook.
- Families will only be eligible for CCB if the childcare attendance records are accurately completed and signed by the parent/guardian or other responsible adult, and any other eligibility requirements are met.
- FAO percentages are received by the centre weekly therefore if the centre has not received the assessment notice by the time accounts are sent out the family will be billed for the full amount and the percentage will be backdated with the next account if the commencement date falls within this time period.
- Any overcharging due to the above will be credited to the next account
- Armadale PS OOSH will keep families informed of CCB by printing the applicable CCB percentage on each invoice.
- All new families will be advised of how to apply for CCB to the FAO upon enrolment.
- All families are made aware that CCB and Declaration Forms are legal documents and it is a criminal offence to give false information.
- All disputes regarding CCB parentages must be dealt with by the parent through discussion with the FAO.
- Parents/guardians will be notified of any relevant changes through notices in the programs newsletter and notice boards.
- Families will be charged full fee when no assessment notice has been received.
- All documentation is to be kept for the time specified and is to be made available to Commonwealth Officers on request.
- All CCB percentages remain strictly confidential and are only viewed by the centre coordinator and family concerned.
3.7 Up to date information for families about Child Care Benefit

- Up to date information will be available to all families about Childcare Benefit.
- Information will be available through newsletters, verbal communication and printed literature in the sign in/out area.

3.8 Immunisation requirements

- Parents are required to show a certificate of immunisation upon enrolment to the school which meets the Commonwealth Government immunisation requirements.

3.9 Attendance records

- Attendance records will be kept up to date both on the computer and the sign in/out sheets that are required to be filled in daily by parents/guardians/responsible person.

3.10 Keeping of records

- All records will be kept in the service office and only accessed by the program coordinator.
- Computerised records will be strictly confidential and only accessed by the program coordinator.

3.11 Families affording fees

- Armadale PS OOSH supports a fee system that is affordable and accessible to all families and that also ensures that the program remains viable as a non-profit organisation.
- Families suffering financial hardship or difficulties can write or speak with the program coordinator to discuss in confidence care and payment options available to them.

3.12 Overdue Fees

- If accounts continue to be outstanding for 4 weeks the centre coordinator will refer the debt to the school’s Business Manager and/or committee of management and reserves the right to terminate care until fees are paid in full.
4. CHILDREN’S PROGRAM

4.1 Who is responsible
- The program coordinator in conjunction with the program staff is responsible for the day to day running of the Out of School Hours Programs.

4.2 Staff training
- Staff training whether in house or out sourced will be made available to all staff members.
- Staff are encouraged to request any training as long as it remains consistent with the philosophies of the program.

4.3 Guidelines
- The National Standards set out for Out of School Hours Care will be adhered to at all times in conjunction with the Quality Assurance Program governed by the N.C.A.C.

4.4 Balanced programming
- The Out of School Hours Program will balance the programs offered to ensure that each individual child’s needs are met.
- The program will take into account the cultural diversity of all children and families attending the program. Each child’s physical and intellectual ability will be respected as will the importance and value of free play through middle childhood and positive development through active socialisation.

4.5 Parent input
- Parent input to the program is actively encouraged through informal discussion and submissions to the parent suggestion box.

4.6 Religion
- All families will be treated equally regardless of religion.
- All families’ religious beliefs will be taken into consideration when preparing food for the children to consume at afternoon tea.
- Food preparation and the type of food served will be modified to account for religious differences within the program.
- Family’s religious beliefs will be taken into consideration when organising activities for the children to participate in.
- Activities will be modified to account for religious differences within the program.
4.7 Cultural Differences
- Families’ cultural differences will be taken into account when preparing activities for the program.
- Families’ cultural differences will be taken into account when preparing food to be served at the program.
- Each culture at the program will be embraced with displays of different cultures being places around the program room.
- Activities presented to the children will cater for the different cultures of the children within the services.

4.8 Gender Bias
- All families and children attending the program will be treated equally regardless of their gender as an individual or as a family unit.

4.9 Choices for children
- Children will be given a range of activities to choose from when attending the Out of School Hours Programs conducted at the centre.
- All children’s choices will be for indoor and outdoor activities that are appropriate for age and abilities of the children.
- The program will place the highest of importance on free play and the positive development through the important stage of middle childhood.
- Children will be asked for input into the types of activities that they would like to participate in through informal discussion and a suggestion box.
- Children’s choices will be implemented as soon as possible into the program dependant on the availability of equipment and appropriateness of the activities suggested.
- If the child/ren suggest an activity that is inappropriate for use at the program the staff will discuss with the children the reasons for the activities inappropriateness and discuss modifications that may be available to be able to introduce the activity.

4.10 Supervision
- Children will be supervised at all times abiding by the relevant National Standard.
- The staff ratio for centre based programs is 1 staff member for each 15 children in care or part thereof with there always being a minimum of 2 staff members on duty at one time.
- The staff ratio for excursions is 1 staff member for every 8 children in care.
- The staff ratio for water based excursions is 1 staff member for every 5 children or part thereof.

4.11 Communicating with children
- Children will be treated with respect at all times.
- Appropriate behaviour will be rewarded with praise from the staff and other children.
• Inappropriate behaviour will be discussed with the child/ren concerned and ways of dealing with inappropriate behaviours will be sought from staff members, the child/ren concerned, parents and professionals.
• Children are encouraged to talk to the staff about any concerns that they may have about the program or someone else within the program and ways of dealing with their concerns.

4.12 Evaluation
• Evaluations will be completed on a continuing basis through informal discussion and regular program evaluation by the centre coordinator.
• Staff will also complete evaluation on a regular basis during staff meetings and plan the program in conjunction with the coordinator and the assistance of all children.

4.13 Inclusion of new children
• Where possible parents are asked to bring the child to the centre whilst the Out of School Hours program is operating so they can be familiarised with the surroundings whilst in the care of their parents.
• Each child is introduced to the staff at the program.
• Each child is introduced to other children within the program when attending for the first time.
• The routine of the program is explained so that the child/ren are able to follow what is happening at any given time.
• Areas of the centre that the child/ren need to be aware of e.g. toilets, office and kitchen are shown to the child/ren.
• Children are asked about their likes and dislikes in relation to food and activities and these are noted and catered for when planning.

4.14 Routines
• The routines of the individual programs are similar from day to day with subtle changes made to accommodate the children and staff from time to time.
• Routines are posted on the notice board in the program room to allow children, parents and staff to know what should be happening on any given day.
• Routines are discussed with staff and children on a regular basis to ascertain their appropriateness.

4.15 Group Activities
• Group activities are conducted on a regular basis under the understanding that not all children will participate in these given activities.
• Group activities are planned with staff members so that they know what to expect from the children.
• Not all children are expected to participate in group activities at the same time.
4.16 Nutrition

- Armadale PS OOSH will always endeavour to provide a balanced healthy and nutritious variety of food.
- Food provided at breakfast will include toast, juice, milk, yoghurt, milo, cereal and a variety of spreads.
- At After School Care the service will provide sandwiches (wholemeal), cordial and water upon arrival.
- A cooking activity will be completed each day. Cooking activities are planned by staff in conjunction with children and aim to promote life skills that enable children to perform safe and supervised activities in the kitchen whilst gaining an appreciation for a wide variety of foods.
- Afternoon tea is served at 5.00pm each day and consists of seasonal fruits and crackers and cheese.
- Drinking water is available at all times through drinking taps outside and a jug with clean cups on the kitchen bench.
- When children require special dietary needs parents are requested to inform the program coordinator and all attempts will be made to include these recommendations in the program.
- Menus containing all food and cooking activities that will be served will always be on display in the notice board area.

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5. DROPPING OFF AND COLLECTION OF CHILDREN

5.1 Dropping off at school
- Before School Care is open at 7.00am every day of the school year.
- Vacation care is open at 8.00am on each day of the functioning holiday program.
- All custodial parents/guardians are required by government legislation to sign their children in to the program. If this is not possible the responsible guardian must endeavour to retrospectively sign their child/ren in.

5.2 Pick up
- Parents are required to sign their children out of the program before the program closing time of 6.00pm.
- If a parent/guardian is running late they are requested to contact the centre by telephone and inform staff of lateness.
- If late to the program the family will incur any appropriate late fees.

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6. CONFIDENTIALITY

6.1 Distribution of policy
This policy will be:
- Accessible at Armadale PS OOSHC.
- Be made available to anyone upon request.
- Be made available to all staff, committee of management, parents and volunteers who handle personal information on behalf of the Centre.

6.2 Types of personal and health information to be collected.
- Armadale PS OOSHC will only collect information that is needed and for which we have a purpose that is legitimate and related to one of our functions or obligations. The type of information we collect and hold includes (but is not limited to) personal information including health information regarding:
  - Children and parents/guardians before and during the child/ren’s attendance at this centre (This information is collected in order to provide and/or administer our services to children parents/ guardians of families attending the children’s programs offered at the centre and of other participants at the centre).
We will collect information on the following identifiers:

- Child Care Benefit information from the Family Assistance Office. Failure to contact the Family Assistance Office will result in there not being any fee reduction during the Out of School Hours Programs.
- Tax File number for all employees, related to the deduction and forwarding of tax to the Australian Tax Office. Failure to provide the Tax File Number will result in the maximum amount of tax being deducted.
- Relevant police clearances and any certification of qualifications of staff that relate directly to the program.

6.3 Personal information provided by individuals either in relation to themselves or their children using the centre

- Personal Information is provided by individuals about an individual by way of forms filled out by parents/guardians, job applicants, and adult program participants in face to face interviews and telephone calls.
- When collecting personal information we will provide individuals, from whom we collect information with a copy of our collection Statement. If the reason for collecting varies from the Collection Statement, the Collection Statement will be amended to cover the area required while still meeting the Health Records Act 2001 Information Privacy Act 2000 and Privacy Act 1988.

6.4 Use of personal information.

We will use the personal information we collect for the primary purpose of collection. We may also use the information for such secondary purposes that are related to the primary purpose of collection and can be reasonably expected, or to which the individual concerned has consented.

The personal information collected will be in relation to:

- Children and parents/guardians
- Centre participants
- Job applicants, committee of management, volunteers and staff of the centre.

We may disclose some personal information held about an individual to:

- Government departments or agencies as part of their legal and funding obligations.
- Organisations providing services related to staff entitlements and employment
- Insurance providers in relation to specific claims.
- Law enforcement claims.
- Health organisations and/or family circumstances where the person requires urgent medical assistance and is incapable of giving permission.
- Anyone to whom the individual authorises the service to disclose information.
6.5 Treatment of sensitive information
Sensitive information will be used and disclosed only for the purpose for which it was collected or a directly related secondary purpose, unless the individual agrees otherwise, or the use or disclosure of the sensitive information is allowed by law.

6.6 Management and security of information
In order to protect the personal information from misuse, loss, unauthorised access, modification or disclosure, Armadale PS OOSHC will ensure that in relation to personal information:

- Access will be limited to staff who require this information in order to do there job.
- It will not be left in areas that allow unauthorised access.
- The physical storage of all materials will be in a secure cabinet or area.
- Computerised records containing personal or health information will require password access or information will be stored on disc and the discs stored in a secure place.
- There is security in transmission.
- Emails will only be sent to a person authorised to receive this material
- Faxes will only be sent to a secure fax, which does not allow unauthorised access.
- Telephone discussion will be limited to authorised persons and will be provided only over the phone to persons authorised to receive that information.
- Transfer of information interstate and overseas will only occur with the permission of the person concerned or their parent/guardian.

6.7 Data quality
We will endeavour to ensure that the personal information we hold is accurate, complete, up to date and relevant to our functions or activities.

6.8 Access to information and updating personal information
Individuals have the right to ask for access to personal information we hold about them without providing a reason for requesting access.

Under the privacy legislation an individual has the right to:

- Ask for access to personal information that the centre holds about them.
- To access this information.
- To make corrections if they consider the data is not accurate, complete or up to date.

* There are some exceptions set out in the acts where access maybe denied in part or in total.

Examples of some of the exemptions are where:

- The request is frivolous or vexatious
- Providing access would have an unreasonable impact on the privacy of other individuals.
- Providing access would pose a serious threat to the life or health of any person.
- The centre is involved in the detection; investigation or remedying of serious improper conduct and providing access would prejudice that.
Processes for considering access requests
A person may seek access, to view or update their personal/health information

6.9 Personal information may be accessed in the following way
- View and inspect information
- Take notes
- Obtain a copy.
- Requests for access or to update personal information should nominate the type of access required and specify where possible what information they seek. No reason is required in relation to why the request is made. The person seeking information, if unknown to centre staff, must provide an appropriate form of identification that has been communicated by custodial parent or guardian.
- Armadale PS OOSHC staff will provide access in line with the Privacy Act. If the request for information is not given the reasons for denied access will be given to the person requesting the information.

6.10 Anonymity
Wherever it is lawful and practicable, individuals will have the option of not identifying themselves when entering transactions with our service.

6.11 Disposal of information
If not required to retain by law we will not store personal information. We will ensure that it is either shredded or destroyed in such a way that no one can access the information.

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For Review September 2008
7. EQUAL OPPORTUNITY

7.1 Access to information
- Please refer to section 6 of this document.

7.2 Children’s program
- Please refer to section 4 of this document.

7.3 Respect for individual differences
Armadale PS OOSHC recognises and respects that each child is individual and encourages the development of each child relatively to their individual stage of growth. It is also recognised that all families are unique and respect is given regardless of how the family unit is structured and respect is given to all cultural, religious and lifestyle choices.

7.4 Children with additional needs
- Armadale PS OOSHC will ensure children with additional needs will be given equity of access to all OOSHC programs and will be encouraged to reach their full potential. The OOSHC program will provide effective, responsive and integrated services in partnership with the community and other service providers and maintain the following philosophies:
  - Children with additional needs have the same fundamental rights as all members of the community.
  - Children with an additional need have the right to access the OOSHC programs.
  - A child with an additional need is an individual first and foremost and is not to be defined by the additional need.
  - The needs of the children with additional needs change over their life span.
  - Service provision must compliment the child’s own family and community philosophy.
  - Changes to the physical and social environment, which create access and equity, are the key to inclusion of children with an additional need in the centre.

- Children with additional needs are accepted into the OOSHC programs through standard enrolment procedures.
- Any specific information required to assist in the planning for a child with additional needs should be exchanged between parents and the OOSHC staff, in conjunction with the local ISF, upon the initial enrolment and will be an ongoing process.
- In response to the ISF Worker the staff are to ensure that the parent is fully informed and consent given for any action, support or intervention planned for the child.
- Parents will be informed and have the right to be involved in the support and programming being implemented for their child.
- Parents are guaranteed confidentiality in all matters to do with their child.
7.5 Staff selection and orientation
Staff are selected and hired on the fundamental basis of appropriate qualifications or experience or based on the decision of the centre coordinator. There shall be no bias against gender, race, religion or cultural beliefs. All staff are to be adequately oriented into the program by:
- Being given a staff handbook
- Being given a tour of the centre and school grounds
- Being informed of all relevant legislation
- Being introduced to all staff, children and parents of the program

7.6 Harassment
- Is defined as any behaviour that is not wanted, and that belittles, scares, intimidates or offends. Behaviour that is either sexual, targets someone, or people generally because of a characteristic such as their sex, pregnancy, race, disability, medical record, sexual preference, religion, transgender, carer’s responsibilities, social origin, political belief, union activity, irrelevant criminal record or age is prohibited and constitutes harassment and can result in termination of employment, ejection from the premises and legal action.

7.7 Grievance and complaint procedures
If parents or staff have a grievance or complaint with any aspect of the operation of the Outside School Hours program the following is the procedure for lodging complaints or grievances.
- The parent or staff to approach the coordinator or supervisor on duty to discuss the grievance or complaint.
- The parent or staff member may go to the school principal if the first procedure is unsuccessful or is in particular regard to the coordinator or supervisor on duty.
- The parent or staff member may go to the management committee if the first 2 procedures are unsuccessful.
- If the matter still remains unsettled the management committee acting on behalf of the school council and the school principal will attempt to facilitate a mediation.
- If no resolution can be made at mediation the parent or staff member may investigate further avenues to resolve the matter.
* All grievances and complaints will be documented to avoid any legal action against the centre.

7.8 Staff with family responsibilities
Staff that have responsibility to protect and care for family will not be discriminated against in any way.

7.9 Training for coordinator/supervisor
The position of supervisor will be filled by a staff member from within the service or outsourced by a new worker and will be filled by a person of adequate skill without any prejudice shown.

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8. INCLUDING CHILDREN WITH A CULTURAL DIVERSITY

POLICY
Armadale PS OOSHC is committed to providing a culturally diverse Out Of School Hours Program catering for children from varied races, religious backgrounds or from differing socioeconomic backgrounds.

8.1 Program attendance
- All families attending the Out of School Hours Program will be treated equally regardless of race, religious beliefs or socioeconomic background.

8.2 Family and professional input
- Staff are to ask parents and professionals for direction on culturally sensitive areas within the program.

8.3 Centre displays
- The Centre will attempt display culturally diverse pictures, articles or references promoting the program as a centre that welcomes cultural diversity.

8.4 Cultural requirements
- All individual cultural requirements of the children and families will be followed when informed by custodial parents/guardians.
- Culturally appropriate activities will be offered to the children encompassing religious celebrations of all families attending the centre.

8.5 Staff Training
- In-service training on cultural diversity is available within the program.

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9. EQUIPMENT POLICY

POLICY
Armadale PS OOSHC is committed to providing quality play equipment that complies with National Standards. Equipment purchased will be suitable for the developmental standards of all children attending the Out of School Hours programs focusing on choice, free play and development. Equipment will be kept clean and well maintained at all times and repairs or disposal carried out whenever necessary.

PROCEDURE
9.1 Equipment purchases
- The program coordinator will purchase all equipment for use by the Out of School Hours Programs and ensure that it meets the needs of the program. When buying equipment the coordinator will incorporate National Standards Guidelines for play equipment and ensure equipment meets the developmental needs of the children and stays within the centre’s equipment budget. Items of priority include sports equipment, games, cooking utensils, dress-ups and various art and craft supplies, books and cooking ingredients.

9.2 Maintaining and repairing equipment
- Equipment requiring repair or disposal will be removed from use immediately after detection.
- Instruction books are filed in the equipment file for future reference.
- Maintenance is carried out to manufacturer’s instruction and on a regular basis.
- Maintenance of equipment is carried out by the same repairer if possible to ensure continuity of service.
- Service notes are kept on the maintenance of equipment.

9.3 Record keeping relating to equipment
- An assets register is kept of all the equipment that the Out of School Hours program uses.
- Records are kept of the equipment purchased for and by the Out of School Hours program.
- Instruction books are filed in the equipment file for future reference.
- Equipment is checked regularly by using a check list daily, weekly, fortnightly, monthly or term basis depending on the type of equipment to ensure that the equipment is in good working order.
- If equipment requires repair it is removed from use and repaired at the first opportunity.
- Service documentation is kept for future reference.

9.4 Checking and cleaning of equipment.
- Staff checks equipment by using a checklist daily, weekly, fortnightly, and monthly or on a term basis depending on the type of equipment and the amount of use that it is receiving.
Equipment is cleaned on a daily weekly, fortnightly and monthly or term basis depending on the type of equipment.

- Any repairs that are required are carried out or sent to the repairer immediately.
- Any faulty equipment that is unable to be repaired will be disposed of in a safe manner and in line with school regulations.

9.5 Storage of equipment

- All equipment will be stored in a locked cupboard or in the internal or external storage area depending on the type of equipment.
- All equipment that requires supervision by staff will be stored in a secure and safe place.
- Children will be supervised when removing equipment from any of the storage areas.

9.6 Training of staff and children in the use of equipment

- Staff will be trained using the instruction booklet on how to safely use equipment at all times.
- Staff that are unsure on the correct use of equipment will be given verbal instruction on how to use the equipment and a written copy of the manufacturers instructions.
- Staff are encouraged to ask questions about equipment to better understand its use within the program.
- Children will be taught how to use the equipment correctly to ensure safety and durability.
- Children whilst using equipment are encouraged to be independent, however if the equipment they are to use requires supervision the activity will not commence until adequate supervision is available.

9.7 Consultation with staff and families

- Families and staff always have the opportunity to recommend equipment purchases through informal discussion, meetings or suggestion box.

Footnote

Equipment includes games, toys, sports equipment, and office equipment
10. HEALTH

10.1 Hygiene

10.1.1 Hand washing
- The staff will practice effective hand washing techniques at all times. Posters outlining effective hand washing techniques are displayed throughout the centre.
- Children must use the Ego Aquim Antibacterial gel prior to eating whilst at the centre.
- Where hands and/or other parts are more seriously soiled children will be directed to the toilet to wash their hands with running water and soap and dry their hands with the paper towel provided.
- Children must wash their hands with soap and dry them on paper towel after going to the toilet and before undertaking any cooking activity.
- Armadale PS OOSHC washes hands to satisfy best practice where possible, however alternatives have been implemented so the service always meets sound practice where it is logistically difficult to meet best practice.

10.1.2 Toileting
- Armadale PS OOSHC will abide by regulations outlined in the National Standards by providing one toilet for every 15 children that have adequate hand washing, soap and drying facilities.
- When outside the school toilets will be available for use.
- Children may attend the toilet one at a time whilst in the centre.
- Whilst on excursions the staff are responsible in ensuring that the toilets at the venue are clean and suitable for the children to use unsupervised.
- Whilst on excursions children must go to the toilet in pairs and must report to the leader that allowed them to go.

10.1.3 Cleaning toys
- Toys and equipment will be thoroughly cleaned at the end of each term using hot soap and water and left to air dry or by using an antibacterial spray and the toys left to air dry.
- Toys and equipment requiring more frequent cleaning will be cleaned as required before returning to circulation.
- Toys requiring repair will be removed from use until repairs are able to be made
- Toys that are unable to be repaired will be disposed of thoughtfully.

10.1.4 Cleaning surfaces
- All surfaces in the food preparation area shall be cleaned at the end of each session using an antibacterial spray and the surfaces left to air dry.

10.1.5 Drinking and eating utensils
- Drinking and eating utensils will be washed thoroughly after each use in the dishwasher or in the sink using hot soapy water and left to air dry.
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- Drinking and eating utensils are stored in vermin proof cupboard and draws.

10.1.6 Food preparation
- At all times practicable Armadale PS OOSHC will follow the school’s Food Safety Policy which is based upon standards set by Food Safety Victoria (Department of Human Services).
- The Food Safety Policy will be distributed to all staff and is available for viewing by parents in the OOSHC office.
- All open food in the pantry will be stored in either an air-tight container or sealed bag.
- All open food in the fridge will be covered by glad wrap.
- Afternoon tea will change seasonally and be prepared with food which is low in fat sugar, artificial colours, flavours, salt and dairy products.
- Afternoon tea lists will be displayed near the sign in book.
- Running cold and hot water is always available.
- Foods are prepared fresh daily.
- Children will be encouraged to try different foods.
- Whilst children are encouraged to eat food they are never forced.
- Special diets will be catered for as long as the centre is informed.
- Cultural and religious beliefs related to food will be respected. Please inform staff so your needs are met.
- Staff will share afternoon tea and any snacks with the children to model good eating and hygiene practices.
- When requested Armadale PS OOSHC will allow the Health & Environment Unit (City of Stonnington) to conduct a Food Safety Report.
- Any practical recommendations made in the above report will be attempted to be implemented into the program.
- All Food Handling Practices follow the guidelines outlined by the Department of Human Services publication “Food Safety Starts Here!” (June 2004). This is available for viewing in the OOSHC office.

10.1.7 Information for parents
- Information on nutrition will be made available to parents by the use of policies, posters and the supply of the children’s favourite foods recipes upon request.

10.1.8 Animals and birds in the centre
- Seeing Eye dogs and puppies in training plus hearing dogs are permitted at the centre at any time but must be kept under control at all times.
- All other animals are prohibited from the centre’s grounds.

10.2 Immunisation

10.2.1 Children
- Armadale PS OOSHC remains in line with the Armadale PS policy on immunisation.
The centre believes the immunisation of children is an important element in the reduction of preventable childhood disease and mortality and remains consistent with the school’s requirement for all children to be immunised.

The Federal Government has linked Child Care Assistance payments to immunisation and will be writing to parents whose child’s immunisation status is not as required.

The centre has an obligation to follow directives from both State and Federal Governments in relation to childhood immunisation.

10.2.2 Staff

- It is recommended that staff have the following immunisations:
  - Flu Injection
  - Hepatitis vaccination

10.3 Exclusion

10.3.1 Infectious diseases

- Armadale PS OOSHC follows correct hygiene practices that meet the requirements of State and Commonwealth Government legislation.
- All staff are notified if any infectious disease is present at the centre.
- Information on common infectious diseases is available to all staff members as required.
- Armadale PS OOSHC has access to current information pertaining to infectious diseases provided by relevant authorities.
- Staff and children are excluded from the centre in accordance with the appropriate legislation. Please refer to the school’s exclusion list and the copy of the blue book (available at centre upon request).
- All reports of infectious diseases remain strictly confidential.
- Staff and other relevant community centre personnel are notified of any symptoms of illness as soon as is practicable.
- Parents are contacted and requested to sign their child/ren out of the program.
- Staff have a responsibility to notify the centre as soon as possible if they have contracted or been in contact with an infectious disease.

10.3.2 Infectious diseases exclusion periods

- Gloves (provided by the service) must be worn at all times when dealing with any spills of blood/bodily fluids and the area must be cleaned with a bleach solution upon completion of the initial clean.
- Hands must be washed in hot soapy water after cleaning up a spill.
- All furniture and equipment exposed to blood/bodily fluids spills must be cleaned with hot soap water as soon as possible.
- All staff members with open wounds must cover such wounds with waterproof bandages when working.

10.3.3 Unwell children

- This centre believes it is not in the best interests of children or staff for children to attend the centre when sick. It is at the discretion of the coordinator or supervisor on duty to request the exclusion of a child if it is believed the
particular child is sick. The coordinator has the right to request a medical certificate prior to the child returning to the centre.

- Should a child become sick at the centre the child will be isolated whilst all attempts will be made to contact the parent/guardian or emergency contacts to come and collect the child.

10.3.4 Unwell staff

- If staff are ill at any time and unable to come to work please contact the program coordinator as soon as possible so that a replacement staff member can be found.
- Staff that fall ill whilst at work will be sent home immediately
- You are not permitted to work if you have an exclusion communicable disease as set out by the Victorian Health Department

10.3.5 Serious ill health or hospitalisation

- If a child develops a serious medical condition or suffers an accident requiring immediate medical attention that child will be taken to the hospital via ambulance and will be accompanied by a staff member and parents will be contacted and they must attend as soon as possible.
- The staff member accompanying the child will take with them an enrolment form for that child that contains relevant medical information and parent contact details.
- The staff member accompanying the child will stay with the child until the arrival of the parents or guardian.
- Parents need to be aware that if an ambulance is required one will be called and parents will be responsible for the expense.

10.4 Management of unwell children

- Should a child become sick at the centre the child will be isolated whilst all attempts will be made to contact the parent/guardian or emergency contacts to come and collect the child.

10.4.1 The ability to care for unwell children

- The health and safety of all children attending the centre is of concern to the staff and all other parents using the centre.
- The centre is unable to provide separate facilities for children who are ill or fall ill during any of the programs therefore parents are asked not to send their children if they are unwell.
- If a child falls ill whilst attending the program parents will be contacted immediately to arrange to collect or have someone collect the child form the centre, as the centre does not have the extra staff members able to stay with your child due to staff:child ratio numbers.

10.4.2 Records

- An accident and illness form will be filled in and signed by the staff members on duty when the child becomes ill.
- The carbon copy of an accident and a photocopy of the illness form will be handed to the parent or authorised person.
10.5 HIV/AIDS

- We are aware that the issue of HIV/AIDS is an emotive and often misunderstood one. In order to minimise this the following strategy will be undertaken:

**HIV/AIDS Education and Awareness**

- All staff and parents will be made aware of the facts relating to HIV/AIDS. Resources will be available at the centre and through specific policies and publications.
- Practices that promote infection control will be adhered to.
- Rights of Access / Anti-Discrimination will be followed:
  - All children have a right to access the centre. The appointment of staff will be on the basis of merit. Under the Equal Opportunity Act any discrimination on the basis of real or assumed HIV infection is illegal.

10.6 Medication

- If your child requires medical treatment in the form of medication or specialized creams, a consent form must be completed correctly before staff are able to administer these medications or creams.
- All medication must be clearly labelled in the original medication container with the child’s name, date prescribed, dose, time that the medication is to be given and the expiry date of the medication otherwise medication cannot be administered. Please do not use the term “as needed” as this is not specific enough.

10.6.1 Prior to the administration of medication

- The parent must bring the medication into the program in its original container bearing the original label. The name of the child must coincide with that of the child it is to be administered to.
- If your child requires medical treatment in the form of medication or specialized creams, a consent form must be completed correctly before staff are able to administer these medications or creams.
- All medication must be clearly labelled in the original medication container with the child’s name, date, prescribed dose, time that the medication is to be given and the expiry date of the medication otherwise medication cannot be administered.
- A doctors certificate is required if the medication dosage is to be increased.
- The staff at the program will ensure that the child’s medication is placed in a locked medication box and if the child is going on an excursion the medication will be stored in the first aid kit (of which is under constant supervision).

10.6.2 Administration of Medication

- When a child has a prescribed medication or specialised creams by a doctor, to help prevent the administration of incorrect medication or dosages, the doctor’s instructions should be followed.
• If a child is required to take medication during the time they are at the program the parent/guardian needs to notify the coordinator and complete a medication authorisation form with the correct information.
• The Out of School Hours staff will report to the parent any problems that occurred whilst administering the medication to the child, (eg the child rejected the medication, spat it out or the child was upset after taking the medication).
• In the case of an emergency medical assistance will be called.

10.6.3 Records
• If a child is required to take medication during the time they are at the program the parent/guardian needs to notify the coordinator and complete a medication authorisation form with the correct information.
• Upon administering the medication the staff will fill in and sign the medication book. If medication is not administered at the correct time and more than an hour has passed since the administration time, the parent/guardian will be contacted for further advice.
• On completion of the child/ren taking medication the administration and medication authority forms are stored with the child/ren’s enrolment form in a secure filing cabinet.

10.6.4 Long-term condition or complaints
• If the child/ren has an ongoing condition or complaint staff will ensure that the child receives any prescribed medication each day.

10.6.5 Children receiving medication at home
• If a child receives medication at home that may impact on the child/ren whilst attending the Out of School Hours Program at the Community Centre parents are asked to inform the staff so that staff may deal with situations as they arrive.

10.7 Environment

10.7.1 Occupation Health and Safety
• All staff will be provided with the Armadale PS Occupational Health and Safety (OHS) Policy of which the Armadale PS OOSHC service adheres to.
• Occupational Health and Safety legislation is available in the Occupational Health and Safety booklet available for viewing at all times in the OOSHC office.

10.7.2 Space Requirements
• Armadale PS OOSHC will abide by the space requirements outlined in the National Standards. Wherever possible there will be 3.25 square metres of unencumbered space per child in attendance.
• If it is a wet weather day and Pedrina Hall is unable to cater for the number of children in attendance the adjoining Infant Hall will be used under full supervision.
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10.7.3 Smoking  
• Armadale PS is a smoke free environment, therefore smoking is strictly prohibited.

10.7.4 Protection from the sun  
• 30+ SPF broad-spectrum water resistant sunscreen is available to be used by all staff and children, however it is recommended (especially during vacation care) children bring their own supply and develop the skill of self-application.  
• Staff are to be encouraged to act as role models by practicing SunSmart behaviors, i.e. sunhats sunscreen and protective clothing.  
• All outdoor activities to be organised to be held in the shade whenever possible.  
• Staff to be encouraged to undertake SunSmart professional development.  
• When outside in terms 1 & 4 staff must wear sunhats, sunscreen and protective clothing and encourage children, and volunteers to do the same.

10.7.5 Ventilation  
• The centre will provide adequate ventilation by the use of windows, ceiling fans and air conditioning. Each will be used so as to offer adequate ventilation into the program rooms.

10.7.6 Lighting and heating  
• Lighting will be via fluorescent tubes that will be replaced as necessary  
• Heating will be via 2 permanently installed electric wall heaters and a gas heater in the kitchen.  
• A registered gas fitter/plumber will clean the heater every 12 months, as arranged by Armadale PS.  
• Air conditioning will be via 4 permanently fitted roof units.

10.7.7 Telephone Facilities  
• As outlined in the National Standards Armadale PS OOSHC always has a fully functioned telephone service that is available to be used by staff, children and families in circumstances that are reasonable.  
• Armadale PS OOSHC will always be contactable by outside services. If the phone is unattended an answering machine will always be in service and messages will be followed up on.

10.7.8 Cleanliness, Maintenance and Repairs  
• Armadale PS OOSHC will ensure that the venue, grounds and all equipment and furnishings used by the service are maintained in a safe, clean, hygienic condition and in good repair at all times.  
• Any repairs that need to be made will immediately be reported to a central log located in the school office to be completed by the school’s maintenance officer.

10.7.9 Unauthorised children/individuals in the school grounds  
• No unauthorised persons are allowed in the school grounds while OOSHC functions outside Pedrina Hall.
The outside staff member must immediately ask the unauthorised individual/s to leave the premises.
- If the unauthorised individual/s still refuse to leave the grounds the program coordinator or supervisor on duty will ask them to leave.
- If they still don’t respond the police will be notified.

**10.7.10 Children attending other activities (outside OOSHC) on school grounds**
- Children and adults will only be allowed to remain on school grounds when attending an activity that has been authorised by school council or school management.

**10.8 Accidents**
- All accidents that require first-aid treatment will be responded to in the kitchen and recorded in the Accident Report book.
- A carbon copy of the accident report form will be given to the child to be put in their school bag and passed on to their parents/guardians.
- Where possible parents/guardians will be informed by the program coordinator or supervisor on duty of the accident and any action taken.

**10.9 Children with special health needs**
- Wherever possible Armadale PS OOSHC will design the environment and program to tailor for the needs of children with special health needs.
- Parents must inform the service of any requirements that children need to have equal use of the service.

**10.10 First-Aid**
- The first-aid drawer is located below the telephone and is regularly stocked to ensure all necessary items are available.
- On vacation care excursions a portable first-aid kit is always present. This first-aid kit is always checked and stocked before the commencement of the program.
- There will always be one level 2 first-aid qualified staff member on shift at any time.
- It is the staff’s responsibility to ask the qualified staff member to administer first-aid if they are unsure of what treatment is relevant.

Ratified: September 2007
For Review: September 2008
11. EXCURSIONS

11.1 Person in charge
- The program coordinator if available or supervisor on duty will be the person in charge when the vacation care program is on excursions.

11.2 Adult: child ratio
- Children will be supervised as per the National Standards.
- The staff ratio for excursions is 1 staff member for every 8 children in care.
- The staff ratio for water-based excursions is 1 staff member for every 5 children or part thereof.

11.3 Planning for weather conditions
- Weather conditions are taken into account when booking all excursions.
- Hot conditions are taken into account when planning all summer vacation care period excursions.
- Wet conditions are taken into account when planning all winter vacation care period excursions.
- If during a planned outdoor activity the weather is inclement the booked venue will be contacted to assess the suitability of the venue on that day and if necessary alternate arrangements will be made.
- The parents/guardians of all children attending the program on the day when alternate arrangements have to be made will be contacted and permission for the children to attend the alternate activity.

11.4 Travelling in an “A” class vehicle
- Whilst travelling in an “A” class vehicle (bus) children and leaders must wear a seat belt at all times to remain consistent with the policy of Armadale PS.
- Children and leaders are not permitted to eat or drink whilst on the bus.
- Leaders will be seated throughout the bus to ensure that the children are supervised correctly.
- No child or leader is permitted to leave their bus seat until the bus has come to a complete stop either at the venue on excursions or at the centre on return.
- Leaders are permitted to leave their seats in an emergency situation to deal with a child.
- Children and leaders that suffer from motion sickness will be sat at the front of the bus with a covered container if necessary.

11.5 Travelling on public transport
- All public transport excursions will be advertised upon publication of the holiday program.
- Tickets for excursions by public transport are purchased before the vacation care period from South Yarra train station.
- All correct ratios will be adhered to on all public transport excursions.
The public transport route is tested by travel and suitability is gained by the program coordinator before the vacation care period.

Head counts are taken before and after each leg of public transport taken.

All other excursion policies and procedures are adhered to.

11.6 Publicising excursions to parents

- Excursions are publicised via the program sent out to parents approximately 4-5 weeks prior to the Vacation Care program commencing.
- Notices are placed on notice boards informing parents of the excursions.
- Notices will remind parents of the venue that the program will be visiting, departure and return times, mode of transport, equipment and clothing needed by the children and what type of food and drink the children need to take.

11.7 Local walking excursions

- Children and leaders will be informed of the safety requirements for the day.
- Children are reminded that they must stay together and walk on the footpaths.
- Leaders are placed at intervals throughout the group of children to monitor safety.
- Leaders must walk closest to the curb to prevent children from running onto the road area.
- When the group of children and leaders have to cross a road it is done in conjunction with traffic lights.
- Groups that have crossed the road must wait in a safe area until all children and leaders have safely crossed.
- Roll call is done before the children leave the centre.
- Head counts are done prior to the excursion commencing whilst the children are walking and upon arrival at the venue.
- All of the above is done on the return journey.

11.8 Parents excursion authority

- No child is permitted to attend an excursion unless a parent/guardian has signed an authority for the child to leave the centre.
- Authority is given on the enrolment that is posted out to parents approximately 4-5 weeks prior to the commencement of the program.
- Authority forms are taken with the program leader on excursions.

11.9 Swimming excursions

- The program will be booked into the swimming venue.
- Swimming excursions will take place in a registered pool.
- The staff ratio for water-based excursions is 1 staff member for every 5 children or part thereof.
- Registered lifeguards will be on duty whilst the children attend the venue.
- Staff will wear easily identifiable tops whilst in the water with the children.

11.10 Unwell children

- The health and safety of all children attending excursions is of concern to the staff and all other parents using the centre.
The program is unable to provide a safe area for children who are ill or fall ill during any of the excursions therefore parents are asked not to send their children if they are unwell.

If a child falls ill whilst on an excursion the program leader will contact the parents/guardians to arrange for them to collect or have someone collect the child from the excursion venue.

The vacation care program does not have extra staff members able to care for your child due to staff/child ratio numbers.

11.11 Excursion guidelines

All staff members whether they are leaders, volunteer assistants or students will be given a copy of these guidelines/policy prior to the commencement of the program so that they are aware of the responsibilities towards the children and other staff whilst on excursion.

Ratified September 2007
For Review September 2008
12. **FINANCIAL MANAGEMENT**

12.1 **Annual budget**
- An Annual budget is done in November of each year projecting the costs to run each of the programs for the following calendar year.
- The budget is completed by the coordinator in consultation with a representative from the School Council finance and resources committee.
- When the budget is accepted it is ratified by the committee of management and ratified at School Council for the following calendar year.

12.2 **Financial records**
- All financial records are held by Armadale PS OOSHC and the Armadale PS Business Manager to be presented in the case of a school audit.
- Individual family records that are computerised are stored on a computer that requires a password to access. The program coordinator and supervisor on duty have this password only.

12.3 **Non-profit status**
- Armadale PS OOSHC is a non-profit organisation under the Incorporations Act.

12.4 **Approved Child Care Benefit places**
- Armadale PS OOSHC will comply with the Commonwealth Government requirements to be an approved Childcare Benefit Service as outlined in the Child Care Service Handbook 2007-8.
- Armadale PS OOSHC has the following approved Childcare Benefit places:
  - Vacation Care 45 places
  - After School Care 75 places
  - Before School Care 35 places

12.5 **Bank account**
- The Out of School Hours Program is run and operated by the Armadale PS OOSHC coordinator and the Bank Account is supervised by the Armadale PS Business Manager.

12.6 **Payment of wages**
- The coordinator is responsible for the payment of wages and in the coordinator’s absence the Armadale PS Business Manager is responsible.
- Wages are paid into a nominated account on the Thursday following the end of the pay fortnight.
12.7 Day-to-day financial management
- The day-to-day financial management of the program is the responsibility of the program coordinator in conjunction with the Armadale PS Business Manager.

12.8 Keeping of financial records
- Financial records are kept in line with the standard practices.
- All financial records are kept with the centre and are archived in line with common practice at the end of each financial year.

12.9 Payment of debts
- All debts incurred by the Out of School Hours Programs are paid by Armadale PS bank account.

12.10 Provision of staff entitlements
- The Program coordinator and Armadale PS Business Manager remain in line with common practice and put the provision of staff entitlements aside.

12.11 GST requirement
- GST requirements are dealt with by the Armadale PS Business Manager.

12.12 Appropriate insurance cover
- The Out of School Hours Program’s insurance cover is covered under the Armadale PS insurance policy.

Ratified September 2007
For Review September 2008
13 SUNSMART POLICY

Policy
This sun protection policy has been developed to ensure that all children and staff attending the Armadale PS Out of School Hours Programs are protected from skin damage caused by the sun’s harmful ultraviolet rays.
This policy will be implemented from the start of term 4 to the end of term 1 each year.

13.1 SunSmart Clothing
- Require children to wear broad-brimmed, legionnaire or bucket hats whenever they are outside, especially on full day excursions.
- Encourage children to wear sun protective clothing i.e. shirts with a collar and elbow length sleeves.

13.2 Sunscreen
- The centre will provide SPF 30+ broad-spectrum, water-resistant sunscreen for the staff and children to use and/or encourage children & staff to bring their own sunscreen from home.
- During the vacation care period the program encourages the daily application of sunscreen 20 minutes before going outside and encourage children to re-apply every 2 hours when outside.

13.3 Outdoor activities
- Children will not be allowed to play outside in the above period without an appropriate hat.
- Encourage the daily application of sunscreen 20 minutes before going outside and encourage children to re-apply every 2 hours when outside.
- Encourage children to use available areas of shade for outdoor activities.

13.4 Staff
- Staff and parents are encouraged to act as role models by practicing SunSmart behaviour.
- The co-coordinator of the Out of School Hours Programs is responsible for monitoring the implementation of this policy, and ensuring that it is followed.
- Games, activities and play experiences that incorporate the Sun Smart philosophy will be encouraged.

13.5 Parent Information
- The program will regularly reinforce Sun Smart behavior in a positive way through correspondence with parents, via the notice board and display and through children activities.
- Make the Sun Smart policy available at the service upon request for parents, and discuss it with parents and the children.
Ensure information in relation to the SunSmart policy is included in parent and staff handbooks.

Ratified September 2007
For Review September 2008

14. ENVIRONMENTAL PROTECTION

14.1 Use of environmental products
- Where possible the Out of School Hours Program will use products that are
  - Non toxic to the environment.
  - Non polluting
  - Recyclable.

14.2 Rubbish disposal
- Where our program has created rubbish within Pedrina Hall or the school grounds we will attempt to clean the area as best possible.
- Non recyclable rubbish will be disposed of in bins that are emptied at the end of each day by the Armadale PS cleaner.
- Recyclable products will be put out in the fortnightly curb side collection.

Ratified September 2007
For Review September 2008
15. GUIDING CHILDREN’S BEHAVIOUR

15.1 GUIDELINES ABOUT ACCEPTABLE BEHAVIOUR:

At Armadale PS Out of School Hours Programs we believe that children have the right to feel safe and secure, both physically and emotionally and that having a set of clear rules/guidelines and routines will develop a sense of belonging. Our behaviour and guidance policy is based on positive reinforcement, guidance and redirection. We aim to guide rather than control the behaviour of the children attending our program. We believe that behaviour guidance is an integral part of middle childhood development and as such should be a high priority in our program.

PURPOSE:

- To be consistent.
- To reinforce positive behaviour.
- To have understandable expectations.
- To make sure all children, parents and staff know and clearly understand the rules/guidelines.
- To provide appropriate activities and environment, to minimise potential conflicts.
- To develop positive relationships between everyone involved in the program.
- All children and staff are to be treated with respect.
- To use logical steps to deal with the consequences of inappropriate behaviour.

PROCEDURE

15.1 LIMITS OF BEHAVIOUR

Unacceptable behaviour: -
1. Physical abuse of other children staff or centre participants.
2. Verbal abuse of other children, staff or other centre participants.
3. Misuse of equipment or facilities.
4. Failing to follow direction from staff.

15.2 SETTLING DIFFERENCES

- Differences will be settled by children sitting with a staff member and discussing what happened to have the inappropriate behaviour develop.
- Children will be encouraged to find a solution autonomously.
15.3 STAFF ROLE MODELLING
- Staff are to role-model appropriate behaviour and display respect for all children and others at the program.
- Staff are to use a consistent, fair and friendly approach when dealing with inappropriate behaviour and to give clearly understood alternatives and logical consequences.

15.4 ENCOURAGING APPROPRIATE BEHAVIOUR
- Staff are to treat each child as an individual and respect each child's right to be unique.
- Staff are to reinforce positive behaviour through encouragement of appropriate behaviour.
- Staff are to use redirection when inappropriate behaviour is displayed.
- Staff are to develop positive and supportive relationship with all children.

15.5 CORPORAL PUNISHMENT
- Corporal Punishment will not be used on any children attending the Armada PS Out of School Hours Programs.

15.6 PARENTS DISCIPLINE WHilst AT THE CENTRE
- Options for parents discipline whilst the child attends the program will be discussed with the program coordinator.
- Exclusion of a child from all activities whilst at the program will not be carried out.
- Children will not be sat in one place for the duration of the program.
- Restriction from the main activity of the day is the option open to parents.

15.7 TIME OUT/COOLING OFF PERIOD
- Staff are NOT to use time out unless all other avenues of redirection have been exhausted or the behaviour poses a threat to other children and staff members.
- Time out should not last more than 10 minutes and be carried out in an area of full supervision and should be given in a respectful way i.e. the child must not be shamed or belittled at any time.
- Time out is for cooling off (thinking time) only and no child should be made to stay in time out for more than the prescribed period of time.
- When inappropriate behaviour is displayed, staff are to remind the child of the guidelines and redirect to another activity if necessary.
- Report any major incidents to the coordinator.
- Parents are to be informed of inappropriate behaviour.
- Parents are to be encouraged to provide any relevant information, which will help to encourage positive behaviour.
- Parents are encouraged to reinforce the need for appropriate behaviour whilst the child is attending the centre’s Out of School Hours Care Programs.
15.8 CONSISTENT DISPLAY OF UNACCEPTABLE BEHAVIOUR

- A meeting with the parents and the coordinator will be called and held to discuss alternate ways of encouraging positive behaviour as a group. These will be instigated with all staff members being informed of the outcome to the meeting so that everyone is aware of the alternatives being used.
- Children who continuously display inappropriate behaviour, will after all avenues have been exhausted, attend a meeting with their parents and the coordinator and a senior representative from Armadale PS. The child will then be placed on a behaviour contract.

15.9 BEHAVIOUR CONTRACT

- Parents will be informed prior to a behaviour contract being written for their child.
- Behaviour contracts will be written to suit each child’s needs.
- A behaviour contract must be read and signed off by the child, parent and program coordinator.
- Behaviour contracts will be cancelled once a child’s behaviour is deemed satisfactory by all parties that signed the contract.

15.10 SUPPORT FROM APPROPRIATE AGENCIES OR PROFESSIONALS

- The CSRDO workers will be contacted if a child continues to display inappropriate behaviour to help with additional ideas on how to redirect the child.
- The child’s own specialist service will be contacted if appropriate to the behaviour.

15.11 SUSPENSION PROCEDURES

- Children who continue to display inappropriate behaviour and after all the above steps have not worked, will be placed on suspension for a negotiated period of time ranging from one day to one week depending on the severity of the inappropriate behaviour.

15.12 ALTERNATIVE CARE

- Children who still continuously display inappropriate behaviour and after the above steps have all been taken, will be asked to leave the program.

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16. GRIEVANCE AND COMPLAINTS PROCEDURES

All members of the school community have access to internal and/or external grievance resolution processes where they consider they have been treated unfairly or unreasonably in any matter related to the Armadale PS Out of School Hours Program.

This policy aims to ensure that all grievances are resolved by negotiation and discussion between the parties concerned, with the upmost level of confidentiality and in the quickest time possible. Armadale PS shall ensure that all grievances are acknowledged, recorded and addressed in accordance with the procedures below:

If parents or staff have a grievance or complaint with any aspect of the operation of the Outside School Hours program the following is the procedure for lodging complaints or grievances.

• The parent or staff to approach the coordinator or supervisor on duty to discuss the grievance or complaint.
• The parent or staff member may go to the school principal if the first procedure is unsuccessful or is in particular regard to the coordinator or supervisor on duty.
• The parent or staff member may go to the management committee if the first 2 procedures are unsuccessful.
• If the matter still remains unsettled the management committee acting on behalf of the school council and the school principal will attempt to facilitate mediation.
• If no resolution can be made at mediation the parent or staff member may investigate further avenues to resolve the matter.

* All grievances and complaints will be documented to avoid any legal action against the centre

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17. Emergency Procedures

Armadale PS OOSHC will adhere to the Emergency Evacuation Plan that is implemented by Armadale PS (2005) and attempt to complete an evacuation drill once a term and vacation care period.

17.1 First Aid emergencies

- All minor injuries are to be take care of in the kitchen and an accident report form needs to be completed, signed and a copy given to the child.
- All major injuries are to be taken care of on the spot, parents called and if needed, an ambulance is to be called.
- If a major accident happens outside, all children are to be removed from the situation and the coordinator or supervisor on duty will be contacted to deal with the situation.
- If an ambulance is called all children will be evacuated away from the scene.
- An accident report then needs to be filled out.

17.2 Evacuation Procedure (Fire, flood, bomb scare)

- Check the source of the fire.
- Evacuate the children away from the scene, see map on walls near building exits.
- If the fire is in Pedrina Hall, evacuate the children inside out the east side door (near toilets).
- Follow the evacuation route outlined
  - If fire is outside or another building, the staff member is to contact staff in Pedrina Hall and notify staff of fire.
- All children will be notified of evacuation by the whistles.
- Call 000 and inside staff are to take the sign in or out folder with them along with evacuation pack.
- Await instructions from officer in the charge.
- Notify emergency management on 9589 6266.

17.3 Dealing with intruders, siege and harassment

- If a situation arises where the service, whether affecting staff, children or program, is under threat from a person known or unknown to staff the program coordinator or supervisor on duty should be immediately informed.
- Children should be immediately removed from the situation.
- The program coordinator will handle the situation and attempt to resolve it.
- If the situation is unable to be resolved the program coordinator or supervisor on duty will contact the school principal, emergency management (9589 6266) and police on 000.

The major priority in all emergency procedures is the safety of all children and staff that are in attendance at the program.

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18. Staffing

18.1 Qualifications/Training
- Armadale PS OOSHC will always have one qualified staff member for every 30 children attending the program.
- Qualifications that are appropriate are the completed or undertaking of one of the following:
  - Bachelor of Teaching – Early childhood
  - Bachelor of Teaching – Primary
  - Bachelor of Education – P-12
  - Bachelor of Education – Primary
  - Bachelor of Education – Early Childhood
  - Bachelor of Early Childhood Studies
  - Diploma of Community Services (Child Care)
  - Associate Diploma of Arts – Fitness/Recreation/Leadership
  - Bachelor of Arts – Recreation
  - Bachelor of Arts – Youth Affairs
- There will always be one level 2 first aid qualified staff member on every component of the program.

18.2 Staff: Child ratios
- Armadale PS OOSHC will always maintain ratios outlined in the National Standards. Correct ratios are as follows:
  - On site – 1:15
  - Excursion – 1:8
  - Water based excursion – 1:5
- There will always be a minimum of two staff on every component of the program.

18.3 Position descriptions
- Please consult the staff handbook for detailed position descriptions.

18.4 Grievance and complaint procedure
All members of the school community have access to internal and/or external grievance resolution processes where they consider they have been treated unfairly or unreasonably in any matter related to the Armadale PS Out of School Hours Program.

This policy aims to ensure that all grievances are resolved by negotiation and discussion between the parties concerned, with the utmost level of confidentiality and in the quickest time possible. Armadale PS shall ensure that all grievances are acknowledged, recorded and addressed in accordance with the procedures below:

If parents or staff have a grievance or complaint with any aspect of the operation of the Outside School Hours program the following is the procedure for lodging complaints or grievances:
- The parent or staff to approach the coordinator or supervisor on duty to discuss the grievance or complaint.
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- The parent or staff member may go to the school principal if the first procedure is unsuccessful or is in particular regard to the coordinator or supervisor on duty.
- The parent or staff member may go to the management committee if the first 2 procedures are unsuccessful.
- If the matter still remains unsettled the management committee acting on behalf of the school council and the school principal will attempt to facilitate mediation.
- If no resolution can be made at mediation the parent or staff member may investigate further avenues to resolve the matter.

* All grievances and complaints will be documented to avoid any legal action against the centre

18.5 Recruitment
- Armadale PS OOSH C has a documented process that outlines the recruitment and interviewing of all new staff.
  - This procedure is available for viewing in the OOSH C office.
- All new staff will have a detailed induction that includes:
  - A staff handbook
  - A copy of their contract which includes conditions and pay rate
  - A tour of the service and school grounds
  - A copy of all policies and procedures
  - An introduction to all staff, children and families
- All recruitment processes will be reviewed on annual basis.
- All new staff have the opportunity to regularly provide feedback.

18.6 Termination
- All staff are employed on a casual basis and are hired under the School Services Officer award.
- As all staff are employed under casual basis, termination can occur at anytime. However Armadale PS OOSH C believes that staff deserve fair treatment and will be warned and given the opportunity to improve on areas that are highlighted as deficient.
- All staff will be given the opportunity to have an exit interview.

18.7 Remuneration
- All staff are employed and paid under the School Services Officer award.

18.8 Fit and proper persons
- All staff that are employed by Armadale PS OOSH C need to be capable of providing and adequate standard of child care, they need to be suitably qualified and/or experienced and meet the requirements set out in the position description provided by the program coordinator.
- All staff must be free of alcohol and drugs when working at Armadale PS OOSH C.
  - Any staff found to be in violation of this will have their employment terminated immediately.
18.9 Staff Meetings

- Staff meetings will be held weekly on a rotational basis, with only the staff working that particular day expected to attend.
  - The day of each staff meeting will be highlighted on the weekly roster.
- There may be reason to have a staff meeting that will require all staff to be present.
  - All staff will have a fortnight’s warning of when this meeting will take place.
- Staff will be distributed with the minutes of each meeting the next working day in their staff file.
- All staff meetings are fully paid.

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For further information on any of these policies please consult the program coordinator and they will discuss and refer you to any relevant legislation.