Armadale Primary School

Out Of School Hours Care (OOSHC)

Policy Handbook
2015

Director/Co-ordinator – Kate (Katie) Wallman
Business Manager – Christine Leyshan
Principal – Rochelle Cukier

Densham Road, Armadale VIC 3143
Ph: 9822 4912
Holiday Program Mobile: 0421 230 769
Fax: 9824 8954
Email: ooshc@hotmail.com
Website: www.armadaleps.vic.edu.au
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>INTRODUCTION</strong></td>
<td>7</td>
</tr>
<tr>
<td>1.1 Equal Opportunity</td>
<td>8</td>
</tr>
<tr>
<td>1.2 Enrolment at the Program</td>
<td>8</td>
</tr>
<tr>
<td>1.2.1 Enrolments</td>
<td>8</td>
</tr>
<tr>
<td>1.2.2 Priority of Access</td>
<td>8</td>
</tr>
<tr>
<td>1.3 Enrolment Procedure</td>
<td>9</td>
</tr>
<tr>
<td>1.3.1 Enrolment Forms</td>
<td>9</td>
</tr>
<tr>
<td>1.3.2 Updating information</td>
<td>9</td>
</tr>
<tr>
<td>1.3.3 Confidentiality</td>
<td>9</td>
</tr>
<tr>
<td>1.3.4 Orientation of new children</td>
<td>9</td>
</tr>
<tr>
<td>1.4 Waiting List</td>
<td>9</td>
</tr>
<tr>
<td>1.5 Exclusion of Children</td>
<td>10</td>
</tr>
<tr>
<td>1.6 Attendance Records</td>
<td>10</td>
</tr>
<tr>
<td>1.6.1 Signatures</td>
<td>10</td>
</tr>
<tr>
<td>1.6.2 Absences</td>
<td>10</td>
</tr>
<tr>
<td>1.6.3 Child Care Benefit</td>
<td>10</td>
</tr>
<tr>
<td>1.7 Authorisation for Collecting Children</td>
<td>10</td>
</tr>
<tr>
<td>1.7.1 Authorised persons</td>
<td>10</td>
</tr>
<tr>
<td>1.7.2 Collection of Children</td>
<td>11</td>
</tr>
<tr>
<td>1.7.3 Required notification to the program of custodial parents</td>
<td>11</td>
</tr>
<tr>
<td>1.7.4 The refusal of authorisation</td>
<td>11</td>
</tr>
<tr>
<td>1.8 Late Collection</td>
<td>11</td>
</tr>
<tr>
<td>1.8.1 Payment of late fees</td>
<td>11</td>
</tr>
<tr>
<td>1.8.2 Advising the program of lateness</td>
<td>11</td>
</tr>
<tr>
<td>1.8.3 Contacting parents</td>
<td>12</td>
</tr>
<tr>
<td>1.8.4 Procedure if a child is not collected after closing time</td>
<td>12</td>
</tr>
<tr>
<td>1.8.5 Cancellation of care</td>
<td>12</td>
</tr>
<tr>
<td>1.8.6 Extra care requirements</td>
<td>12</td>
</tr>
<tr>
<td>1.9 Family Access</td>
<td>12</td>
</tr>
<tr>
<td>1.9.1 Communication with families</td>
<td>12</td>
</tr>
<tr>
<td>1.9.2 Concerns regarding children</td>
<td>12</td>
</tr>
<tr>
<td>1.9.3 Visiting the program</td>
<td>12</td>
</tr>
<tr>
<td>1.9.4 Custodial issues</td>
<td>13</td>
</tr>
<tr>
<td>1.10 Visitors</td>
<td>13</td>
</tr>
<tr>
<td>1.10.1 Children’s program</td>
<td>13</td>
</tr>
<tr>
<td>1.10.2 Student placements</td>
<td>13</td>
</tr>
<tr>
<td>1.10.3 Volunteers</td>
<td>13</td>
</tr>
<tr>
<td>1.10.4 Unwelcome visitors</td>
<td>13</td>
</tr>
<tr>
<td>1.10.5 Professionals and officials</td>
<td>13</td>
</tr>
<tr>
<td><strong>2. Child Abuse or Neglect</strong></td>
<td>13</td>
</tr>
<tr>
<td>2.1 Information about Child Abuse or Neglect</td>
<td>14</td>
</tr>
<tr>
<td>2.2 Employer and Employee Responsibilities</td>
<td>14</td>
</tr>
<tr>
<td>2.3 Strategies for a Child Protective Environment</td>
<td>14</td>
</tr>
<tr>
<td>2.4 Guidelines for Managing Critical Incidents</td>
<td>14</td>
</tr>
<tr>
<td>2.5 Information that is Required</td>
<td>14</td>
</tr>
<tr>
<td>2.6 Key Agencies</td>
<td>15</td>
</tr>
<tr>
<td>2.7 Training</td>
<td>15</td>
</tr>
</tbody>
</table>
3. CHILDCARE FEES .......................................................... 15
   3.1 INVOICES ..................................................................... 15
   3.2 PAYMENT OF FEES ...................................................... 15
   3.3 BANKING OF FEES ....................................................... 15
   3.4 CONFIDENTIALITY ....................................................... 15
   3.5 NON-ATTENDANCE ...................................................... 15
   3.6 CHILD CARE BENEFIT (CCB) APPLICATION .................. 15
   3.7 UP TO DATE INFORMATION FOR FAMILIES ABOUT CHILD CARE BENEFIT ....... 16
   3.8 IMMUNISATION REQUIREMENTS ................................ 16
   3.9 ATTENDANCE RECORDS .............................................. 16
   3.10 KEEPING OF RECORDS ............................................. 16
   3.11 FAMILIES AFFORDING FEES ..................................... 17
   3.12 OVERDUE FEES ....................................................... 17

4. CHILDREN’S PROGRAM .................................................... 17
   4.1 WHO IS RESPONSIBLE ................................................ 17
   4.2 STAFF TRAINING ....................................................... 17
   4.3 GUIDELINES ............................................................ 17
   4.4 BALANCED PROGRAMMING ....................................... 17
   4.5 PARENT INPUT .......................................................... 17
   4.6 RELIGION .................................................................... 17
   4.7 CULTURAL DIFFERENCES .......................................... 18
   4.8 GENDER BIAS ............................................................ 18
   4.9 CHOICES FOR CHILDREN .......................................... 18
   4.10 SUPERVISION .......................................................... 18
   4.11 INTERACTIONS WITH CHILDREN ................................ 18
   4.12 EVALUATION ........................................................... 19
   4.13 INCLUSION OF NEW CHILDREN ................................ 19
   4.14 ROUTINES ............................................................... 19
   4.15 GROUP ACTIVITIES ................................................... 19

5. DELIVERY AND COLLECTION OF CHILDREN ....................... 19
   5.1 DROPPING OFF AT SCHOOL ......................................... 19
   5.2 PICK UP ..................................................................... 19
   5.3 AUTHOIRSATION FOR DELIVERING AND COLLECTING CHILDREN ............. 20

6. CONFIDENTIALITY .......................................................... 20
   6.1 DISTRIBUTION OF POLICY ......................................... 20
   6.2 TYPES OF PERSONAL AND HEALTH INFORMATION TO BE COLLECTED ........ 20
   6.3 PERSONAL INFORMATION PROVIDED BY INDIVIDUALS EITHER IN RELATION TO THEMSELVES OR THEIR CHILDREN USING THE PROGRAM ....................... 20
   6.4 USE OF PERSONAL INFORMATION ................................ 20
   6.5 TREATMENT OF SENSITIVE INFORMATION .................. 21
   6.6 MANAGEMENT AND SECURITY OF INFORMATION ................ 21
   6.7 DATA QUALITY .......................................................... 21
   6.8 ACCESS TO INFORMATION AND UPDATING PERSONAL INFORMATION ........ 21
   6.9 PERSONAL INFORMATION MAY BE ACCESSED IN THE FOLLOWING WAY ...... 22
   6.10 ANONYMITY ........................................................... 22
   6.11 DISPOSAL OF INFORMATION ...................................... 22

7. EQUAL OPPORTUNITY ..................................................... 22
   7.1 ACCESS TO INFORMATION .......................................... 22
7.2 CHILDREN’S PROGRAM ................................................................. 22
7.3 RESPECT FOR INDIVIDUAL DIFFERENCES ................................. 22
7.4 CHILDREN WITH ADDITIONAL NEEDS ...................................... 22
7.5 STAFF SELECTION AND ORIENTATION ...................................... 23
7.6 HARASSMENT ............................................................................ 23
7.7 GRIEVANCE AND COMPLAINT PROCEDURES ............................... 23
7.8 STAFF WITH FAMILY RESPONSIBILITIES .................................... 24
7.9 TRAINING FOR COORDINATOR AND SUPERVISOR ......................... 24

8. INCLUDING CHILDREN WITH A CULTURAL DIVERSITY ................. 24
  8.1 PROGRAM ATTENDANCE ................................................................ 24
  8.2 FAMILY AND PROFESSIONAL INPUT ........................................... 24
  8.3 PROGRAM DISPLAYS ................................................................... 24
  8.4 CULTURAL REQUIREMENTS ......................................................... 24
  8.5 STAFF TRAINING ......................................................................... 24

9. EQUIPMENT POLICY ....................................................................... 24
  9.1 EQUIPMENT PURCHASES ............................................................. 24
  9.2 MAINTAINING AND REPAIRING EQUIPMENT ............................... 25
  9.3 RECORD KEEPING RELATING TO EQUIPMENT ............................... 25
  9.4 CHECKING AND CLEANING OF EQUIPMENT ............................... 25
  9.5 STORAGE OF EQUIPMENT ........................................................... 25
  9.6 TRAINING OF STAFF AND CHILDREN IN THE USE OF EQUIPMENT .... 25
  9.7 CONSULTATION WITH STAFF AND FAMILIES .............................. 25

10. HEALTH AND SAFETY ................................................................ 26
  10.1 HYGIENE .................................................................................. 26
      10.1.1 Hand washing ..................................................................... 26
      10.1.2 Toileting ............................................................................ 26
      10.1.3 Cleaning toys ..................................................................... 26
      10.1.4 Cleaning surfaces ................................................................. 26
      10.1.5 Drinking and eating utensils .................................................. 26
      10.1.6 Food preparation ................................................................. 26
      10.1.6 Nutrition, food and beverages, and dietary requirements ........ 27
      10.1.8 Information for parents ......................................................... 27
      10.1.9 Animals and birds in the program ......................................... 27
  10.2 IMMUNISATION ....................................................................... 28
      10.2.1 Children ............................................................................ 28
      10.2.2 Staff .................................................................................. 28
  10.3 EXCLUSION .............................................................................. 28
      10.3.1 Infectious diseases ............................................................... 28
      10.3.2 Infectious diseases exclusion periods ..................................... 28
      10.3.3 Unwell children ................................................................. 29
      10.3.4 Unwell staff ..................................................................... 29
      10.3.5 Serious ill health or hospitalisation ....................................... 29
  10.3 MANAGEMENT OF UNWELL CHILDREN .................................. 29
      10.4.1 The ability to care for unwell children ................................... 29
      10.4.2 Records ............................................................................. 29
  10.5 MEDICAL CONDITIONS POLICY ............................................ 30
      10.5.1 Asthma Policy ................................................................. 30
      10.4.1 Anaphylaxis Policy ............................................................ 30
  10.6 MEDICATION ........................................................................... 31
10.6.1 Prior to the administration of medication ........................................32
10.6.2 Administration of Medication ..........................................................32
10.6.3 Medical Records ..............................................................................32
10.6.4 Long-term condition or complaints ..................................................32
10.6.5 Children receiving medication at home ..............................................32

10.7 ENVIRONMENT ...............................................................................33
10.7.1 Occupation Health and Safety .........................................................33
10.7.2 Space Requirements ......................................................................33
10.7.3 Smoking .........................................................................................33
10.7.4 Protection from the sun .................................................................33
10.7.5 Ventilation ......................................................................................33
10.7.6 Lighting and heating .......................................................................33
10.7.7 Telephone Facilities .......................................................................33
10.7.8 Cleanliness, Maintenance and Repairs .............................................33
10.7.9 Unauthorised children/individuals in the school grounds ................33
10.7.10 Children attending other activities (outside OOSHIC) on school grounds .......................................................34

10.8 ACCIDENTS ....................................................................................34
10.9 FIRST-AID .......................................................................................34
10.10 CHILDREN WITH SPECIAL HEALTH NEEDS ................................34

11. EXCURSIONS ..................................................................................35
11.1 PERSON IN CHARGE .......................................................................35
11.1.1 Conduct of risk assessment for excursions ....................................35
11.2 ADULT: CHILD RATIO .....................................................................35
11.3 PLANNING FOR WEATHER CONDITIONS ....................................35
11.4 TRAVELLING IN AN “A” CLASS VEHICLE ....................................35
11.5 TRAVELLING ON PUBLIC TRANSPORT ........................................35
11.6 PUBLICISING EXCURSIONS TO PARENTS ..................................36
11.7 LOCAL WALKING EXCURSIONS ..................................................36
11.8 PARENTS EXCURSION AUTHORITY .............................................36
11.9 SWIMMING EXCURSIONS AND WATER SAFETY ........................36
11.10 UNWELL CHILDREN .......................................................................36
11.11 EXCURSION GUIDELINES .............................................................37

12. FINANCIAL MANAGEMENT .............................................................37
12.1 ANNUAL BUDGET ...........................................................................37
12.2 FINANCIAL RECORDS .....................................................................37
12.3 NON-PROFIT STATUS .....................................................................37
12.4 APPROVED CHILD CARE BENEFIT PLACES ..................................37
12.5 BANK ACCOUNT ..............................................................................37
12.6 PAYMENT OF WAGES ...................................................................37
12.7 DAY-TO-DAY FINANCIAL MANAGEMENT ......................................37
12.8 KEEPING OF FINANCIAL RECORDS .............................................37
12.9 PAYMENT OF DEBTS ....................................................................38
12.10 PROVISION OF STAFF ENTITLEMENTS .......................................38
12.11 GST REQUIREMENT .......................................................................38
12.12 APPROPRIATE INSURANCE COVER ...........................................38

13 SUN PROTECTION POLICY ..............................................................38
13.1 SUN SMART CLOTHING .................................................................38
13.2 SUNSCREEN ................................................................. 38
13.3 OUTDOOR ACTIVITIES ................................................. 38
13.4 STAFF ................................................................. 38
13.5 PARENT INFORMATION .................................................. 38

14. ENVIRONMENTAL PROTECTION ....................................... 39
14.1 USE OF ENVIRONMENTAL PRODUCTS ................................ 39
14.2 RUBBISH DISPOSAL ..................................................... 39

15. GUIDING CHILDREN’S BEHAVIOUR .................................. 39
15.1 GUIDELINES ABOUT ACCEPTABLE BEHAVIOUR .................... 39
15.1 LIMITS OF BEHAVIOUR .................................................. 39
15.2 SETTLING DIFFERENCES ............................................... 40
15.3 STAFF ROLE MODELLING ............................................... 40
15.4 ENCOURAGING APPROPRIATE BEHAVIOUR ....................... 40
15.5 CORPORAL PUNISHMENT .............................................. 40
15.6 PARENTS DISCIPLINE WHILST AT THE PROGRAM .............. 40
15.7 TIME OUT/COOLING OFF PERIOD .................................. 40
15.8 CONSISTENT DISPLAY OF UNACCEPTABLE BEHAVIOUR ............ 40
15.9 BEHAVIOUR CONTRACT .................................................. 40
15.10 SUPPORT FROM APPROPRIATE AGENCIES OR PROFESSIONALS ... 41
15.11 SUSPENSION PROCEDURES ......................................... 41
15.12 ALTERNATIVE CARE .................................................... 41

16. GRIEVANCE AND COMPLAINTS PROCEDURES ....................... 41

17. EMERGENCY PROCEDURES ............................................. 41
17.1 FIRST AID EMERGENCIES .............................................. 42
17.2 EVACUATION PROCEDURE (FIRE, FLOOD, BOMB SCARE) .......... 42
17.3 DEALING WITH INTRUDERS, SIEGE AND HARASSMENT ............. 42
17.4 EMERGENCY AND EVACUATION FLOOR PLAN .................... 42

18. STAFFING .................................................................. 43
18.1 QUALIFICATIONS/TRAINING ............................................. 43
18.2 STAFF: CHILD RATIOS ................................................... 43
18.3 STAFF CODE OF CONDUCT ............................................. 43
18.4 DETERMINING THE RESPONSIBLE PERSON PRESENT ............. 43
18.5 PARTICIPATION OF VOLUNTEERS AND STUDENTS .............. 43
18.6 POSITION DESCRIPTIONS ............................................... 43
18.7 GRIEVANCE AND COMPLAINT PROCEDURE ...................... 43
18.8 RECRUITMENT .......................................................... 43
18.9 TERMINATION ........................................................... 44
18.10 REMUNERATION ......................................................... 44
18.11 FIT AND PROPER PERSONS ......................................... 44
18.12 STAFF MEETINGS ....................................................... 44
INTRODUCTION

The Armadale Primary OOSHC Program is held in the Multipurpose building of Armadale Primary, Densham Road, Armadale. We are sponsored by the Armadale Primary School Council and must report all changes to the council through a Finance sub-committee for ratification. The service has been licensed for 130 places.

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

**Philosophy**

The philosophy of the Armadale Primary OOSHC Program is a continuing plan to provide affordable childcare for 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 Primary OOSHC 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 program is a warm and friendly environment that caters for a variety of school based activities.

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 Primary OOSHC program is sponsored by the Armadale Primary School Council and has the following flow:
POLICY
Access to the Armadale Primary School OOSH Program is open to all children attending primary school. During the school terms the program 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 program also provides care during all term breaks in the form of Holiday Program (8am – 6pm) and on the School’s selected Curriculum Days, where possible (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 Primary OOSH 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 Armadale Primary OOSH 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 OOSH 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 OOSH staff actively encourage all children to show empathy and healthy assertiveness regardless of gender
• Care is taken when choosing videos for child viewing

1.2. Enrolment at the program

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 program prior to the child/ren attending the program on their first day of each school year

1.2.2 Priority of Access
• Armadale Primary OOSH follows the Priority of Access guidelines in accordance with the Department of Education, Employment and Workplace Relations
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
- 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 Primary families have priority over families from outside Armadale PS and working parents over non-working parents

1.3 Enrolment procedure

1.3.1 Enrolment Forms
- To be able to attend programs at the service the child needs to be enrolled in primary or secondary school
- Enrolment forms are required to be filled out and returned to the program prior to the child/ren commencing care
- Enrolment forms must be filled out once a year to guarantee enrolment
- Credit Card Authorisation forms must be completed and returned to the Program Coordinator

1.3.2 Updating information
- It is the parent’s responsibility to notify the program of any change of address or phone numbers whether home, work, or emergency contact. It is of utmost importance that the program 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 Primary OOSHC Coordinator, Assistant Coordinator, school Business Manager and Principal.
- No information is to be disclosed to a second party without the express permission of the person concerned

1.3.4 Orientation of new children
- Any new students to the OOSHC program will be told the daily routine and shown around the Multipurpose building, particularly the bathrooms, kitchen, different play areas and out of bounds
- New children will be given a buddy for day, to help show them around and settle in

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
  - Families in crisis
  - Recognised work or work related commitments
  - Children with siblings already attending the program
Families not already registered with the program
Families that do not fall into the priority of access guidelines may be asked to give up their place at the program 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 program 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 program participants
2. Verbal abuse of other children, staff or other program 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. Removal of the child from the inappropriate situation
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 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 program

1.6.2 Absences
- Parents are required to contact the program if the child will NOT attend the program on one of the nominated days

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
- An authorised nominee refers a person who has been given permission by a Parent/Guardian on the OOSHC enrolment form, to collect the child/ren from the program
- If the person is unknown to the staff at the program the person collecting must produce photo I.D. or 2 forms of I.D. that has their 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 program is able to collect the child
- Children will not be released into the care of anyone who is not on the Authorised Nominees list
1.7.2 Collection of children

- Parents are required to collect their child from the program no later than 6pm on any day. If the parent is unable to collect the child by 6pm they must contact the program to notify the staff. Alternative arrangements for collection will be required to be made and the staff must also be notified of this. Late fees apply.
- 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 program.
- If no contact has been made with the program prior to 6pm the emergency contact person will be contacted to collect the child from the program and a late fee will be charged until the arrival of the emergency contact person.

1.7.3 Required notification to the program of custodial parents

- If custodial requirements of the child/ren changes parents or authorised persons must contact the program 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 The refusal of authorisations

- OOSHC has a right to refuse any person who is unknown to staff and not a authorised nominee.
- The OOSHC program has the right to refuse people from collecting children if they involved in legally standing court orders, as documented on the child’s enrolment form.
- The Coordinator or Supervisor has the right to refuse any person deemed unfit to pick up a child, such as being heavily under the influence of alcohol or drugs. In this situation, another emergency contact for the child will be called. It’s the Coordinator or Supervisor’s decision whether to involve the Police.

1.8 Late collection

1.8.1 Payment of late fees

- A late collection fee of $1 per minute after 6.00pm will be imposed to cover staff costs if a parent or carer is late.

1.8.2 Advising the program of lateness

- Parents are required to collect their child from the program no later than 6pm on any day. If the parent is unable to collect the child by 6pm they must contact the program to notify the staff. Alternative arrangements for collection will be required to be made and the staff also notified of this.
- If no contact has been made with the program prior to 6pm the authorised nominees will be contacted to collect the child from the program and a late fee will be charged until the arrival of the emergency contact person.

1.8.3 Contacting parents

- The program 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 program prior to 6.00pm, the emergency contact person will be contacted to collect the child from the program and a late fee will be charged until the arrival of the emergency contact person.
- If the parent and emergency contact person are unable to be reached staff will contact local police.

1.8.5 Cancellation of care
- Parents are required to contact the program if the child will NOT attend the program on one of the nominated day.

1.8.6 Extra care requirements
**Before School Care:** If parents require care for before school, it is recommended to contact the program 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 the days nominated, parents are recommended to contact the program 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 program and the program 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 program
- All persons visiting the program and not having dealings with the OOSH are not permitted to enter the area used by the program unless accompanied by the Program Coordinator, school staff member, program 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 program will do its utmost to abide by them.
- If there is any problem with custody orders or there implementation, it is the responsibility of the parent to notify the program or program Coordinator 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 program with a copy of the Working With Children (WWC) 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 OOSHC Program
- Volunteers must provide the program with a copy of their 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 program immediately
- If they do not comply with this request then the coordinator is called. If this is unsuccessful then the program 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 program will be allowed but will be supervised by the coordinator at all times
- Professionals and officials must immediately report to the 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.

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 or neglect 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 programs
• Employees of children’s services programs 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 OOSHC 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, with specific details
• 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)

3. CHILDCARE FEES

* Full amount payable without Child Care Benefit reduction

3.1 Invoices
- All invoices are addressed to the custodial Parent(s)/Guardian(s)
- All invoices are dated, itemised and contain records of previous payments and childcare benefit percentage if applicable
- All invoices contain the previous month’s usage
- Invoices are emailed at the end of each month

3.2 Payment of Fees
- OOSHC requires a credit card authorisation form to process any outstanding fees on the 7th of each month on the nominated credit card
- Credit card details can be accessed by the Director, Business Manager and School Principal

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
- Any families with custody arrangements must speak to the Coordinator in regards to accounts and fees

3.5 Non-Attendance
- Parents/guardians are required to contact the service if their child will not be attending the OOSHC on a nominated day

3.6 Child Care Benefit (CCB) Application
- Armadale Primary School OOSHC 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 program from the Family Assistance Office. Parents are required to apply for each type of care offered at the program that is CCB eligible i.e. Combined OOSH and Holiday Program.
- The service will provide accurate up to date information to families regarding CCB & CCR and how to apply for it. The program 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 program weekly therefore if the program 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 OOSHC 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 program Coordinator and family concerned.

### 3.7 Up to date information for families about Child Care Benefit (CCB)

- Up to date information will be available to all families about Childcare Benefit, where possible.
- Information will be available through the APS website, 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 that meets the Commonwealth Government immunisation requirements.
- OOSHC has access to these records.

### 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 and school principal.
- Computerised records will be strictly confidential and only accessed by the program Coordinator and School Principal.

### 3.11 Families affording fees

- Armadale PS OOSHC 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.
- Extra CCB fee help is available.
3.12 Overdue fees
- If accounts continue to be outstanding for 4 weeks the Program 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 OOSHC 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 OOSHC will be adhered to at all times in conjunction with the Education and Care Services National Regulations, 2011

4.4 Balanced programming
- The OOSHC 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 and formal surveys

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 and 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 OOSHC programs
- 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 program 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. 1 staff member for each 30 children shall be qualified.
- 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 Interactions with children
- Children will be treated with respect at all times and encouraged to express themselves and their own opinions
- Staff will allow children to undertake experiences that develop self-reliance and self-esteem
- Staff should at all times give each child positive guidance and encouragement towards acceptable behaviour
- 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
- All children should have the opportunity to interact and develop respectful and positive relationships with each other and staff members

4.12 Evaluation
- Evaluations will be completed on a continuing basis through informal discussion and regular program evaluation by the program 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 program whilst the OOSHC 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 program 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

5. DELIVERY AND COLLECTION OF CHILDREN

5.1 Dropping off at school
• Before School Care is open at 7.00am every day of the school year
• Holiday Program is open at 8.00am on each day of the school holidays the program is running
• 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
• The child may only leave the program if given into the care of a Parent or authorised nominee named in the child’s enrollment record, or with written authorisation from the Parent or authorised nominee (please refer to the Education and Care Services National Regulations, 2011, Reg 99)
• 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 program by telephone and inform staff of lateness
• If late to the program the family will incur any appropriate late fees

5.3 Authorisation for delivering and collecting children
• For more information on who is authorised to deliver and collect children from the program, please refer to Section 1.7 of this document

6. CONFIDENTIALITY
6.1 Distribution of policy
This policy will be:
- Accessible at Armadale PS OOSHC and on the school website (www.armadaleps.vic.edu.au)
- 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 program

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 program (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 program and of other participants at the program)
  - Job applicants, committee of management, volunteers and staff of the program

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 OOSHC 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 program
- 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
- Program participants
- Job applicants, committee of management, volunteers and staff of the program

We may disclose limited 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 their job
- It will not be left in areas that allow unauthorised access
- The physical storage of all materials will be kept securely in the Coordinator’s office
- 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 program 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 these 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 program 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 program 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.

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 program.
• 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 program 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 program and school grounds
- Being informed of all relevant legislation
- Being introduced to 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 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 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 program

### 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 and 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.

### 8. INCLUDING CHILDREN WITH A CULTURAL DIVERSITY
POLICY

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

8.1 Program attendance
- All families attending the OOSHC Program will be treated equally regardless of race, religious beliefs or socio-economic 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 Program displays
- The program will attempt display culturally diverse pictures, articles or references promoting the program as a program 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 program

8.5 Staff Training
- In-service training on cultural diversity is offered when available

9. EQUIPMENT 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 OOSHC 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 OOSHC 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 program’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/ manual 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 repainer 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 OOSHC program uses
- Records are kept of the equipment purchased for and by the OOSHC 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 storeroom 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 manufacturer’s 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 AND SAFETY

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 program
• Children must use the antibacterial gel prior to eating whilst at the program, if hand washing is unavailable
• 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 toilets 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 program
• 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
• 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 on the school website (www.armadaleps.vic.edu.au)
• Armadale PS OOSHc currently has a qualified cook
• At all times there will be one qualified person with Level Two Food Safety training
• 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 program is informed
• Cultural and religious beliefs related to food will be respected, please inform staff so your child’s 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)

10.1.7 Nutrition, food and beverages, and dietary requirements
• Armadale PS OOSHC 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. Croissants and bagels will be offered when available.
• The After School Care program has a qualified cook who prepares afternoon tea, including; pasta, sushi, chicken and avocado wraps, berry muffins, tacos and zucchini slice. The food each week is selected so that there is a variety of flavours and ingredients. An afternoon snack is also given out which includes fresh fruit, biscuits and cheese. There are also Gluten Free and Wheat Free snacks available for children with notified gluten allergies.
• The After School Care program also offers cooking as a group activity. 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 fruit is served at 4.30pm each day and consists of seasonal fruits and crackers and cheese
• Drinking water is available at all times through drinking taps outside and a water filter 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 cooking activities and food that will be served will be on display in the notice board area

10.1.8 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

10.1.9 Animals and birds in the program
• Seeing Eye dogs and puppies in training plus hearing dogs are permitted at the program at any time but must be kept under control at all times
• Armadale Primary School OOSHC has several pet reptiles
• All other animals are prohibited from the program’s grounds

10.2 Immunisation

10.2.1 Children
• Armadale PS OOSHC remains in line with the Armadale PS policy on immunisation
• The program 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 program has an obligation to follow directives from both State and Federal Governments in relation to childhood immunisation

* For further information, please refer to the Victorian Department of Education and Early Childhood Development’s recommendations on immunisations (www.education.vic.gov.au)

10.2.2 Staff
• It is recommended that staff have the following immunisations:
  o Flu Injection
  o Hepatitis vaccination
  o Full Time and Part Time staff will be offered the flu shot regularly

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
• If there is an occurrence of an infectious disease, the Coordinator must ensure that reasonable steps are taken to prevent the spread of the infectious disease at the program (please refer to the Education and Care Services National Regulations, 2011, Reg 88)
• All staff are notified if any infectious disease is present at the program
• 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 program in accordance with the appropriate legislation. Please refer to the schools exclusion list and the copy of The Blue Book (available upon request)
• All reports of infectious diseases remain strictly confidential
• Staff and other relevant community program 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 program as soon as possible if they have contracted or been in contact with an infectious disease

* For further information please refer to the Armadale PS Illness and Emergency Care Policy (2008) available on the Armadale Primary website (www.armadaleps.vic.edu.au)

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 program believes it is not in the best interests of children or staff for children to attend the program when sick. It is at the discretion of the program 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 program.
- Should a child become sick at the program 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 program, 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 program is of concern to the staff and all other parents using the program.
- The program 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 from the program, as the program does not have the extra staff members able to stay with your child due to staff-to-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, where needed.
- The carbon copy of an accident and a photocopy of the illness form will be handed to the parent or authorised person, where needed.

10.5 *Medical conditions policy*

- Armadale PS OOSHC have a full responsibility to set out practices in relation to the management of medical conditions, including; asthma, diabetes, allergies or children at the risk of anaphylaxis.
- The OOSHC Supervisor must inform all staff members and volunteers of the medical conditions policy and the management plans in place.
Every registration form for each child must state whether they have dietary restrictions, allergies, asthma or anaphylaxis.

All Parents/Guardians of children who have a specific health care need are required to fill in an extra medical management plan. The steps of this management plan are to be followed in the event of an incident relating to the child’s specific health care need, allergy or relevant medical condition.

Each child with a specific health care need has a OOSHC Allergy/ Anaphylaxis Risk Management Plan, in consultation with the parents of the child.

All medical management plans will be easily identifiable and displayed in the kitchen in full view of all staff. Children with anaphylaxis plans will be displayed on the kitchen whiteboard. Children with allergies, diabetes or asthma plans will be displayed on the first aid cupboard.

In the case of an asthma or anaphylaxis emergency, medication may be administered to a child without an authorisation form. In this scenario, the Parent and emergency services must be notified as soon as practicable.

Armadale PS OOSHC follows the Armadale Primary Allergy Policy, in which the program will proactively implement a number of practices to optimise the safety and wellbeing of students who present with allergies and will aim to minimise potential triggers that may cause and allergic reaction.

Parents/Guardians of children who have a specific health care needs are required to develop a communication plan, in consultation with all relevant persons educating and caring for the child.


### 10.5.1 Asthma Policy

- Any Parent/Guardian of a child with asthma must fill in a OOSHC Asthma Action Plan form in the First Aid Record folder, located in the First Aid cupboard in the kitchen.
- Children must have their own medication/ reliever/ Ventolin which will be kept in the OOSHC first aid cupboard or OOSHC first aid bag on excursions.
- If a child is unwell, staff must follow their Asthma Action Plan.

### 10.5.2 Anaphylaxis Policy

**Values**

OOSHC 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:

- 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.
• Raise the service community’s awareness of anaphylaxis and its management through education and policy implementation

**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:
  - Call an ambulance immediately by dialling 000
  - Commence first aid measures
  - Contact the Parent/Guardian
  - Contact the person to be notified in the event of illness if the Parent/Guardian cannot be contacted

• 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

• Ask all parents/guardians as part of the enrolment procedure, prior to their child’s attendance at the service, whether the child has allergies and document this information on the child’s enrolment record. If the child has severe allergies, ask the parents/guardians to provide a medical management action plan signed by a Registered Medical Practitioner

• Ensure that an anaphylaxis medical management action plan signed by the child’s Registered Medical Practitioner and a complete auto-injection device kit (which must contain a copy the child’s anaphylaxis medical management action plan) is provided by the Parent/Guardian for the child while at the service

• 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 that this child attends

• Regularly check the adrenaline auto-injection device expiry date. (The manufacturer will only guarantee the effectiveness of the adrenaline auto-injection device to the end of the nominated expiry month)

• Provide information to the service community about resources and support for managing allergies and anaphylaxis

• Comply with the procedures outlined in Schedule 1 of the model policy (see www.education.vic.gov.au/anaphylaxis)

10.6 Medication

• If your child requires medical treatment in the form of medication or specialised 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 doctor’s 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, medication should be in the original packaging and 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. Children are not allowed to self-administer medication.
• The OOSHC 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 Medication 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 following details:
  o Child’s name
  o The authorisation from a Parent/Guardian to administer medication
  o The name and expiry date of the medication to be administered
  o The time and date the medication was last administered
  o The time and date, or circumstance under which, the medication should be administered
  o The dosage of the medication to be administered
  o The manner in which the medication is to be administered
  o The name and signature of the person who administered the medication
• 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 passes since the administration time, the Parent/Guardian will be contacted for further advice.
• Medication Records and registration forms are kept in the First Aid folder in the kitchen

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 OOSHC Program at the Community Program 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 OOSH 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 OOSH office.

10.7.2 Space Requirements
- Armadale PS OOSH 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, the Performing Arts Room will also be used under full supervision

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 Sun Smart 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 Sun Smart 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. During Terms 2 and 3 if the UV Index levels are above 3, hats must also be worn.

10.7.5 Ventilation
- The program 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 energy efficient globes that will be replaced as necessary
- A registered gas fitter/plumber will clean the heater every 12 months, as arranged by Armadale PS

10.7.7 Telephone Facilities
- As outlined in the National Standards Armadale PS OOSH 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 OOSH 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 OOSH 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 during the operational hours of OOSH
- The outside staff member must immediately ask the unauthorised individual/s to leave the grounds
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 ground
- 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
- The school encourages the community to use the grounds on weekends, but accepts no liability

10.8 Incident, injury, trauma and illness
- In the event that a child is injured, becomes ill or suffers a trauma, all incidents will be recorded in the First Aid Record folder, or documented on the Coordinator’s computer
- This record must include the following details:
  - The injury or trauma the child has received while attending the OOSHC program
  - Name and age of the child
  - The circumstances leading to the incident, injury, trauma or illness
  - Time and date the incident occurred, the injury that was received, the trauma the child was subjected to, or any apparent symptoms of the illness
  - Actions taken by the service; including any medication or first aid administered and if any medical personnel were contacted
  - The staff member who attended to the child and any witnesses to the incident, injury or trauma
  - The name of the Parent/Guardian who OOSHC notified, or attempted to notify, regarding the incident involving their child – including the time and date of notification
  - The name and signature of the staff member making an entry in the record and the time and date the entry was made
- Parents/Guardians will be informed of their child’s involvement with any incident, injury, trauma or illness as soon as practicable, but no later than 24 hours after the occurrence (please refer to the Education and Care Services National Regulations, 2011, Reg 85)

10.9 Administration of First Aid
- All OOSHC staff have a minimum of Level 1 First Aid training, which is renewed annually
- All accidents that require first aid treatment will be responded to in the kitchen and recorded in the Accident Report folder (refer to the record details above)
- The first aid cupboard is located in the kitchen, easily recognisable and readily accessible to all staff
- The first aid cupboard is suitably equipped and regularly re-stocked
- On Holiday Program and 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

10.10 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

11. EXCURSIONS
11.1 Person in charge
- The program Coordinator if available or Supervisor on duty will be the person in charge when the OOSHC program is on excursions, during Holiday Program or Curriculum Days
- The Coordinator or Supervisor will always carry the OOSHC mobile phone (0421 230 769) and parent and emergency contact details whilst on excursions

11.1.1 Conduct of risk assessment for excursions
- The program Coordinator or Supervisor must ensure a risk assessment is undertaken before proceeding on any excursion that is not a regular outing or an excursion to a location that has previously been assessed
- A risk assessment must identify the risks that the excursion may pose to the safety, health or wellbeing of any child on the excursion, and specify how any identified risks will be managed and minimised
- A risk assessment must consider the proposed activities, the duration of the excursion, the items that should be taken, as well as the following:

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
- 1 staff member for every 30 children will be qualified

11.3 Planning for weather conditions
- Weather conditions are taken into account when booking all excursions
- Hot conditions are taken in to 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
- Staff will be seated throughout the bus to ensure that the children are supervised correctly
- No child or staff member 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 program on return
- Staff are permitted to leave their seats in an emergency situation to deal with a child
- Children and staff that suffer from motion sickness will be sat at the front of the bus with a bus sick bag 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 holiday 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 holiday 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 Holiday 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 staff will be informed of the safety requirements for the day
- Children are reminded that they must stay together and walk on the footpaths
- Staff are placed at intervals throughout the group of children to monitor safety
- Staff must walk closest to the curb to prevent children from running onto the road area
- When the group of children and staff 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 program
- 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 program
- Authority is given on the enrolment that is posted out to parents approximately 4-5 weeks prior to the commencement of the program

11.9 Swimming excursions and water safety
- The program will be pre-booked into the swimming venue
- Swimming excursions will take place in a registered pool or a patrolled public beach, where possible
- All water hazards and risks associated with water-based activities will be assessed by the program Coordinator prior to the excursion
- Particular attention is paid to younger children, especially those who require a flotation device
- 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 registered swimming pools
- OOSHC staff will wear easily identifiable ‘rashie’ 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 program
- 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 in the program, the program leader will assist the child where possible with first aid training. It is at the discretion of the Coordinator as to whether a parent will be contacted to collect the child and this will be guided by the severity of the illness.
- Staff will remain vigilant for any sign of illness of the child. Parents are advised to tell their children to inform staff if they are feeling unwell.
11.11 Excursion guidelines
- All staff members whether they are leaders, volunteer assistants or students will be given a copy of these guidelines/policies prior to the commencement of the program so that they are aware of the responsibilities towards the children and other staff whilst on excursion.

12. FINANCIAL MANAGEMENT

12.1 Annual budget
- An annual budget is completed in October of each year, projecting the costs to run each of the programs for the following calendar year
- The budget is completed by the program Coordinator in consultation with a representative from the School Council Finance Committee
- When the budget is accepted it is ratified by the Finance Committee 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 only have this password.

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 2011-12.
- Armadale PS OOSHC has the following approved Childcare Benefit places:
  - Vacation Care  75 places
  - After School Care  100 places
  - Before School Care  100 places

12.5 Bank account
- The OOSHC Program is run and operated by the Armadale PS OOSHC program Coordinator and the Bank Account is supervised by the Armadale PS Business Manager

12.6 Payment of wages
- The program Coordinator is responsible for the payment of wages and in the program Coordinators absence the Armadale PS Business Manager is responsible
- Wages are paid into a nominated account on the Friday 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 program 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 OOSHC 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 OOSHC Program’s insurance cover is covered under the Armadale PS insurance policy

13 SUN PROTECTION POLICY
This policy has been developed to ensure that all children and staff attending the Armadale PS OOSHC programs are protected from skin damage caused by the sun’s harmful ultraviolet rays. This policy will be implemented all year.

13.1 Sun smart 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 program 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
- It is the parent’s responsibility to apply sunscreen to their child each morning

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 Sun Smart behaviour
- The Coordinator of the OOSHC 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
- The Sun Smart policy is available at the service upon request for parents
The program endeavors to make sure information in relation to the Sun Smart policy is included in parent and staff handbooks.

14. ENVIRONMENTAL PROTECTION

14.1 Use of environmental products
- Where possible the OOSHC 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 the PAC building 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 cleaners
- Recyclable products will be put in recycling bins and put out in the fortnightly curb side collection

15. GUIDING CHILDREN’S BEHAVIOUR

15.1 Guidelines about acceptable behaviour
At Armadale PS OOSHC 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 program participants
2. Verbal abuse of other children, staff or other program 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, fellow staff 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 Armadale PS OOSHC programs

15.6 Parents discipline whilst at the program
- 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
- Any major incidents must be reported to the program 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 OOSHC program

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 who signed the contract

15.10 Support from appropriate agencies or professionals
• The Children’s Services Resource and Development Officer (CSRDO) 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

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 OOSHC 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 OOSHC 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 program

17. EMERGENCY AND EVACUATION PROCEDURES
When preparing the emergency and evacuation procedures, the program Coordinator must ensure that a risk assessment is conducted to identify all potential emergencies relevant to the program. Armadale PS OOSHC
will adhere to the Emergency Evacuation Plan that is implemented by Armadale PS (2011) and attempt to complete an evacuation drill every three months and annually during the Holiday Program period. All evacuation drills and rehearsals must be documented.

17.1 First Aid emergencies
- All minor injuries are to be taken 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 Program 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 Multi-Purpose Centre/PAC building, evacuate the children inside out the east side door, near toilets (please refer to the emergency and evacuation floor plan below)
- If fire is outside or another building, the staff member is to contact staff in PAC building and notify them of the 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 at the program*

17.4 Emergency and evacuation floor plan
- Please see below for the Armadale Primary School emergency and evacuation floor plan:
18. STAFFING

18.1 Qualifications/Training
- Armadale PS OOSHC program will always have one qualified staff member for every 30 children attending the program
- Qualifications that are appropriate are outlined in the Victorian Government Gazette- Qualified Staff Member (Childrens Services) as per the Childrens Services Act 1996
- 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 Program 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 – 1:30
- There will always be a minimum of two staff on every component of the program.

18.3 Staff code of conduct
- Staff have the responsibility to ensure the safety of all children and other staff
- Staff will act with fairness, integrity, equality and consideration when dealing with parents, children and staff
- Staff will recognise and respect the rights of others
- Staff will role model acceptable manners and behaviour at all times
- Staff are not to use or disclose any confidential information about families or children in the service when outside the work environment
- Staff are not allowed to accept gifts, apart from birthdays or Christmas, that will affect decision making
- Staff are to follow all the procedures set out in the Armadale PS OOSHC Staff Handbook

18.4 Determining the responsible person present
- The certified and nominated Supervisor for each day will be displayed on the OOSHC pin board

18.5 Participation of volunteers and students
- Armadale PS OOSHC accepts a variety of volunteers and students
- All visitors are required to sign in and out of the Record of Visitors folder
- Please refer to Section 1.10 of this document for more information on visitors

18.6 Position descriptions
- Please consult the OOSHC Staff Handbook for detailed position descriptions (available online)

18.7 Grievance and complaint procedure
- Please refer to Section 16 of this document

18.8 Recruitment
- Armadale PS OOSHC program has a documented process that outlines the recruitment and interviewing of all new staff. This procedure is available for viewing in the OOSHC 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

18.9 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 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

18.10 Remuneration
- All staff are employed and paid under the School Services Officer Award

18.11 Fit and proper persons
- All staff that are employed by Armadale PS OOSHC 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 OOSHC program, any staff found to be in violation of this will have their employment terminated immediately

18.12 Staff Meetings
- Staff meetings will be held at least once a term
- Staff meetings are compulsory for all current staff
- 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 via email

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

This handbook was updated in December 2014