
Pinewood Primary School OSHC Program

Parent Handbook

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PARENT HANDBOOK

Welcome to the Pinewood Primary School OSHC Program. We aim to provide your child/ren with care of the highest possible standard within a safe, secure and stimulating environment.

This handbook has been created as a guide for new families to the service.

Please read this handbook thoroughly and keep for future reference. A full copy of the policy and procedures that guide our staff in the management of our service is available from the Coordinator.

The Coordinator is available to answer any questions or concerns you may have. Please call Jenny Walker to book a time or speak to Jenny or member of staff when you collect your child/ren.

We hope you and your child/ren enjoy the time spent in our service.

1 INTRODUCTION

1.1 BACKGROUND

In response to the community needs of the Mt Waverley area, the Pinewood Primary School has established and operates an Out of School Hours Childcare (OSHC) Service. The service incorporates Vacation Care, Curriculum Day Care, Before School Care and After School Care.

The service operates to provide high quality childcare in a safe, enjoyable and caring environment. This service is provided at minimal cost and enables parents to pursue options leading to employment, training, recreation and the pursuit of personal interests.

The service includes a wide variety of activities that are prepared and implemented in a friendly environment, which accounts for children's social, emotional, intellectual, language, physical and creative needs. In this way the service endeavors to complement the school's activities and be consistent with the school's policies and practices.

Pinewood Primary School OSHC Program prides itself on being an exemplary service, a model for other schools and agencies.

1.2 SERVICE PHILOSOPHY AND GOALS

To provide a quality primary school-aged childcare service for Pinewood Primary School OSHC Program which is community-based, flexible and meets each child's need for care in a creative, stimulating, safe and secure environment before and after school and during school holidays.

The philosophy is implemented by the following goals:

- § To offer a flexible service that responds to the care and recreational needs of children
- § To provide an environment for children that:
 - is both safe and challenging
 - fosters individuality, recognising their needs and interests
 - promotes their physical health and well being
 - acknowledges the importance of the middle years of child development
 - values the benefit of play in both structured and self directed experiences
 - fosters a spirit of equity and inclusion
- § To ensure that the service accurately reflects the needs of children and parents by:
 - acknowledging the importance of parents in providing direction for the service
 - encouraging comments and feedback from all parents
 - acknowledging and being sensitive to the cultural backgrounds of families
- § To meet the National Standards for Childcare
- § Strive to achieve the highest level of quality as determined by the Outside School Hours Care Quality Assurance System.
- § To ensure that staff are able to:
 - fulfill the role and responsibilities they are employed to undertake
 - have their needs met

Purpose

To respond to community needs in providing OSHC for children of Pinewood Primary School and, if places permit, other neighbouring schools during school holidays.

Guidelines

- § To operate an Out of School Hours Care Program to cater for students attending Pinewood Primary School and, if places permit, other schools in the area during school holidays.
- § The program complements the school's activities and is consistent with its Charter. To ensure that principles of respect for others, (both staff and students,) and the school are adhered to. To promote responsibility for oneself, for others and recognise the rights of staff and students.
- § For the program to be a highly valued resource of the school and one which widely informs the community.
- § The Program Coordinator will liaise with and report to the Out of School Hours Childcare Program Committee.
- § The service will operate in accordance with the expectations of the National Standards for Out of School Hours Services.
- § The service will register with the National Childcare Accreditation Council (NCAC) to participate in the Out of School Hours Quality Assurance System. The service will strive to meet the highest level of Quality Assurance.

1.3 SERVICES PROVIDED

The Pinewood Primary School OSHC Program operates on a non-profit basis and was established in 1989. The Pinewood Primary School Council is the sponsor of the service however the management of the service lies with the Outside School Hours Care (OSHC) Committee of Management. A Coordinator is employed to operate the service on a day to day basis.

Before School Care

The Before School Care Service operates from 7.15am to 8.45am each weekday during school terms for 41 weeks of the year. This service is funded by the Commonwealth Government to provide Child Care Benefit to families.

After School Care

The After School Care Service operates from 3.30pm to 6.00pm each weekday during school terms for 41 weeks of the year. A nutritious snack is provided after school as part of the service. The service also provides an extensive program of creative and recreational experiences for the children. This service is funded by the Commonwealth Government to provide Child Care Benefit to families.

Prep Early Finish

The After School Care Service operates a Prep Early Finish Service for the first 4 weeks of Term 1 from 2.00pm – 3.30pm each weekday. A nutritious snack is provided after school as part of the service.

Curriculum Days / Pupil Free Days

The After School Service operates a Curriculum Day Service from 7.15am – 6.00pm. The service is advised of Curriculum Days as approved by School Council. A nutritious snack is provided after school as part of the service.

This service is funded by the Commonwealth Government to provide Child Care Benefit to families.

Vacation/Holiday Care

The Vacation/Holiday Care Service operates from 7.15 am to 6.00pm during the term break for 8 weeks of the year, closing for 3 weeks over the December /January period.

This service is funded by the Commonwealth Government to provide Child Care Benefit to families.

1.4 MANAGEMENT OF THE SERVICE

School Council

Pinewood Primary School OSHC Program is sponsored by the Pinewood Primary School Council. The School Council has the responsibility for the financial, administration, accounting and reporting processes and tasks of the service.

OSHC Committee

The Committee has the responsibility for the day to day management of the service. The Committee is made up of representatives from the sponsor body, teaching staff, parents and program staff. The primary role of the Committee is to oversee the service and to implement school policy in relation to the service.

The committee meets on a monthly basis. All meetings are open to the school community. The committee reports directly to the School Council.

Principal or Representative

The Principal ensures that the day to day management of the service meets with the requirements set by the Commonwealth's Department of Family and Community Service in conjunction with the OSHC Committee and Coordinator.

Coordinator

The Coordinator is responsible, in conjunction with the Principal or representative and Committee for the day to day management of the service.

1.5 ROLE OF GOVERNMENT

Commonwealth Government

The Commonwealth Department responsible for Outside School Hours Care is the Department of Family and Community Services (FACS). The role of the Commonwealth is to:

- § *Administer Child Care Benefit to families*
- § *Administer financial support to approved community managed services in areas of need*
- § *Assist employers to provide child care for their employees*
- § *Assist parents with child care options*
- § *Provide quality assurance framework, with training and support services to improve the quality of care for children*
- § *Provide funding, training and support products and services to promote equity of access*
- § *Provide policy advice, research and service management related to providing children's services"*

Further details can be obtained on the FACS internet site: www.facs.gov.au.

National Standards

The Commonwealth and State Governments have jointly developed National Standards for child care services. These standards express a national view about the level of care all Australians should expect to find in the different kinds of child care services available to them. A copy of the National Standards can be found on the FACS website or ask the Coordinator. The state government is responsible for implementing these standards.

National Childcare Accreditation Council (NCAC) – Quality Assurance

The NCAC administers the Quality Assurance System for Outside School Hours Care on behalf of the Commonwealth Government. The aim of the system is to assist services to implement strategies to improve the quality of care that they provide for children. Ask the Coordinator about the service's participation in the quality system or for further details refer to the NCAC web site: www.ncac.gov.au.

Child Care Benefit

Child Care Benefit is funded by the Commonwealth Government to assist families using an approved child care service with child care fees. Its primary focus is to support families who are working, studying, training and looking for work.

Family Assistance Office (FAO)

The FAO is responsible for Child Care Benefit and Family Tax Benefit payments. The FAO is a joint venture of Centrelink, the Australian Taxation Office and the Health Insurance Commission (Medicare). All service outlets of those organisations include FAO offices. The FAO can be contacted on 13 61 50. Further information can be obtained from the Coordinator regarding this funding.

Local Government

The State Government through the Department of Human Services is responsible for food regulation in Victoria through the administration of the Food Act (1984). The Department of Human Services works with Local Government who register food businesses in Victoria. Food safety is a significant issue for OSHC services and it is the responsibility of Local Government to assist services in regard to the level of registration and compliance required to meet the Food Act (1984) and Food Standards Code. For more details on food safety refer to the State Government website: www.foodsafety.vic.gov.au

2 COMMENCING CARE

2.1 ENROLMENT

All children must be enrolled in the service before receiving care. An annual re-enrollment process will take place at the commencement of each year. Enrolment forms are available from Pinewood Primary School OSHC Program or School Office; these forms must be completed and submitted to the service before a child is considered to be enrolled.

2.2 COMMENCEMENT OF CARE

When booking your child in for the first time please inform the staff that your child has not attended the service before. The staff will ensure that your child is oriented to the program this includes showing them where bags are kept, areas they may play in whilst at the service, telling them about snack times, expectations and linking them with other children in the program if they do not know anyone else.

Prep children are collected from their class until they are settled in and able to find their way to the service safely.

2.3 BOOKINGS

Definitions

Permanent Booked Care	Regular bookings used each week
Booked Care	Any booking for care made in advance
Casual Care	Care used on a daily basis (no booking)

Parents/ Guardians are asked to notify the service of any cancellations, changes or additions to bookings between the hours of 7.30am – 9.00am and 2.00pm – 6.00pm. Notification of cancellations are to be made by 3.00pm on the day of cancellation.

If requiring emergency or casual care due to unexpected circumstances please contact the service by 3.00pm. You will be contacted as soon as possible if care is not available.

2.4 WAITING LIST – PRIORITY OF ACCESS

Pinewood Primary School OSHC Program maintains a waiting list for care in application date order and in accordance with the Commonwealth Government's Priority of Access Guidelines.

Along with meeting the Governments priorities the service is provided as a first priority to children attending the Pinewood Primary School. Consideration is given to accepting children not enrolled at this school (during school holidays only) if places are available.

2.5 ARRIVAL AND DEPARTURE PROCEDURE

All children attending Pinewood Primary School OSHC Program must be signed in and out by the parent/guardian/ authorised person every session (signing in and out includes; date, time of arrival and departure, and signature). The parent/guardian/authorised person must undertake their responsibility of signing the attendance register in accordance with Government requirements.

Where your child (new) is collected by an authorised person proof of identification is required. No child will be allowed to leave the centre with a person who is not authorised by the parent/guardian (this

information is provided on the enrolment form and can be changed at any time). Children may not be collected by persons other than those that appear on the enrolment form. These procedures have been put into place to ensure the safety of your child.

Verbal permission over the telephone may be provided to Service staff to allow another person to collect your child from care, but must be followed up with written permission. The person collecting the child must show identification to do so.

If your child must leave the service unaccompanied a hand written explanation signed by the parent/guardian/authorised person must be provided to the staff by the child. Staff will call you to verify the authenticity of the note before allowing children to leave.

2.6 ATTENDANCE AT THE PROGRAM FOR CHILDREN NOT COLLECTED AFTER SCHOOL

Pinewood Primary School OSHC Program is available to children whose parents have not arrived to collect children from school by 3.45pm (if places are available) to protect their safety and well being.

Appropriate information regarding any child remaining at the school after 3.45pm will be passed onto the OSHC service by the School Office to enable care to be provided. Children remaining in the school grounds after 3.45pm will be taken to the service by school staff. The staff will contact families to inform them of the children's attendance at the service.

2.7 NON COLLECTION OF CHILDREN FROM THE OSHC SERVICE

Pinewood Primary School OSHC Program will ensure the safety of children not collected from the service by the closing time by following this procedure.

Pinewood Primary School OSHC Program closes at 6.00pm at this time the staff are no longer on duty. If a child is still in care at 6.00pm the staff will attempt to contact the parents/ guardians/authorised persons to see if they are on their way. If not contactable, staff will immediately contact the emergency contact numbers on the enrolment form.

During this time the child/ren will be reassured and made comfortable whilst staff are trying to contact the parent/guardian/authorised person.

If by 7.00pm, the staff have not been able to contact the parent/guardian/authorised persons, they will contact the Department of Human Services for direction.

2.8 CHILD PROTECTION

The health and welfare of all children in care is paramount. Pinewood Primary School OSHC Program will act on behalf of children to protect their right to safety and security in accordance with Section 64 of the Children and Young Persons Act 1989. Staff working with children have a duty of care to ensure that all children are safe from harm.

Information regarding Child Protection is available to families as required. Please see the Coordinator.

3 WORKING WITH FAMILIES

Pinewood Primary School OSHC Program is committed to working with families in a collaborative manner in order to provide a high quality child care service that meets the needs of children, families and the community. Parent participation and communication is critical to the success of the service and its programs.

3.1 COMMUNICATION

The role of the family in the Outside School Hours Service is paramount to its success and outcomes for children. Family members have a great deal of knowledge about their child which can be shared with the service. Staff will tell families about their child's time in the program. Families are encouraged to share relevant changes, issues, needs and interests of the child with the staff. This ensures the best possible care is provided to each individual child within the program.

The Coordinator is available to discuss the program and activities at any time. However families wishing to discuss matters of a more confidential nature are encouraged to make an appointment to meet with the Coordinator. In order to provide the best possible care for your child it is important for staff to be notified of any relevant information about your child's health, development and relevant personal/family matters.

You are encouraged to read the service notice board, programs plans, notes and newsletters in order to keep up to date with the activities at the service. The staff will provide you with feedback regarding your children's progress on a regular basis.

Pinewood Primary School OSHC Program accesses the translation and interpreter service for families who cannot speak or read English.

3.2 FAMILY INVOLVEMENT

Pinewood Primary School OSHC Program actively encourages family involvement in the development of the program and management of the service. Sub Committee's are developed to address specific issues relating to the service as required.

Participation in quality assurance activities and processes is encouraged but optional for all families.

3.3 PARENTAL REQUESTS

The staff will consider and respect all requests made by families in regard to their children. If the request fits within the realm of the legal and legislative framework of the service and is able to be met it will be done.

Where a parental request cannot be fulfilled due to legal or legislative requirements or is not practical an explanation will be provided. A discussion will be held with the family in regard to the benefits of experiences provided to the children in the service. The staff will respect each family's right to make decisions on behalf of their child.

3.4 ACCESS TO CHILDREN

All parents and authorised persons have access to the Pinewood Primary School OSHC Program and their children at all times, unless relevant Court Orders are held by the service that specify otherwise. A copy of all court orders in relation to residence and specific issues orders must be provided to the service upon enrolment or as obtained. These documents will be attached to the child's records and

treated confidentially. Parents are asked to notify the service of any changes to these documents as soon as they occur.

If the service does not have a copy of the court order it will assume that both parents have equal custody of the child therefore both have access.

In the event that a parent breaks a Court order and seeks access to the child, the parent with custody entitlements will be contacted immediately along with the police.

3.5 PRIVACY ACT

Pinewood Primary School OSHC Program has a responsibility to comply with the Privacy Act 1988, which governs the release of personal information. This means that private information regarding children and families will not be told to other families within the service or to other persons.

Staff will respect parents/guardians rights to confidentiality when these rights do not conflict with the rights and safety of the children e.g. child protection matters.

All private information regarding children and families will be held in a locked and secure place. Access will be restricted to the Coordinator and staff working directly with your child.

Information which is required for the daily operation of the service, the well-being of children and staff may be exchanged between staff members in the normal course of work and will be treated confidentially.

You have a right to view the records held in regard to yourself and your child and may request this via the Coordinator. You will be asked to complete a request for access form outlining the reason for the request and if the reason for the request is reasonable access will be provided within 30 days of application. The service has a right to refuse access to files based on the terms specified in the Privacy Act 1988.

3.6 COMPLAINTS

3.7

All parents/guardians have the right to have their concerns heard by the management team. Families are encouraged to discuss with the Coordinator any complaints or concerns they have about the service or staff. The Coordinator is expected to address complaints promptly, respectfully and in a confidential manner.

The staff will endeavor to respond to families verbally within 24 hours.

Complaints, which are not resolved to the family's satisfaction, will be referred to the Committee of Management. If this does not ensure the complaint is resolved the matter will then be referred to an outside independent person.

4 CHILDREN'S PROGRAM

4.1 PROGRAM PLANNING - GENERAL INFORMATION

Pinewood Primary School OSHC Program is committed to nurturing and extending each child's social, physical, emotional and intellectual development in a child-friendly, supportive and fun environment. A planned, flexible and balanced program is prepared which responds to children's interests, needs and stages of development. This plan is developed in collaboration with children, parents and staff. The children's program will be displayed at the service for children and parents to view.

The Coordinator is allocated 2 hours per week for program planning. All staff are allocated 1 hour per fortnight to attend the team program planning meeting. It is expected that staff will spend time planning the program, evaluating past activities and addressing needs and issues. The Vacation Care Coordinator and staff are allocated 3 hours of planning time.

Children will be provided with ample choice and opportunity to do things on their own, to accept appropriate responsibility and to use their free time creatively. Experiences offered will be both active and passive within the indoor and outdoor areas.

Planning is undertaken for both individuals and the whole group. Children are provided with opportunities to work on and complete individual and group projects over a period of time.

Experiences provided are developed to suit the age and developmental ranges of all children attending the service. Games and activities are altered where appropriate to ensure all children are able to participate fully.

Pinewood Primary School OSHC Program acknowledges that celebrations and festivals assist children to celebrate their own cultures and practices and learn about others. The service is non-denominational and therefore does not teach religion to the children. An anti-biased approach to programming which is sensitive to all cultures, religions and ethnic groups is undertaken at all times. Materials and resources which depict the multicultural and diverse society that we live in are presented within the program environment.

4.2 ENVIRONMENTALLY RESPONSIBLE PROGRAM PLANNING

Children's environmental awareness is encouraged through everyday experiences, and specific activities. Recyclable materials are used at all available opportunities including the use of natural materials where possible.

The staff and children keep the OSHC area clean of all rubbish and dispose of all items in an environmentally appropriate manner. Unused food scraps are composted where appropriate.

4.3 OUTDOOR PLAY AND RECREATION

Pinewood Primary School OSHC Program encourages all children to participate in outdoor play and recreational activities on a daily basis. Outdoor equipment provided is appropriate to the developmental levels of the children it is catering for. Children have access to materials and equipment that can be used in a range of ways to provide challenge and problem solving experiences along with physical development.

Both passive and active experiences are provided outdoors and experiences are focused both on individuals and groups. However, energetic play is encouraged whilst outdoors. The outdoor plan not only focuses on physical development but also on all other areas of child development.

4.4 SPECIAL ACTIVITIES AND EXCURSIONS

There are times where special activities and excursions are provided for the children. When this occurs parents will be advised in writing.

If the children will be leaving the premises the parent/guardian will be asked to sign an excursion authority to give permission for their children to participate. This written consent is filed with the child's information.

Staff supervise and conduct regular head counts and ask children to follow safety precautions discussed prior to the outing.

To ensure the safety of all persons on an excursion, staff take with them the following:

- Copies of parents/guardians information and emergency contacts
- Copies of children's health information
- Medication and First Aid Equipment
- A mobile phone

At times there are additional costs for these special experiences. Refer to the fees section of this book for further information about invoicing.

4.5 VIDEOS, TELEVISION, COMPUTERS AND ELECTRONIC GAMES

Pinewood Primary School OSHC Program attempts to operate as an extension of home and children's leisure time. The service endeavors to reflect children's interests, therefore activities such as videos, television, computers, and electronic games will be offered in a balanced program of activities.

The amount of time children can participate in these experiences is limited. Staff and children decide together the amount of time these experiences will be limited to as a part of the program development.

The content of programs and games is appropriate for all children present and will not contain any physical or verbal violence or ridicule. These activities are limited to C and G ratings. PG ratings will be individually assessed by the service and parents for appropriateness.

4.6 TOYS FROM HOME

Pinewood Primary School OSHC Program recognises that children sometimes bring their own toys to school and/or the program, however children are responsible for these toys whilst at the service.

Families are made aware of the impact that war toys have on young children and that such toys are not encouraged in the centre.

4.7 CHILDREN'S SNACKS

Pinewood Primary School OSHC Program will provide nutritious, balanced snacks for children reflecting children's tastes, religious, culture, and health concerns. All snacks will consider the five food groups and the sugar, fat and salt content. Children have access to water at all times. The menu is displayed for children and parents to view. Children are consulted about the content of the menu.

The staff are aware of the individual dietary needs of the children in the group where this has been advised by parents. Children with specified allergic reactions are only served allergy free food. Staff are trained in dealing with allergic reactions should they occur.

All meal breaks are monitored by staff to ensure all children eat and drink. Children are encouraged to be seated while eating and drinking. Staff will model this behaviour by sitting with the children and discussing the food the children are eating along with events of the day.

If any child does not have lunch at the Vacation Care Service, the staff will supply a balanced meal for the child, the cost of which will be added to the parents account.

Pinewood Primary School OSHC Program maintains a clean and hygienic area for food preparation which meets National Standards for OSHC services. All staff and children involved in food preparation wash and dry their hands prior to the activity. All staff and children wash and dry their hands prior to eating.

Cooking is an important part of the program and is regularly planned for within the program. Children are encouraged to cook, serve and clean up as part of the program activities and are educated in necessary safety precautions whilst cooking. Children are always supervised whilst cooking.

4.8 HOMEWORK

Children who attend the service full time may find it difficult to undertake homework tasks at home. Pinewood Primary School OSHC Program supports positive relationships between parents and children and therefore understands that a time and place for homework to be undertaken within the OSHC service is critical. It is also important that children are able to make choices about whether they undertake their work and when they plan to get it done.

The staff will attempt to provide a quiet, safe area for children to undertake homework tasks. However, they will not take responsibility for completion of homework; this is the responsibility of the parent and child. The staff can assist children with homework tasks as part of the daily program of experiences where time and resources permit. Children will be paired to undertake like tasks (if appropriate).

4.9 PROGRAM EVALUATION

Pinewood Primary School OSHC Program believes continual assessment and evaluation of the service by the parents, staff and children is integral part of program planning. Children and parents will be surveyed regularly to ensure the program offered reflects their needs and interests. A variety of evaluation techniques will be used with children which may include informal discussion, pre-enrolment surveys, suggestion box, younger children drawing what they like in the program, written surveys, and children's interest checklists.

Staff will regularly evaluate activities, the program, excursions and incursions informally and at staff meetings.

Parents and staff will work collaboratively towards continuous improvement via service evaluation including suggestion boxes, parent surveys, informal discussion, and formal discussion at parent and committee meetings.

5 WORKING WITH CHILDREN

5.1 STAFFING

The children are provided with ample supervision and care by the staff team. The National Standards ensure that the following minimum staff child ratios are implemented:

- 1 staff member to 15 children
- 1 staff member to 8 children on excursions, and
- 1 staff member to 5 children for swimming.

5.2 POSITIVE GUIDANCE OF CHILDREN

Pinewood Primary School OSHC Program is committed to developing a safe, secure, caring and stimulating environment, which enhances children's self esteem and encourages them to interact positively and to co-operate with others.

To ensure that this occurs all staff will endeavor to know all children's names and address each child individually upon entering and leaving the service. They will communicate with all children in positive and respectful manner, actively listening to what children have to say and acting upon this. It is important that children are provided with a role model that reflects values and attitudes of the local community; this is the role of the staff.

To ensure all children are cared for effectively they will be supervised actively at all times by the staff team. Children are encouraged to be considerate and supportive to each other and moral development will form part of the program plan. Children are encouraged to undertake their own problem solving and negotiation with the support of staff.

"I" messages and redirection are methods used for misguided behaviour. Children are supported by staff who will assist them to label their feelings and find appropriate ways of expressing them. The staff will encourage positive behaviour and give clear, consistent guidelines to children regarding the service's expectations and code of conduct.

Children are involved in the development of the service's behavioural guidelines including consequences of inappropriate behaviour. A child's parent/guardian is consulted when their behaviour consistently conflicts with the service's behavioural guidelines and are invited to assist in the development of behavioural plans to assist the child.

In extenuating circumstances alternative care may be required for a child whose behaviour affects/endangers other children and has not improved after a behavioural plan has been implemented.

5.3 ANTI BULLYING STRATEGY

Bullying is one of the top three concerns for both boys and girls aged between 5 and 14 who call Kids Help Line. Calls about bullying have continued to increase steadily over the past five years – in 2000 Kids Help Line counsellors spoke to nearly 7000 callers about this issue. It is now recognized that there is an indisputable link between bullying in childhood and adolescent anxiety, low self-esteem, loss of confidence, depression and self-harm. Research has shown that one in six Australian students are bullied every week, and that those children are three times more likely to develop depressive illnesses (Rigby, 1997).

Bullies usually do not realise the effect their behaviour has on their victims. They believe that their actions are justifiable ("They deserved it", "They annoyed us", "They're such a #@*"). Bullies have reasons for their behaviour such as; they get attention or even popularity, it's fun, it makes life less

boring, "everyone does it", to protect themselves from being bullied or to get food or money or special things.

Our team of staff will ensure that they are aware of all forms of bullying behaviour - physical bullying, verbal bullying, and relational bullying occurring within the program. They will encourage children to report bullying by teaching children the difference between "dobbing" and "asking for help". The team will ensure all children are aware of the consequences of bullying.

Children are encouraged to be considerate and supportive to each other and assisted in developing friendship skills. Comment is made in regard to kindness toward others so that young people know that kindness is valued.

The safety and security of all children is ensured by supervising them at all times, monitoring, modeling, teaching and reinforcing safety practices. Children are taught ways to resolve arguments without violent words or actions.

Children are asked to assist by refusing to watch bullying, reporting bullying incidents, persuading the person being bullied to talk to them or an adult about what is happening, they will also offer to speak to an adult on the behalf of the bullied person.

A child's parent/guardian is consulted when their behaviour consistently conflicts with the service's expectation that all children should feel safe whilst in attendance. Alternative care will be discussed with parents/guardians and may lead to exclusion of a child from the service if all attempts to modify their behaviour fail and other children's safety is compromised.

5.4 CATERING FOR CHILDREN'S INDIVIDUAL NEEDS

All children have equal access to equipment, resources and play spaces within the service. Planning for children focuses on strengths and interests and ways to extend and challenge existing skills for all children.

The service will ensure that all children are catered for within the weekly program plan. The staff will ensure that this occurs by offering a balance of activities, ensuring flexibility and providing for child-initiated activities. Experiences provided will be able to be adapted to meet the needs of individual children.

5.5 RESOURCE AGENCIES AND REFERRALS

Resource agencies and workers are accessed to assist staff in meeting the individual health and developmental needs of children. Families are consulted and permission obtained before a resource agency is contacted for assistance with their child's health and development.

6 SERVICE ADMINISTRATION AND FINANCIAL MATTERS

6.1 CHILDCARE BENEFIT

All families will be notified of the availability of Child Care Benefit (CCB) and their responsibilities in accepting this funding upon enrolment. Families can then contact the Family Assistance Office (FAO) on 13 61 50 to ascertain eligibility.

The service displays up to date information regarding CCB on the parent notice board and in the newsletter. The service's Customer Reference Number "CRN" number is displayed in a prominent position enabling families to complete necessary forms. The service completes the "CRN" number on all forms provided to families to ensure correct information is passed onto Family Assistance Office (FAO).

Families are informed of their responsibilities in terms of access to CCB. This includes:

- Completing and lodging the CCB application form within seven days of commencing care.
- Lodging a new CCB application annually or as required
- Paying their portion of the service fee by the end of each claim period
- Signing attendance records daily stating time in and out
- Families are responsible for ensuring they apply for all components of care required.
-

Parents also need to inform the service if the child enrolled attends any other Before, After or Vacation Care service. They also need to inform staff if they have other children in a Commonwealth funded service such as Family Day Care, Long Day Care or any other OSHC service.

6.2 FEES

The OSHC Service operates on a non-profit basis. Any surplus will be spent on equipment and resources for the children's program, minor upgrades and service improvements. Pinewood Primary School OSHC Program aims to provide a quality service which is accessible and affordable to families.

Fees will be set on an annual basis by the Committee of Management prior to the commencement of the school year. Fees are set to cover the cost of the service. They are subject to change. Fees are charged on a per session basis, per child. Fees are charged to all booked sessions. Fees are charged on a per session basis per child.

Fees for permanent and booked care will be charged fortnightly in arrears with an invoice issued on Mondays for the previous two weeks with fees to be paid for the following Friday. Fees for casual or emergency care will be charged fortnightly in arrears with an invoice issued on Mondays for the previous two weeks with fees to be paid for the following Friday.

Parents are not charged for a permanent booking if the OSHC service is contacted by 3.00pm on the day of care advising that the child/ren will not be attending. Parents are not charged for permanent bookings that fall on public holidays, curriculum days or teacher strike days.

Payments will be accepted through the following methods:

- Cheques: Cheques must be made out to Pinewood Primary School.
- Cash: Cash must be given to the Coordinator or Assistant Coordinator.
- Credit Card: Credit Card payments can be made at the school office.
- The person who receipts the fees is not responsible for the physical banking of money.

The service is unable to carry fees and charges for dishonored cheques, therefore any cost to the service will be charged to the parent the following week.

All Payments will be acknowledged as soon as possible if not immediately with a receipt which is signed and dated.

A fee schedule is attached as Appendix 1.

6.3 FEES FOR SPECIAL ACTIVITIES AND EXCURSIONS

In order to meet the needs and interests of the children incursions and excursions form part of the program. Parents are asked to contribute to the cost of these extra activities. The Coordinator will notify parents in advance of any additional charges. These additional charges do not attract CCB.

Parents will be invoiced for these additional activities within the normal billing period.

6.4 LATE PICK UP FEES

The After School Care Program closes at 6.00pm each evening. Late pick up fees have been put into place to prevent any family from continually attending the service after the advertised closing time. They also ensure that staff are paid for the additional hours they are required to work due to the late pick up of children.

The service charges the family \$5.00 per 5 minutes or part thereof. The late fee is added to the child's fortnightly invoice for care.

6.5 LATE / NON PAYMENT OF FEES

All fees for care must be paid by the due date. If you are experiencing financial difficulties please contact the Coordinator to discuss payment options.

Children may be excluded from attending the service if fees are not paid.

7 HEALTH AND SAFETY

7.1 MEDICATION

Definition - Medication

Includes but is not limited to; eye drops, cough mixture, panadol and asthma medication. Medication includes all prescription and over the counter drugs.

Definition – Lawful Authority

A power, duty, responsibility or authority conferred at common law or under an Act to make a decision regarding the health, welfare or other aspect of a child's care. Parents have lawful authority over their child unless a court order states otherwise.

Good practice with regard to the staff giving children medication is essential to ensure that appropriate doses of correct medicines are given to the child.

Medication is kept out of reach of children in keeping with the requirements of the medication (fridge or locked cabinet). Where staff have been notified all personal medication including asthma pumps will be stored in a manner which prevents access by other children.

Medication will only be given with permission from parent/guardian/person with lawful authority or in the case of an emergency, with permission of a medical practitioner. This procedure is in line with the National Standards for Outside School Hours Care. Authorisation, in writing, from a parent /guardian/ person with lawful authority will include the child's name, the name of the medication, the dosage and times and or circumstances of administration, along with details of last dosage taken prior to attending the service. Where children require medication regularly, approval, in writing, from parents/ guardians/ person with lawful authority will be updated on a regular basis. Notification, in writing, will also need to be obtained from parents/ guardians /person with lawful authority where a child self-administers the medication.

Medication will only be given if it is clearly marked with the child's name, contained in the original container, within its due date and kept in appropriate storage. Children will not be given a higher dosage than that written on the label.

In an emergency, if the parent/guardian/person with lawful authority is unable to be contacted, the service will contact the family doctor first and then a registered medical practitioner. Evidence of this permission from the doctor will be kept on the child's individual file.

Parents will be notified if any required medication was not administered for any reason as soon as possible.

A medical register will be maintained by the service containing the date, time and dosage of medication that was administered as well as the name of the person who administered it.

7.2 MEDICAL PLANS

Enrolment forms provide families with the opportunity to share their child's medical information with the service staff. This information is critical to the safety of children with significant medical conditions. All medical details are held in a confidential manner in accordance with the Privacy Act 1988.

Individual medical health plans are designed for children with serious health conditions and are reviewed on a 6-monthly basis (to ensure relevance and accuracy) unless there is a change of condition.

If relevant you may be asked if the staff can place your child's details on a notice board to ensure their health is considered at all times and that all staff working with your child are aware of their condition.

If your child has a serious health condition such as asthma, epilepsy, serious allergies or any other serious or life threatening medical condition it is important that the staff are made aware of this prior to commencement. Please ensure that your child brings their medication to the service each day.

7.3 HYGIENE

In order to ensure that the spread of infection is kept to a minimum all staff will model a high level of personal hygiene to the children in the service and ensure hygiene practices are followed to ensure cross infection is prevented.

Staff and children wash and dry their hands before and after meal times, after using the toilet, blowing their nose, handling animals and other unhygienic practices. The children are provided an air drying facility for the drying of hands.

7.4 INFECTION CONTROL

Staff will follow all required precautions in regard to the management of spilt blood/bodily fluids. A blood spills kit is provided within the facility and any used syringes found on the premises are placed in a syringe container. Children are encouraged to report any syringes found and not to touch them.

All spills of bodily fluids will be mopped up with paper towel, placed in a sealed bag along with the gloves the staff member was wearing and disposed of in a bin with a lid. (All items can be found in the blood spills kit). Gloves (provided by the service) will be worn when dealing with spills of bodily fluids. Spills will be cleaned with a bleach solution. Hands are washed in hot soapy water after cleaning up a spill. Equipment exposed to blood or bodily fluids will be cleaned with hot soapy water and bleach as soon as possible.

In order to ensure all staff and children are safe whilst at the centre sound hygiene and infection control guidelines are followed at all times.

7.5 INFECTIOUS DISEASES

Pinewood Primary School OSHC Program follows correct hygiene practices and meets the requirements of State and Commonwealth legislation. Parents/ guardians/ approved persons are notified of any infectious diseases present at the venue or school and information regarding common infectious diseases is available for families as required. Details of specific individuals are not disclosed.

The service will hold information regarding immunisation schedules, providers of immunizations and contact details of the Departments Health Office. Upon enrolment your child's immunization status will be requested to ensure that you are notified of any outbreak of infectious diseases which may affect your child.

Parents/guardians are notified of any symptoms their child is showing of illness as soon as is practicable. Families are referred to their local doctor for diagnosis of possible infectious disease.

Children suffering an infectious disease will be excluded from the service in accordance with appropriate guidelines. Refer to Appendix 2 for a schedule of infectious diseases and exclusion details.

7.6 HIV/ AIDS / HEPATITIS

It is important to inform the service of your child's medical needs upon enrolment. However this is not mandatory. Families will not be pressured to disclose medical conditions to the service and children may not be excluded on the grounds of HIV/AIDS or Hepatitis.

All medical details of staff, parents and children attending the centre are maintained in a confidential manner. The number of staff aware of a child's medical condition is restricted to those working directly with the child who will need to detect situations where there is the potential for transmission. Children with moist skin lesions or abrasions are asked to cover them with a waterproof bandage whilst attending the service.

7.7 FIRST AID

In the event of an accident or a child falling ill, first aid equipment and expertise is available. A first aid kit is maintained in good order and is accessible by all staff both at the centre and on excursions. At least one staff member on duty holds a current Level Two first aid certificate.

7.8 ILLNESS

When a child becomes ill the child's parent/guardian will be contacted by service staff to make arrangements for the child to be taken home as soon as possible. Whilst your child is awaiting your arrival they will be made as comfortable as possible and signs and symptoms of the illness will be recorded. This information will be placed on your child's file.

It is recommended that families consider the following guidelines in terms of their child's health and wellbeing:

- A child with a fever over 38 degrees Celsius should be kept at home for at least 24 hours after the fever has gone.
- A child with an acute illness requiring medication should be kept at home for at least 24 hours after the illness has gone.
- A child who is vomiting should be kept at home until the vomiting has stopped.
- A child who is experiencing diarrhoea should be kept home until they have been diarrhoea free for at least 24 hours.

7.9 ACCIDENTS

It is vital that sound accident prevention strategies are developed, monitored and practiced by staff. These strategies are designed to reduce the incidence of any accidents occurring. Your child's wellbeing is of prime concern and first aid will be administered immediately by staff to ensure the best outcome. Parents will be informed immediately if medical aid or hospitalisation is required.

The staff maintain visual contact with all children at all times to ensure prompt attention is provided. First aid is administered as quickly and effectively as possible to prevent any serious harm or secondary issues. Emergency procedures are placed in key areas within the facility for staff, parents and children to refer to. Counseling can be arranged for staff, families and children as required.

The Coordinator will ensure all preventative strategies are put in place and that reporting of an accident or hazard is properly documented. In most cases the Coordinator will record the incident details, carry out an investigation and follow through on any recommendations arising from the investigation. The purpose of an investigation is not to lay blame, though at times the facts may indicate where fault may be found. The purpose is to:

- learn from the event via careful fact finding.
- make decisions and take actions to ensure a safer environment.
- prevent similar accidents from occurring in the future.

7.10 EMERGENCY MANAGEMENT

The personal safety and security of children and staff while attending the service is paramount. Therefore the centre has emergency procedures which are known and practiced regularly by staff and children. The service has written procedures for dealing with emergencies such as dealing with, a medical emergency, a fire, threats to staff or children, a bomb threat and robbery.

7.11 SUNSMART

Staff will observe strict sun protection practices in accordance with relevant government guidelines to minimise risks to themselves and the children. All children and staff are required to wear a suitable hat and apply sunscreen (factor 30 or greater) before they go outdoors between 10.00am and 2.00pm or 11.00am to 3.00pm during daylight savings.

Suitable hats include legionnaire style or broad brimmed style (the brim should be between 8-10cm) that shade the face, ears and neck. "Suitable" hats will be available for sale from the school. Clothing should provide adequate protection from the sun which means that shirts that cover the shoulders, have collars and have sleeves that are at least elbow length are recommended. Longer style shorts and skirts are recommended.

Children are encouraged to play in shaded areas. The availability of shade will be considered at excursion venues.

Sunscreen (factor 30+, broad-spectrum, non-allergenic, water resistant) will be provided by the OSHC service, although children are encouraged to provide their own. Children are encouraged to apply sunscreen approximately 20 minutes prior to going outdoors. Even children playing in shaded areas must wear sunscreen. Reapplication of sunscreen will occur after 2 hours in the sun.

7.12 SMOKE FREE ENVIRONMENT

In accordance with Government policy our service is a smoke free environment. We ask that all family members and visitors meet this requirement whilst on the premises.

7.13 TRANSPORT

Pinewood Primary School OSHC Program will ensure any child, while in transit, is safe. When hiring transport, the service will ensure insurance policies are in place. Where seat belts are provided all children and staff are required to wear them.

A breakdown contingency plan has been developed to ensure the safety of children and staff in the event that the transport arrangements breakdown.

This plan involves:

- Bus company to contact their office and organize another bus for pick up.
- Emergency Management notified of situation.
- Sub Committee member contacted to place sign up at school advising parents of delay.
- Parents contacted individually if long delay expected.

7.14 VENUE AND SECURITY

The personal safety and security of children, staff and family members while at the service is of primary importance. To ensure this safety, 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.

Appropriate heating, ventilation and lighting both indoors and outdoors is provided for all children. Heating and cooling units are guarded and positioned so they do not harm children.

Emergency exits are clearly identified and fire safety equipment is accessible to staff. A telephone is accessible to the service at all times for incoming and outgoing calls including excursions.

Staff will position themselves to ensure maximum supervision of all children at all times. A head count of children is undertaken throughout the session and checked against the sign in and out register. Staff ensure that children go to the toilets in pairs.

The venue is secure and a closing routine is undertaken when leaving the premises. Adequate lighting is provided during the winter months to ensure safe arrival and departures to and from the service for parents, children and staff.

APPENDICES

APPENDIX 1

FEE SCHEDULE

APPENDIX 2

EXCLUSION LIST

FEE SCHEDULE

BEFORE SCHOOL CARE	\$	7.00
AFTER SCHOOL CARE	\$	10.00
PUPIL FREE DAYS	\$	30.00
VACATION CARE	\$	30.00
PREP EARLY FINISH	\$	2.00
EXCURSIONS / INCURSIONS	\$	8.00

Please see our Coordinator once your Centrelink Assessment Notice has arrived for details of the amount you will need to pay.

Cheques are to be made out to Pinewood Primary School.

Fees are to be paid by the Friday of the following week invoices are provided. Invoices are provided each Monday in the fortnight following care.

Casual Vacation Care users must pay by the end of the Vacation Care period.

APPENDIX 2

Conditions	Signs and Symptoms	Exclusion of Cases	Exclusion of Contacts
Acquired Immune Deficiency Syndrome (AIDS / HIV)	Breakdown of body's defence system	Not excluded unless child has a secondary infection	Not excluded
Amoebiasis (Entamoeba histolytica)	Diarrhoea	Exclude until diarrhoea has ceased	Not excluded
Asthma	Laboured breathing persistent cough, blueness around lips and extremities, wheezing	Not excluded Recommend that a child who requires treatment more often than four hourly should not be in care.	Not excluded
Campylobacter	An intestinal infection, identified through faecal culture. Diarrhoea (sometimes bloody), low-grade fever and abdominal cramping.	Exclude until diarrhoea has ceased	Not excluded
Chicken Pox	Small dark pink spots on trunk and upper limbs, which appear in crops over a period of time. Spots then form watery blisters that break easily. Fever, runny nose, cough, fatigue and general rash.	Exclude until fully recovered or for at least 5 days after the eruption first appears. Some remaining scabs are not a reason for continued exclusion.	Any child with an immune deficiency (for example, leukemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded.
Common Cold	Upper Respiratory Infection Blocked nose, fever, coughing, headache, sore throat, irritability and sneezing.	Not excluded To prevent spread of infection, and provide effective care to the child parents are advised to keep children at home while symptoms are obvious - green/yellow nasal discharge, elevated temperature.	Not excluded
Conjunctivitis	Infection of the Eyes Weepy red eyes which are sore or itchy. Intolerance of bright lights. A discharge can cause eye lashes to stick together after sleep.	Exclude until discharge from eyes has ceased.	Not excluded
Croup	Croup refers to any kind of inflammation of the larynx or voice box in children - is not a single disorder in itself. Harsh, barking cough, noisy breathing. Several viruses can cause croup.	Not excluded Parents should be encouraged to exclude the child until fully recovered.	Not excluded
Cytomegalovirus (CMV)	A member of the herpes group. Either mild or no symptoms present.	Exclusion not necessary	Not excluded
Diarrhoea	Increased frequency, runniness or volume of faeces.	Exclude until diarrhoea has ceased or until medical	Not excluded

Conditions	Signs and Symptoms	Exclusion of Cases	Exclusion of Contacts
	Vomiting and stomach pain.	certificate of recovery is produced.	
Diphtheria	An acute infectious bacterial disease with inflammation of mucous membrane especially of the throat, resulting in formation of false membrane causing difficulty in breathing and swallowing.	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later.	Exclude family/household contacts until cleared to return by the Secretary.
Fever	Normal temperature 36-37 degrees. Temperature elevated. Child looks flushed and feels hot to touch	Not excluded A child with a temperature in excess of 38.5 degrees may also be required to go home.	Not excluded
Glandular Fever (mononucleosis)	An infectious viral disease characterised by swelling of the lymph glands and lethargy.	Exclusion is not necessary.	Not excluded
Hand, Foot and Mouth Disease	A viral illness with blisters in the mouth and on the hands and feet. This is not a serious illness and has nothing to do with the animal disease known as Foot and Mouth Disease. The child may have a low fever and lack of appetite	Excluded until blisters have dried.	Not excluded
Head Lice, Ringworm, Scabies, Pediculosis	A parasite Itchy scalp, particularly when head is hot. Tiny pearls of white eggs attached to the root of the hair. Difficult to remove	Re-admit the day after appropriate treatment has commenced	Not excluded
Haemophilus type b (Hib)	Can cause meningitis, swelling of the throat, pneumonia, joint infection. Symptoms of meningitis include fever, vomiting, headache, irritability, fitting and neck stiffness. Caused by a bacteria in the throat and nose.	Exclude until medical certificate of recovery is received	Not excluded
Hepatitis A	Inflammation of the liver Caused by a virus. Jaundice, dark brown urine, pale stools, loss of appetite, nausea, low grade fever, lethargy, abdominal discomfort	Exclude until medical certificate of recovery is produced, but not before 7 days after the onset of jaundice or illness	Not excluded
Hepatitis B	Infection of the liver, passed on by infected blood into a cut or the mouth lining of other person. Symptoms include abdominal discomfort, loss of appetite, nausea, fever, tiredness, joint pain, dark urine and yellow skin or eyes (jaundice)	Exclusion is not necessary	Not excluded
Hepatitis C	Infection of the liver. Made through contact with infected blood such as through a blood transfusion. Symptoms include abdominal discomfort, loss of appetite, nausea, fever, tiredness, joint pain, dark urine, and jaundice.	Exclusion is not necessary	Not excluded
Herpes simplex ("cold sores")	Area of infection usually reddens and then fluid-filled blisters appear. Blisters tend to reappear on the same part of the persons body.	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by a dressing where possible.	Not excluded

Conditions	Signs and Symptoms	Exclusion of Cases	Exclusion of Contacts
Impetigo (School Sores)	A bacterial skin infection caused by the staph organism, the strep organism or both. Flat, yellow, crusty or moist patches on the skin.	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing.	Not excluded
Influenza & influenza like illness	A viral disease of the respiratory tract characterised by fever, chills, headache, muscle pain, head cold and mild sore throat. Recovery between 2-7 days.	Exclude until well.	Not excluded
Leprosy	A contagious disease which affects the skin, mucous membranes, and nerves, causing disfigurement.	Exclude until approval to return has been given by the Secretary	Not excluded
Measles	A viral infection which begins with fever, tiredness, a cough, runny nose and inflamed eyes for several days, followed by bright red itchy rash, starting on the face then over the body. The child usually feels very ill. This is not a simple childhood disease.	Exclude for at least 4 days after the onset of the rash	Immunised contacts not excluded. Nonimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case they may be able to return to care.
Meningitis (bacteria)	Usually more severe than the viral form. Fever, loss of appetite, vomiting, stiff neck and irritability. Older children may experience irritability, confusion, drowsiness, stupor or coma.	Exclude until well.	Not excluded
Meningococcal infection	Meningococcal infection may cause meningitis or septicaemia. Symptoms of septicaemia include high fever and rash.	Exclude until adequate carrier eradication therapy has been completed.	Not excluded if receiving carrier eradication therapy
Mumps	A viral infection Swelling or soreness occurs on one or both sides of the face below or in front of ears. Difficulty in swallowing or eating. Fever, headache	Exclude for 9 days or until swelling goes down (whichever is sooner)	No excluded
Parvovirus B19, Slapped cheek syndrome, fifth disease	Mild viral illness, fever, red cheeks, itchy, lacelike rash on the body and limbs. May have a cough, sore throat or runny nose.	Exclusion not necessary	Not excluded
Poliomyelitis	An infectious viral disease which affects the central nervous system and can cause temporary or permanent paralysis	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery	Not excluded

Ringworm	A fungus infection Itchy skin eruption that spreads out ring like from the site of infection	May return after medical treatment has been completed	
German Measles (Rubella)	A mild viral disease. Swollen glands behind ears and at back of skull. Pink or red spots starting behind the ears spreading to forehead then rest of body.	Exclude until fully recovered or for at least 4 days after the onset of the rash	Not excluded
Salmonella, Shigella	Diarrhoea, fever, abdominal pain, nausea and vomiting.	Exclude until diarrhoea ceases	Not excluded
Streptococcal infection including Scarlet Fever	Begins with sore throat, high temperature and frequent vomiting. Followed by a rash which first appears on the neck, chest and rapidly spreads across the body to the legs.	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.	Not excluded
Trachoma	Contagious disease of the eye with inflamed inner surface of the lids.	Re-admit the day after appropriate treatment has commenced.	Not excluded
Tuberculosis	Infection of the lungs. Mild fever.	Exclude until receipt of a medical certificate stating child is not infectious	Not excluded
Typhoid fever (including paratyphoid fever)	An infectious bacterial fever with an eruption of red spots on the chest and abdomen and severe intestinal irritation.	Exclude until approval to return has been given by the Secretary (DHS).	Not excluded unless considered necessary by the Secretary (DHS).
Whooping Cough	An acute contagious disease of the bronchial tubes and upper respiratory passages. Incubation period 7-10 days. Heavy cold like symptoms, cough and fever.	Exclude the child for 5 days after starting antibiotic treatment.	Exclude unimmunised household contacts aged less than 7 years and close child care contacts for 14 days after the last exposure to infection or until they have taken 5 days of a 10 day course of antibiotics.
Worms (intestinal)		Exclude if diarrhoea present.	Not excluded

Medical Certificate means certificate of a registered medical practitioner. Details included in this table were taken from: Communicable Diseases Section, DHS, May 2001, Staying Healthy in Child Care – Third Edition, June 2001.