Armadale Primary School

Out Of School Hours Care
(OOSHC)

Staff Information Booklet
2013

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1.0 INTRODUCTION

The Armadale Primary Out of School Hours Care (OOSHC) Program is held in the Multipurpose building of Armadale Primary School, Densham Road, Armadale. We are sponsored by the Armadale Primary School Council and must report all changes to the council through a management sub-committee for ratification. The service has Commonwealth funding to provide 100 places at After School Care, 100 places at Before School Care and 75 places at Vacation Care.

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

1.1 Philosophy
The philosophy of the Armadale Primary Out of School Hours Care Program is a continuing plan to provide affordable childcare for primary aged children that is of the highest standard possible and community based. We try to meet 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. Our goals and aims are reviewed annually to ensure they are being closely followed and remain suitable to the program’s needs.

Our 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. We attempt to adopt all reasonable ideas into a program that is safe, flexible, friendly and promotes respect, individuality, health and well being.

1.2 Objectives of Armadale Primary OOSHC
- To provide care for the children in a safe, nurturing and stimulating environment
- To provide affordable care for users of the program
- To provide a program that is gender inclusive and developmentally and culturally appropriate
- To enable parent participation in program evaluation and management issues
- To operate financially on a not-for-profit basis
- To ensure staff are able to fulfil their role in an environment in which their rights and needs are recognised
- To build strong relationships between staff, families and children
- To offer staff professional development opportunities to increase their knowledge and skills in the childcare field

2.0 MANAGEMENT STRUCTURE
The Armadale Primary OOSHC program is sponsored by the Armadale Primary School Council and has the following structure:
Service Users (children and families)
↓
Program Assistants
↓
Program Assistant Supervisor
↓
Program Coordinator
↓
Finance Sub-committee
↓
School Council

3.0 REGULATIONS
Armadale Primary School OOSHC follows the Education and Care Services National Regulations (2012), the My Time, Our Place Framework for School Aged Care in Australia, The National Quality Framework (2012) and the Children’s Services Act 1996 (amended 2012). We comply with all regulations regarding Food Safety and Preparation, Sun smart, Occupational Health & Safety and program planning. We regularly review all practices to ensure that we consistently provide a high quality of care. If you have any questions about National Standards please talk to the program coordinator.

4.0 STAFF EXPECTATIONS
Staff are expected to assist in the positive running of the Before School Care, After School Care, Curriculum Day and Holiday Program. They are employed to ensure that all programs are inclusive of all children regardless of gender, culture, ethnicity, religion or disability. Staff are to ensure that a warm and supportive atmosphere with opportunities for free play, creativity, physical activity and integration of all children is always promoted. Staff are expected to follow all of the Armadale Primary School’s Out Of School Hours Policies and to work within the service’s policy of behaviour guidance and strategies for dealing with bullying.

Staff are not to consume drugs or alcohol while on the school premises or while working a shift. Any staff member who is working while intoxicated will be immediately sent home and may be issued with a formal warning.

5.0 DAILY OPERATION OF THE PROGRAM
Listed below are examples of a typical day in each component of our OOSHC program. These are purely examples and activities on each day may change due to unforeseen circumstances.

5.1 Before School Care
7.00am
* Service opens
* Supervisor puts out sign-in folder
* Staff set up breakfast in the kitchen
* Staff ensure hall setup is complete

7.00am – 8.15am
* One staff member serves breakfast
* One staff member monitors free indoor play under supervision (until 8.45am)

8.15am – 8.30am
* Kitchen is cleaned
* All items put away, dishes cleaned and kitchen sanitised

8.45am (bell)
* Children line-up and are signed out of OOSHC, then head out to the yard to be supervised by the teacher on duty

8.45am – 9.00am
* Hall equipment is packed away neatly
5.2 After School Care

3.00pm  * Two staff members commence beginning to set up hall

3.15pm  * Last staff members arrive for finalising hall setup
* Announcement is made on loud speaker to alert children that have been casually booked into After School Care during the day

3.30pm  * Children are signed in, given anti-bacterial soap/directed to hand sinks then served afternoon tea and cordial

3.30pm – 3.45pm  * Children have the opportunity for free indoor play under supervision

3.45pm  * Outside staff member ensures that school grounds are clear of all other children (ensure unsupervised children are signed into program)
* Children alerted by horn that outside time has started

4.00pm – 5.30pm  * Children have the opportunity for free indoor and outdoor play under close adult supervision using all equipment that is available for use (including all inside games, toys, computers, sports equipment only to be used outside)

4.30pm  * Fruit served from kitchen roller door (inside if weather isn’t appropriate)

6.00pm  * Service closes
* Staff ensure hall is clean and kitchen is sanitised and all dishes are cleaned

6.0 PROGRAMMING
Armadale Primary School OOSHC prides itself on involving staff, parents & children in developing ideas for future programs and activities. This can be done by:

- Informal discussion with the Program Coordinator
- Raising relevant ideas at staff meetings
- Parents and children may pass on any ideas to the Program Coordinator or any Program Assistants

7.0 STAFFING
7.1 Qualifications/ Training/ Requirements
- Armadale Primary OOSH will follow the 1:30 qualified staff ratio as outlined in the regulations
- Qualifications that are appropriate are outlined in the Victorian Government Gazette- Qualified Staff Member (Childrens Services) as per the Childrens Services Act 1996
- Armadale Primary OOSH will endeavour to have all staff Level 2 First Aid qualified
- There will always be at least two Level 2 first aid qualified staff member within every component of the program
- All staff are encouraged to undertake any sort of professional development that relates to employment at the service. It is recommended that staff discuss any ideas for professional development with the program coordinator for approval
- All staff that are employed by Armadale Primary OOSHC need to be capable of providing an 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 Primary OOSHC and smoking is not allowed while at OOSHC
  o Any staff found to be in violation of this may have their employment terminated immediately
7.2 Staff: Child ratios
- Armadale Primary 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
  - Qualified Staff Member – 1:30
- There will always be a minimum of two staff on shift in every component of the program

7.3 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 Primary OOSHC. 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 OOSHC program the procedure for lodging complaints or grievances is as follows:
- 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 School Council if the first two 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 program

7.4 Recruitment
- Armadale Primary OOSHC has a documented process that outlines the recruitment and interviewing of all new staff
- All new staff will have a detailed induction that includes:
  - A staff handbook
  - A copy of their contract which includes conditions and pay rate (where applicable)
  - A tour of the service and school grounds
  - A copy of all policies and procedures
  - An introduction to staff, children and families
- All recruitment processes will be reviewed on annual basis
- All new staff have the opportunity to regularly provide feedback

7.5 Termination
- All staff are employed on a casual basis and are hired under the Education Support Services
- As all staff are employed on a casual basis, termination can occur at anytime However Armadale Primary OOSHC 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

7.6 Wages
- All staff are employed and paid under the Education Support Services
- Pays are paid directly into each staff member’s bank account on the Friday each fortnight
- If there are any problems with pays please discuss with the Program Coordinator
• All staff are allocated the appropriate amount of superannuation by the Armadale Primary School Business Manger. Please contact the Business Manager if you have any queries concerning your super contribution
• Staff must ensure that time sheets are filled in correctly and on time to enable pays to be processed efficiently. These are located in the blue folder on top of the book shelf.
• Payslips are available in each staff member’s personal folder

7.7 Staff Meetings
• Staff meetings will be held monthly on a rotational basis
  o The day of each staff meeting will be highlighted on the weekly roster
  o All staff will have a week’s warning of when this meeting will take place
• Staff who cannot attend and have notified the OOSHC Coordinator will have a copy of the minutes emailed to them on the next working day
• All staff meetings are fully paid and attendance at monthly meetings is compulsory

7.8 Rosters
• Rosters are distributed each Thursday on a weekly basis via email
• All staff have the option of submitting and amending availabilities throughout their employment
  Please write a note with advanced warnings of days when you are unavailable and pin to the staff noticeboard or email to ooshc@hotmail.com
• It is the individual staff member’s responsibility to ensure they have read the upcoming roster

7.9 Work Cover
• All staff are protected against injury suffered in the workplace by the Armadale PS work cover policy. All cover is based on the conditions that service and school policy and procedure has been adhered to by the claimant
• Please discuss any work cover claims with the program Coordinator

7.10 Working with Children check (WWC)
• Based on state and federal legislation all staff must provide a current WWC before the commencement of employment
• A National Police Criminal Records check may be requested at the discretion of the Coordinator for any staff with cash handling responsibilities

7.11 Staff Appraisals
• Staff appraisals will be conducted every six months
• These appraisals may be in the form of an informal meeting or a documented session
• All staff will have at least a fortnight’s warning before the appraisal will occur

7.12 Volunteers and 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 WWC Volunteer Card and any other relevant documentation
• Students are encouraged to participate in the planning process for all programming
• Volunteers are encouraged to participate in the Armadale Primary OOSHC program
• Volunteers must have a valid WWC Volunteer Card
• Volunteers are encouraged to participate in the planning process for all programming
7.13 Telephone Facilities
   - All staff are reminded to please leave their mobile phones in the office. The program coordinator is the only staff member able to communicate on their mobile phone as it may be used as a contact number for the service.

7.14 Unwell Staff
   - If staff are ill or unable to work due to injury at any time and are unable to come to work, please contact the program coordinator no later than 12hrs prior to their rostered shift so that a replacement staff member can be found. Otherwise it is the staff member’s responsibility to find a replacement for that shift.
   - Staff that fall ill while 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

7.15 Dress Code
   - Staff must always wear a piece of provided Armadale Primary OOSHC uniform (shirt or hoodie), except on extremely hot days of above 40 degrees
   - All other clothing must be appropriate to be worn around children
   - Staff must always wear shoes that have adequate support, i.e. runners, covered shoes, sandals with an ankle strap/support. Any injury incurred while unsatisfactory footwear is being worn will result in a loss of any work cover entitlements. Continual failure to wear correct footwear result in warnings, loss of shifts and possible termination.
   - All staff must abide by the school’s sun smart policy and wear broad-brimmed, bucket or legionnaire hats when outside during Term 4, January Holiday Program and Term 1, or when the average UV Index levels are above 3

7.16 Personal Hygiene
   - Staff must wash their hands when:
     - they commence their shift
     - before handling food
     - before dealing with health issues with children
     - after going to the bathroom, blowing their nose etc
   - General personal hygiene including showering, use of deodorant and the wearing of unsoiled clothing is expected by all staff

8.0 SIGNING IN AND OUT PROCEDURES

8.1 Signing In and Out Procedures (Before School Care)
   - Parents/Guardians are required to sign their child into Before Care on each morning they attend
   - An OOSHC staff member will sign each child out of the program at 8:45am when all children attending will be released into the care of the teachers on yard duty

8.2 Signing In and Out Procedures (After School Care)
   - An OOSHC staff member will sign each child into the program at 3.30pm
   - The Outside staff member must check the school grounds at 3.45pm to ensure there are no unsupervised children
   - Any remaining children are directed to After School Care and signed in
   Parents/Guardians are required to sign their child out of the program each night. Parents/Guardians must inform the Program Director/Coordinator if someone new is picking up their child from After Care (preferably in writing), or complete an ‘OOSHC Authorisation Form’
Only parents, guardians or emergency contacts listed on the enrolment form will be authorised to sign children in or out of the Armadale Primary OOSH program. If a Parent/Guardian wishes for a child to be signed out of the program by a person not listed on the enrolment form they are requested to inform the program coordinator in writing, by email or over the telephone with prior warning. Identification of this person will be checked by staff when they are signing any child/ren out of the program.

9.0 SAFE PLAY UNDER ADULT SUPERVISION

9.1 Safe Play
- Staff will always actively supervise the children in their care to ensure they play in a manner that is safe and acceptable. Unsafe behaviour includes:
  - Climbing trees, fences or other objects that may cause injury
  - Playing games that promote violence or cause harm to others
  - Playing with objects such as sticks, rocks or inappropriately used equipment that may cause harm to others
- Staff always ensure that any game/activity they run is safe for all people involved. Staff must all be familiar with the code of conduct designed for safe play within the Program.

9.2 Inclusive Practices
- Armadale Primary OOSH supports and encourages inclusive practices at our program. This means that staff will encourage children to include other children within the program in a friendly manner with all games and activities. Staff will also ensure to encourage involvement from all children within the program with all staff run games and activities.

9.3 Rooms and equipment
- It is the responsibility of all staff to ensure that all rooms and equipment used in the program are left in a fashion that is tidy and acceptable. The staff should act as role models and encourage the children to adhere to the rules of packing away and respecting equipment. Any damages or breakages must be reported to the Program Coordinator.

9.4 Behaviour Management Plan
Armadale Primary OOSH believes that all children have the right to feel safe and secure, both physically and emotionally. Having a set clear rules/guidelines and routines will develop a sense of belonging. Our behaviour and guidance policy is based on positive reinforcement, guidance and redirection.

**Armadale Primary OOSH aims:**
- To be consistent
- To reinforce positive behaviour
- To have clear and simple 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

**Unacceptable behaviour:**
- Physical abuse of other children, staff or other centre participants
- Verbal abuse of other children, staff or other centre participants
- Misuse of equipment or facilities
- Failing to follow direction from staff

**Steps for Behaviour Resolution**
1. Child will be given a warning and explanation of behaviour
2. Staff will use behaviour redirection
3. Child will be given a cooling off period in the Coordinator’s office
4. Child will lose privileges and be banned from an appropriate activity that instigated the incident where possible.
5. 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.
6. Children who continuously display inappropriate behaviour, will after all avenues have been exhausted, attend a meeting with their parents, the coordinator and a senior representative of Armadale Primary. The child will then be placed on a behaviour contract.
7. This issue will be referred to an Inclusion Support Facilitator (ISF) with the parent’s permission and involvement. An ISF will be contacted if a child continues to display inappropriate behaviour to help with additional ideas on how to redirect the child.
8. 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.
9. Children who still continuously display inappropriate behaviour and after the above steps have all been taken, will be asked to leave the program.

10.0 INDIVIDUAL DAY-TO-DAY RESPONSIBILITIES
- Upon arrival at the centre inform the program coordinator or supervisor on duty that you have arrived. Familiarise yourself with the session’s activities and check with Coordinator (or Supervisor on duty) what is required to be completed in that particular day’s session.
- During the session make yourself available to conduct activities when required and maintain appropriate supervision. Be proactive with supervision, it is better to prevent problems than to have to solve them.
- Clean up after all activities.
- If children seem bored, facilitate an activity.
- If supervising a cooking activity, please ensure all children wash hands and are familiar with basic Food Safety requirements (Please consult the OOSH policy handbook for more information).
- Check with the program Coordinator or Supervisor on duty if you have any doubts as to what you should be doing.
- Inform coordinator or supervisor on duty of any problems that occur.
- During sun smart periods ensure all children wear approved hats.

11.0 BATHROOMS
- When at the centre children may visit the toilets unaccompanied. All staff should check the toilets regularly during the session for the state of cleanliness and take appropriate actions if needed to fix any problems.
- On excursions children must visit the toilets under supervision. It is also the responsibility of staff to ensure that the toilets are safe for the children to use.

12.0 KITCHEN
- No child is allowed in the kitchen without staff supervision. It is the responsibility of all staff to ensure that the kitchen is maintained in a clean and tidy manner that meets with the food safety standards. (Please consult policy handbook for more information)

13.0 FOOD HANDLING
- This policy will provide guidelines for the provision of safe, varied and inviting food that is of nutritional benefit to the children, and caters for the individual needs of the children attending the centre.

Food and drink to be provided by the centre
- Water will be available for the children to consume at all times via drinking taps.
The staff and helpers are responsible for:

- Before handling food, washing hands according to the guidelines as provided in background information. If interrupted, to wash hands again before continuing
- Ensuring that hand basins are only used for washing hands, faces, or cleaning teeth
- Providing posters above washbasins with information on correct hand washing procedures
- Ensuring the provision of soap and papertowels on a daily basis
- Ensuring the provision of paper towels in the kitchen area
- Keeping the kitchen clean and tidy at all times and complying with the cleaning schedule displayed in the kitchen
- Disposing of any eating or drinking utensils that are chipped, broken or cracked and informing the committee/board of any items which need replacement
- Restricting the food preparation areas for that purpose only
- Cleaning all food contact surfaces, appliances and equipment after use
- Role modelling acceptable social behaviour at snack and meal times
- Ensuring persons suffering from diseases which are likely to be transmitted through food that they are not involved in food handling

Children and eating

- Encouraging and directing children to wash their hands before they eat or drink
- Teaching children to turn away and cover their mouth when they cough or sneeze and then to wash their hands
- Ensuring tables are wiped with appropriate cleaning materials prior to children using them for food consumption
- Making sure children are sitting when they eat and drink
- Washing and sanitising all dropped utensils prior to re-using.
- Discouraging children from sharing utensils, cups and drink bottles and sharing food they have begun to eat
- Promptly cleaning up any food or drink that is dropped indoors or outdoors

Preparing food

- Using separate utensils, chopping boards and other equipment for raw and for ready-to-eat foods to avoid cross-contamination. If this is not possible, thoroughly wash and sanitise equipment between uses
- Using gloves during food preparation
- Removing food items in damaged packaging such as dented cans, leaking packages, or cracked eggs

Handling food

- Using utensils such as tongs, spoons, and spatulas for cooked or ready-to-eat foods. Raw food which will be cooked can be safely handled with bare clean hands
- Washing hands before putting on gloves and putting on new gloves when changing from raw food to ready-to-eat food
- Where required maintaining hot food at over 60° C and cold food at below 5° C
- Checking the operating temperature of refrigerators and freezers. Reporting malfunctioning equipment to the coordinator
- Ensuring any items placed in the fridge/freezer are covered with a lid, foil or plastic film
- Using paper towels to clean up spills

Appropriate Cleaning Method

- Clean areas with warm soapy water as soon as practicable after the preparation of food and drinks
• Wash all utensils, crockery, plastic wear and glasses in warm soapy water and rinse in hot water. Leave dishes to air dry, do not place a tea towel over them
• Discard any plastic plates, bowls, cups or chopping boards with deep scratches
• The kitchen floor is swept, mopped and the rubbish bin emptied daily by the school’s cleaner
• All kitchen cupboards and drawers are to be cleaned internally and externally with warm soapy water
• Appliances are cleaned with warm soapy water on a regular basis

14.0 STUDENT HEALTH

14.1 First Aid

• Staff are required to attend an annual First Aid training refresher course. Staff are expected to follow first aid procedures as per the training provided during this course.

14.2 Anaphylaxis

Anaphylaxis Policy statement: OOSH C believes that the safety and wellbeing of children who are at risk of anaphylaxis is a whole-of-community responsibility. The service is committed to:

Values

• Providing, as far as practicable, a safe and healthy environment in which children at risk of anaphylaxis can participate equally in all aspects of the children’s program and experiences
• Raising awareness about allergies and anaphylaxis amongst the service community and children in attendance
• Actively involving the Parents/Guardians of each child at risk of anaphylaxis in assessing risks, developing risk minimisation strategies and management strategies for their child
• Ensuring each staff member and other relevant adults have adequate knowledge of allergies, anaphylaxis and emergency procedures
• Facilitating communication to ensure the safety and wellbeing of children at risk of anaphylaxis.

Purpose

The aim of this policy is to:

• Minimise the risk of an anaphylactic reaction occurring while the child is in the care of the children’s service
• Ensure that staff members respond appropriately to an anaphylactic reaction by initiating appropriate treatment, including competently administering an adrenaline auto-injection device

Staff responsible for the child at risk of anaphylaxis shall:

• Ensure a copy of the child’s anaphylaxis medical management action plan is visible and known to staff in a service
• Follow the child’s anaphylaxis medical management action plan in the event of an allergic reaction, which may progress to anaphylaxis
• In the situation where a child who has not been diagnosed as allergic, but who appears to be having an anaphylactic reaction:
  o Call an ambulance immediately by dialling 000
  o Commence first aid measures
  o Contact the Parent/Guardian
  o Contact the person to be notified in the event of illness if the parent/guardian cannot be contacted
• Practice the administration procedures of the adrenaline auto-injection device using an auto-injection device trainer and “anaphylaxis scenarios” on a regular basis, preferably quarterly

• Ensure that the auto-injection device kit is stored in a location that is known to all staff, including relief staff; easily accessible to adults (not locked away); inaccessible to children; and away from direct sources of heat

• Ensure that the auto-injection device kit containing a copy of the anaphylaxis medical management action plan for each child at risk of anaphylaxis is carried by a staff member or family day carer accompanying the child when the child is removed from the service or the home e.g. on excursions

15.0 POSITION DEFINITIONS & RESPONSIBILITIES

15.1 Program coordinator is responsible for:
• Day to day running of the program
• Health and well being of all staff and children
• Enrolments, fees, budgets and reports
• Interaction with staff, parents and children
• Equipment requirements
• Program planning and promotion
• Hiring and managing staff
• Attending School Council Finance meetings

15.2 Leaders/assistants are responsible for:
• Interaction with staff, children and parents
• Safety and well being of children
• Cleaning and maintenance of the program
• Assisting with the day to day running of the program
• Coordinating a variety of activities
• Reporting any unsafe equipment or practices

16.0 GENERAL POLICIES

All of the policies listed below are published in the Armadale Primary OOSHC Policy Handbook in greater detail and available in the office at all times:
• Occupational Health & Safety
• First aid and evacuation procedures
• Nutrition
• Purchases
• Immunisation/unwell children and exclusion
• Supporting children with health needs
• Sun smart
• Administering medication
• Child protection
• Confidentiality
• Equal opportunity
• Diversity
• School grounds
• Collection of children
• Behaviour guidance
• Fees
• Child Care Benefit (CCB) Allowance

This Handbook was updated in December 2012