

**Ardtornish  
Out of School Hours Care  
&  
Vacation Care**

Parent Information Handbook



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## Welcome to the Ardtornish Out of School Hours Care

Welcome to the Ardtornish OSHC and Vacation care. This service has been in operation since 1992, and has grown considerably over that time. Please read this information carefully to assist you in settling your child into OSHC, and to answer any questions you may have. If you require more detailed information or a copy of the program, please do not hesitate to consult with the Director or a staff member. The Centre's Policy Folder is available for you to view at any time, kept on the sign in desk.

Ardtornish OSHC service operates a Before School, After School Care and Vacation Care. We are licensed to provide care for up to 105 children each day and have been allocated CCB places by the Department of Family and Community Services.

67 for Before School Care

105 for After School Care

85 for Vacation Care

Ardtornish OSHC provides care for all school age children. Kindy children please refer to priority of access page 7/8.

### Our Philosophy is:

The Ardtornish Out of School Hours Care and Vacation Care centre is a child focused place where we believe the value of play is important and that each child has a right to reach their full potential. It is our duty to provide a safe, caring and supportive environment that both encourages and stimulates their growth and development.

We believe therefore that the role of OSHC and Vacation Care is to provide a supportive environment that can only be achieved by providing caring staff, whom show a genuine affection and concern for the children in their care.

We value diversity and respect each other's differences, rights, opinions and children, families and staff are treated as equal and valued individuals, whilst promoting the development of self-esteem.

During a child's time in care they will have opportunities to participate in small and large group activities based on the needs and interests of the children.

It is our role to support parents and guardians during a child's time in care. We will work with families wherever possible to achieve goals and encourage parental involvement in OSHC and Vacation Care.

The centre operates according to a philosophy of open advisory and aims to reflect the local community by encouraging participation and discussion about all issues relevant to the running of the centre.

In order to achieve the above we aim to foster a positive and open communication with children, parents, staff, advisory and the wider community.

### **OUR GOALS**

We aim to:

- Provide a secure, happy and caring environment, which will promote trust, acceptance and belonging.
- Provide a stimulating environment, which promotes the development of social, emotional, and intellectual needs of children within our care.
- To recognise and promote the value of play and build on children's strengths, interests and needs.
- Guide children, in a positive way, to accept the logical consequences of their behaviour and to develop respect for other people and property.
- To provide a caring environment in which children and staff can feel self assured and in which parents, children, and staff feel secure.
- Promote positive feeling of self worth and encourage children to feel that they are a unique individual.
- To be flexible, efficient, friendly, non-judgmental, resourceful and always willing to gain knowledge.
- To promote the concept of equal opportunity in all aspects of operating the service.

- To actively encourage parent participation in the advisory of the centre and with the activities of the centre generally.
- To recognise and meet local community needs by encouraging community participation in the operation of our service.

## **The Advisory Committee**

Ardtornish OSHC has an Advisory Committee, comprising of parents who use the service and other community representatives who have an interest in the operations of the service. The advisory committee is held responsible to the governing council and a representative from the governing council, who holds the portfolio for school community, has a seat on the advisory committee. Parental involvement is very important at an advisory level to ensure the service is meeting family needs. All families are eligible to be on the Advisory Committee and are welcome to provide input into the operations of the service at any time. Please use the suggestions box located on the sign in desk to raise any ideas or issues for the Committee or feel free to speak to any of the listed Committee Members at any time. Please see the school and community information board for current Advisory Committee Members. Advisory Committee Meetings are held twice a term. The Committee is responsible for the operations of the service to ensure it meets all legal requirements and is financially viable.

## **Parent participation**

Parents are our biggest support. Their encouragement and any assistance, in whatever way is invaluable. You are encouraged to become involved with the OSHC program and any ideas or suggestions will be greatly appreciated. We are always happy to have people come into the Centre with interesting things to show and share, sing, teach, and make with the children etc., especially activities of a multicultural nature.

You can be involved by discussing your child's temperament, strengths, likes and dislikes and any special interest with the carers. Even though a parent's life is very busy, we would appreciate a few minutes when you bring and collect your child to talk about how he/she is enjoying/participating in the program.

To give the children the best opportunity for positive involvement in our program, OSHC staff and parents work hand-in-hand. We want children to gain the best that is possible from OSHC, so please keep in touch and discuss any problems, concerns and feelings you may have with the staff.

## Settling your child into OSHC

Children all react differently to being away from their parents, and we encourage you to remain with your child for as long as you feel is necessary to ensure your child's well being. We use a variety of strategies to help your child settle into our centre. We recommend that you bring your child for a visit, prior to beginning care at OSHC. This will help to introduce yourself and your child to the staff and other children and familiarise the child with OSHC and our routines.

Please feel free to telephone the centre during the time your child is attending for reassurance that your child has settled in. The staff will always tell you honestly how your child is. Be aware that some children settle quickly and others take longer. Our staff will assess your child's emotional needs and discuss this with you. Regular attendance also helps a child to settle and make friends with other children at OSHC.

## Some details about OSHC that you need to know

The following information will help you to understand the administrative requirements of enrolling your child and the operational policies that you need to know.

### Hours of operation

- The hours of operation for Ardtornish OSHC and Vacation Care are as follows:

Before school care	7.00- 8.35
After school care	3.15 - 6.15
Vacation care	7.30 - 6.00
Pupil Free Days	7.30 - 6.00
Early closure days	2.15 - 6.15
Hot weather policy days	3.15 - 6.15

## Enrolment

Should you wish to enrol your child you will need to know the following enrolment procedures.

You will be asked to complete an enrolment form containing information regarding your child's health, custody arrangements and emergency contacts. You will need to name all persons who may deliver or collect your child from OSHC or Vacation Care. It is your responsibility to ensure your nominated people are responsible and available when required.

The details required on the enrolment form are needed by our staff to help them take the best possible care of your child. All information is strictly confidential. If any of the details on the enrolment form change you are asked to advise the Director immediately.

At the time of enrolment you will be asked to pay a registration fee and fully disclose any medical or health concerns relating to your child, and agree to lodge your application with the Centrelink for Child Care Benefit within 28 days of your child starting care.

## Priority of Access

The Australian Government funds child care with a major purpose of meeting the child care needs of Australian families. However, the demand for child care sometimes exceeds supply in some locations. When this happens, it is important for services to allocate places to those families with the greatest need for child care support.

The Australian Government has determined guidelines for allocating places in these circumstances. They set out the following three levels of priority, which child care services must follow:

- |                                |  |
|--------------------------------|--|
| <b><i>First priority:</i></b>  | Children at risk of serious abuse or neglect.  |
| <b><i>Second priority:</i></b> | A child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under section 14 of the Family Assistance Act. |
| <b><i>Third priority</i></b>   | Any other child.   |

Within these main categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families

- Children in families which includes a disabled person
- Children in families on lower incomes
- Children in families with a non-English speaking background
- Children in socially isolated families
- Children of single parents

Any child care service that has no vacant places and is providing care for a Priority 3 child may require that child to leave the service in order for the service to provide a place for a higher priority child.

OSHC services must give school children priority over children who have not yet commenced school. Where an OSHC service has no vacant places and is providing care for a child who has not yet commenced school, the service may require that child to leave the service in order for the service to provide a place for a school child.

In all cases, when a child is required to leave a service the family will be given at least 14 days notice.

More information regarding priority of access can be gained at <http://www.facs.gov.au/childcarehandbook> or you are welcome to access our copy of the child care service handbook.

<b>Signing In and Out Sheets</b>
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Signing children in and out of the Centre is a daily requirement. The following policy applies to all families.

Accurate attendance records are required and need to be kept and checked each day. Whoever brings your child to the centre or collects your child at the end of the day is required to initial the child's times of arrival and departure. Signing IN and OUT sheets have been developed for this purpose.

This is a legal requirement of the Child Care Benefit. If you do not complete these records you will not be eligible to claim Child Care Benefit.

When it is not possible for parents to sign attendance records for Outside School Hours care each day it is acceptable for parents to sign records once per week.

### **Notification of Cancellations**

Please refer to our Cancellation Policy enclosed in this package.

### **Leaving School grounds**

Children are not allowed to leave the school grounds during the time they are at the program, unless written permission or phone call given.

### **Children on School grounds after hours**

Out of School Hours Care and Vacation Care staff are not responsible for children on school grounds after hours that are not registered / enrolled in the program. If a child is registered / enrolled but not booked into the Program for that day the same applies.

### **Current Fees**

Our fees are reviewed on an annual basis. Our current fees for OSHC and Vacation Care along with our fees that coincide with our Vacation Care cancellation policy can be viewed on the parent information board.

### **Payment of Fees**

Our Centre's operation is dependent on maintaining fees. Please read the following information carefully. As part of the enrolment of your child you will be required to sign a policy in regard to the non-payment of accounts. This states that default in payment of accounts will automatically result in suspension from any future care situation at Ardtornish Primary School until payment is made in full.

This includes OSHC, Vacation Care and other days the program operates, e.g. school closure days.

If financial difficulties are experienced, it is imperative that the parent concerned approach the Director or alternatively a letter to the Advisory Committee. Consideration will be given on individual merit.

An attempt to pay accounts must be made on a regular basis, and only genuine cases will be reviewed.

Legal action will be taken if no contact is made.

Payment procedures:

Account statements are printed weekly. They will be available for parents to collect from their parent pockets. For casual users, they will be issued to the student via their class teacher.

Vacation care - A \$50 bond at the time of booking or full payment of fees in advance of care is required. Account statements are printed weekly and for permanent families they will be available for parents/care givers to collect from their pockets. For casual users, they will be located on the sign in desk for your collection.

Payments can be made by cash, cheque, credit card or eftpos. Please place in a sealed envelope with the amount and name recorded and hand to a staff member. Please make cheques payable to Ardtornish OSHC or Vacation Care.

A late collection fee will be charged to parents/guardians for each child not collected by closing time. Special circumstances i.e. traffic accident or vehicle breakdown, will be given consideration in relation to the administration of late collection fees.

### Child Care Benefit

All families are eligible for Child Care Benefit (CCB). You can apply for this payment, which will reduce your child care fees, at Centrelink.

You must ring Centrelink on Ph 13 61 50 and quote the following numbers:

Combined OSHC: 555 - 009 - 323B

Vacation Care: 555 - 009 - 523S

You must lodge your application within 28 days of your child beginning care to ensure your Childcare Assessment Notice reaches the Centre in time to backdate your entitlements to the time of beginning care. **The Centre is only able to reduce your fees on receipt of your Childcare Assessment Notice.** If your child is under 7 years old, you will also be asked to provide evidence of your child's immunisation status to the Family Assistance Office.

On receipt of a family's CCB Assessment Notice, the Centre will require parents to complete a Parent Statement Form if one of the following statements is true:

- The child has already attended another approved child care service in the current financial year.
- The child is also attending another approved child care service.
- The child has a sibling listed on the Assessment Notice who is attending another approved Long Day Care, Family Day Care or OSHC service.

CCB entitlements are payable on the following allowable absences, provided that the parent has paid their proportion of the fee:

- Each child is entitled to 30 absence days every financial year.
- If a medical certificate is provided your child's absence will not count towards their 30 day limit.
- Parents are required to sign any absences noted on the attendance sheets as this is a legal requirement for obtaining child care benefit.

**Please note:** The forms that you sign for the purposes of CCB are legal documents, and we are asked to remind you that giving false information is a criminal offence.

CCB entitlements can also be claimed yearly and those parents wishing to claim this way will be required to see the Director to fill out a form for Centrelink.

### Dropping off and Collecting Children

**Our primary concern is the welfare and safety of your child. We therefore request that you comply with the following requirements.**

#### Arriving at the center

Please keep to the attendance days requested on your enrolment form as this enables the Director to compile accurate staff work rosters. If you wish to change your days please speak to the Director.

#### Authorised Persons

The Centre's primary concern is for the safety and welfare of your child and will therefore only release your child into the care of the custodial parent or Authorised persons identified on your child's enrolment form. Any changes to these authorities must be advised in writing or by phone to the Centre as soon as possible. If an unauthorised person arrives to collect your child, the child will not be released until your authorisation has been obtained. You must ensure your child's collection from the centre is reliably organised, as uncertainties and irregularities can cause anxiety for your child and the Centre staff.

#### Late Collections

If you are unavoidably detained and unable to collect your child at the agreed time you must telephone the Centre and advise of your expected time of arrival. If you need to arrange for another person to collect your child you must provide full details about this person to the Centre. If you have not contacted the Centre and your child has not been collected 10 minutes after closing time the Centre will attempt to telephone you, or if this is not successful the emergency contact people listed on your child's

enrolment form, to arrange for their immediate collection. If no-one can be contacted and your child has not been collected 30 minutes after the centre's normal closing time the Local Police Station will be contacted and asked to take responsibility for your child

### **Family Access**

We will work in partnership with families at all times and welcome your input and access to the service according to the following guidelines:

#### *Communication with Parents*

Staff at the Centre are supportive of children and their parents. Both parents of the child will be treated equally. Without legal documentation, staff cannot act as though one parent is more fit than another to the legal rights of their child. Parents may visit the centre at any reasonable time whilst their child is in care. Any concerns you have may be discussed with the Director at any reasonable time. All information about your child will always be treated with the upmost confidentiality.

#### *Custodial Issues*

Where a child attending the Centre is not living with both parents or where disputes arise in relation to responsibility for the child the following will apply:

- Parental responsibility remains with both parents jointly and individually except where it is altered by an order of the Family Court of Australia. In the absence of such an order the child will be released to either parent who is the authorised person to collect the child.
- Where a non-enrolling parent cites an Order of the Family Court giving him/herself lawful access to the child, the order needs to be produced for inspection by the Director. The enrolling parent will be telephoned both to check the existence of the order and to be informed about the situation.
- The child will only be released into the care of the parent with Parental Responsibility for the child, or other person specifically authorised by that parent, except when Family & Children's Services or the Police specifically direct otherwise under the provisions of the Child Welfare Act.

In the case of a parent with parental responsibility for the child arriving at the Centre to collect the child in a visibly intoxicated or unfit state to drive, the parent will be encouraged to contact an alternative adult to drive them

and their child home, or the Centre will offer to call a taxi, at the cost of the parent.

### **Termination of Care**

In extreme circumstances it may be necessary to terminate a child's care. Exclusion of children from the service will only occur after all other avenues of communication and support have been exhausted and when:

- A child puts the majority of children at risk through inappropriate behaviour.
- The parent continually fails to observe Centre hours of operation or fails to pay the required fee.

### **Complaint Procedures**

Please let us know if you are not satisfied with any aspect of the service we provide for you and your child. If you have a complaint or concern you may discuss your problem with the relevant staff member and with the Director. If you feel the problem is not resolved you may take the matter to the Advisory Committee for resolution, either through the Director or by writing directly to the Advisory Committee.

## **Our Program**

Our staff are supportive and encouraging, and communicate with the children in a friendly, positive and courteous manner to establish a warm and caring relationship with each child in their care. Carers are happy to discuss your child's participation in the program with you, and we encourage you to stay for a chat prior to taking your child home at the end of the day.

### **Centre Routines**

The activities that happen at the centre are built around the daily routines.

Routines are built around the regular events of the day i.e. arrival, marking the attendance roll, hand washing, snacks/drinks, lunch break when on Vacation Care, and departure, and take into account the;

- developmental needs of individual children
- children's attendance patterns
- climate and physical environment
- the numbers and ages of children within a given group
- children with special needs

- new children entering the group
- parents expectations

### Snacks

Snacks form a significant part of the Centre routine.

Please make sure that any food allergies, strong dislikes and special dietary requirements your child might have are recorded on the enrolment form and discussed with the Director.

The Centre prepares afternoon tea, and requires parents to provide a packed lunch (that does not require heating), recess and drink, unless otherwise stated in the program for their child during Vacation Care and on Pupil Free Days. The snack menu is varied, balanced, nutritious and, multiculturally based as well as being cost effective. Children are often involved in preparing and cooking snacks as part of the planned activity program. Children are taught how to store, prepare and serve food hygienically. The weekly snack menu is displayed on the notice board. Ideas and recipes are welcome. Please put your ideas in the Suggestions Box on the sign in desk.

### Breakfast

Breakfast is available during morning session from 7am -7.40am only. Vacation and Pupil Free days from 7.30am - 8am on IN days only. No breakfast is served on any Excursion days. Please ensure your child has had breakfast if attending after these times or ensure they have something extra in their lunch box to eat on arrival.

### What Your Child Should Wear

It is important that children are in comfortable clothes that do not restrict their enjoyment or participation at the Centre.

We do provide aprons for craft and cooking activities but clothes can still get stained when children are involved in messy activities.

Children are required to wear appropriate clothing during vacation care and on pupil free days, this includes a t-shirt that adequately covers the shoulders and upper arms, appropriate footwear, e.g. Sneakers and a broad brimmed hat (at least 6 cm rigid brim) legionnaires or bucket hat is to be worn whenever outdoors.

Thongs and singlets are NOT appropriate clothing.

## Personal Toys

The Centre provides a wide variety of sports equipment, games and toys for all children to play with, and would appreciate children leaving their personal toys at home.

We understand that many children would like to bring toys to the Centre, however if toys get damaged or lost at the Centre it can cause great distress for the child.

We take no responsibility for any toys etc, brought into the service. A shelf is provided in the computer room for children to store anything that does not fit into their bag. Toys and equipment will not be stored in the office.

We have a policy that states that no toy guns or other weapons are to be brought into the centre.

## The Program

Children who attend our Centre may participate in a range of activities that have been planned to reflect the children's interests and meet their developmental needs.

The staff are responsible for creating an atmosphere and environment which is responsive to the needs of each individual child and to the group as a whole and reflects the philosophy and goals of the service. The program will be balanced and include indoor and outdoor learning experiences, quiet and active times, individual, small group and large group times, time for individual staff/child interaction, individual and group interests, children's special interests, and be flexible enough to allow for spontaneity and the unexpected.

Children will be encouraged to have input into program planning. The program will be child centred and will allow children to experience a variety of materials and pursue their own interests.

You will find the weekly program displayed on the children's information board. We invite you to have input into program development especially in relation to multicultural issues, music and storytelling. Any suggestions you have can be put into the Suggestions box in the reception area or discussed with Centre staff.

A supervised room is provided for children who have homework from Monday through to Thursday, from snack's completion until 4.30 pm.

### **Children with special needs**

Children with special needs will be integrated into the whole group. If additional support is required please speak to the Director.

### **Special Events**

We consider that special events which happen during the year provide an excellent learning and socialising opportunity for the children.

Programs will reflect the cultural differences of all families using the service. The Centre will celebrate special events with the children that reflect the cultural heritage and ethnic origins of children attending the service. The following events are celebrated at the Centre each year:

- Special Persons' Days (i.e. Mothers' Day, Fathers' Day etc.)
- Christmas
- Easter

We understand that some parents may not wish their child to participate in some celebrations and therefore please advise staff if you do not wish your child to participate.

Children's birthdays are a special day that children like us to celebrate.

If parents wish the Centre to celebrate their child's birthday they may provide a cake for afternoon tea. The staff will encourage the children to sing "Happy Birthday".

### **Supervision**

The Centre will maintain high levels of supervision of children at all times. The staff: child ratios contained within the Standards of Operation Guidelines for Out of School Services will be strictly adhered to at the Centre. These ratios are:

Before School	1:15
After School	1:15
Vacation Care (Excursions)	1:8
Vacation Care (In Days)	1:15
Swimming Activities	1:5
Non-swimming Water Activities	1:8
E.g. Semaphore Waterslides	

There will be a minimum of two staff on duty at all times. This is to ensure children are appropriately supervised at all times. Staff will position

themselves where they can see all the children under their supervision, listen carefully to what is happening and know the children individually so they can anticipate their needs.

Children outdoors will be appropriately supervised and will be given opportunities for self discovery and freedom of choice. Staff will join in the children's play and encourage them to try new experiences. Children will be regularly reminded of safety procedures for play equipment. Children will be encouraged to try new challenges as appropriate.

The Centre plan which clearly defines the boundaries and areas where children may safely play is displayed in the reception area. Parents are asked to become familiar with the plan and reinforce with their child that they must stay within the boundaries.

### **Guiding Children's Behaviour**

Learning appropriate behaviour is part of your child's social development. Our staff aim to help children to be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations.

You are encouraged to discuss your child's behaviour with Centre staff to ensure consistent behaviour expectations between home and the Centre. Limits to children's behaviour will always be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way. Children will be encouraged to settle their differences in a peaceful manner. The staff will focus on positive behaviour, providing praise and encouragement where appropriate. Wherever possible problems will be prevented before they arise by using methods such as diversion and providing enough equipment for all.

#### Limits

We find the following limits/rules necessary to protect the safety and well being of every child and ask parents to reinforce these with their child:

- Respect for other people and their property.
- Noisy play can be conducted outside.
- Please stay within the boundaries.
- Take care of the equipment.

Developing a supportive relationship with the children encourages them to learn skills in self discipline. When "Thinking Time" is used as a consequence of negative behaviour the reasons will be discussed with the child and "Time Out" will be no longer than 5 minutes. A "cooling off" period may be needed

so the child can calm down before discussing what happened and sharing their feelings with the carer, who will in turn talk about their own feelings and responsibilities with the child. Carers will always talk to the child quietly and as an equal. The child will be reminded in positive terms of the expected behaviour.

If children consistently display unacceptable behaviour the Director will ensure:

- The expectations of the child's behaviour are realistic and appropriate to their developmental level and culture.
- The child understands the limits.
- The child's needs are being met.
- There are no reasons, which may cause the unacceptable behaviour e.g. dietary problems, poor hearing, poor co-ordination, communication difficulties, illness or emotional distress.
- Positive strategies are consistently followed by all carers in contact with the child.

Members of staff are always available to discuss and assist with any concern a parent may have in respect to a child's behaviour or participation in the program, and will work with parents to address any persistent behaviour problems.

#### Alternative care

After the child has been given every chance to respond positively and parents have been notified of the child's behaviour not improving, and if all methods fail to result in a positive change, the Director will discuss alternative care with the parent, in consideration of the health and safety of other children in care.

<b>Excursions</b>
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Children will be taken on excursions outside of the Centre as part of the planned activities of the Centre, during Vacation Care and Pupil Free Days.

Excursions may be cancelled at any time due to weather conditions, which will result in staying at the centre, unless advised otherwise.

Excursions are considered to be an integral part of the children's program and will therefore be arranged from time to time, to provide a broad range of learning experiences for children. Permission for walks to the local park is granted or denied on the enrolment form. For all other excursions written permission will be sought from parents and details of the outing provided in

writing. All excursions will comply with the Standards of Operation Guidelines for Out of School Care Services.

You are requested not to send your child on an excursion if they display any signs of being unwell. This is in the interests of everyone concerned. Pocket money for excursions should be for extras, not in place of a packed lunch and a limit of \$3 applies when it is stated on the program that spending money is allowed.

## **Health & Safety Issues**

### **Hygiene**

In group care situations one of the most troublesome problems is to control the spread of infections among the children and staff.

The application of universal hygiene procedures will be followed at the Centre at all times to control the spread of infection within the Centre. Staff role model a high level of personal hygiene at all times, and place emphasis on the children learning and understanding why hygiene is important. Hand washing is central to this system and children will be required to wash their hands before eating and after using the toilet.

### **Immunisation**

Immunisation of children who attend the Centre will help to limit the spread of infection.

We encourage parents to immunise their children against all diseases appropriate to the child's age. Children who are not immunised will be excluded from care during outbreaks of some infectious diseases in accordance with the National Health & Medical Research Council exclusion guidelines (on display above the sign in desk), even if the child is well. This is to limit the spread of infection and protect unimmunised children.

It is a requirement that children who are younger than seven meet the government's immunisation requirements or have an approved exemption from the requirements for the family to be eligible for CCB.

### **Exclusion**

As a protection for all children and staff the following exclusion policy applies to all children enrolled in OSHC.

Children with infectious diseases will be excluded from the Centre in accordance with the National Health & Medical Research Council exclusion

guidelines (on display above the sign in desk). A medical certificate is required after contracting diphtheria, hepatitis A, polio, tuberculosis, typhoid and paratyphoid before your child can be re-admitted to OSHC.

If your child is unwell at home please do not bring him/her to the OSHC or Vacation Care. Children who have more than a slight cold should not be brought to the Centre and may not be accepted at the Directors discretion. Fevers, vomiting, diarrhea or unexplained rashes are indications that a child should not be brought to OSHC.

### **Unwell Children at OSHC**

OSHC is not able to care for children who are ill. The following policy has been developed to protect your child and the other children attending OSHC.

It is important that the Director be notified if your child has been unwell or received an injury since last attending OSHC.

In the case of your child becoming ill at OSHC, every effort will be made to contact you to ask you to take the child home. The Director has the prerogative to call an ambulance or doctor if urgent medical attention is required. Every effort will be made to contact you or your nominated emergency contact people as soon as possible. All medical and ambulance costs are the parent's responsibility.

### **Medication**

The giving of medication to children will be strictly monitored to ensure the child's safety and welfare.

Medication will only be administered by a qualified staff member or nurse:

- It is prescribed by a doctor and has the original label detailing the child's name and required dosage.
- OSHC and Vacation Care staff cannot administer analgesics (i.e. panadol and other medications) which can be purchased over the counter without a prescription by a doctor. Please refer to Health Support Planning in Schools, Preschools, and Childcare Services, Section 5.2 for further information.
- The parent has completed and signed the Centre's authority to give medication form.

The Director should also be notified if your child is receiving medication at home that is not required to be given at the Centre.

## **Occupational Safety & Health**

OSHC is concerned to protect the health and safety of children and staff whilst in OSHC. In the interest of Occupational Safety and Health and the well being of the children who are in care, OSHC is a smoke free zone. All equipment, toys and play areas are checked regularly to ensure they are clean and safe for children's use.

## **Sun Protection**

To ensure all children attending the OSHC are protected from skin damage caused by harmful ultra violet rays of the sun the following applies:

- Children will wear a broad brimmed hat (at least 6 cm rigid brim), a bucket or legionnaires hat whenever outside.
- SPF 30+ broad spectrum water resistant sunscreen will be provided for children, or children can provide their own.
- Outdoor play will not occur in extreme heat or at the hottest time of the day.
- Staff will act as role models, by wearing hats, applying sunscreen and seeking the shade wherever possible.
- If children do not have a hat they will be directed to play under the shaded area.

## **Safety drills**

Safety drills will be practiced to ensure that children and staff are familiar with the procedures should an emergency occur. Emergency evacuation and safety drills will be practiced at OSHC with staff and children at least four times a year. Evacuation procedures are displayed in the reception area and in each activity room. Parents are asked to familiarise themselves with these procedures.

## **Accidents**

Despite every precaution accidents will occur in OSHC from time to time. The following policy will be implemented to protect your child and keep you informed should an accident occur.

You are required to provide written authority (included in the enrolment form) for staff of OSHC to seek medical attention for your child if required.

In the case of a minor accident staff that are qualified in First Aid will attend to the injured child and apply first aid. Depending on the injury you

will be contacted at the time of the accident or informed about the incident when you arrive to collect your child.

If a serious accident occurs which requires more than first aid treatment you will be contacted immediately or if you cannot be contacted your emergency contact person will be phoned. Your child's injuries will be assessed and either an ambulance will be called or your child will be taken to the local hospital. A qualified staff member will accompany your child until you are able to be there. You will be provided with a copy of the accident report completed by the person in charge of OSHC at the time of the accident.

#### **First Aid Qualifications**

It is a requirement that at least one staff member with a current First Aid and CPR qualification is on duty at all times children are on the premises. First aid will only be administered by staff with First Aid qualifications. A fully equipped First Aid Kit is maintained at OSHC.

#### **Volunteers & Parent Participation**

The program welcomes volunteers and parents who will be required to follow the program guidelines. It will be up to the Director's discretion to choose volunteers on interview based on performance in the workplace, not on age or gender.

#### **Car park**

Parents are requested **NOT** to use staff car park after 8am and before 4.30pm during School terms.

**THE CARPARK IS OUT OF BOUNDS FOR ALL CHILDREN WHETHER OR NOT THEY ARE ACCOMPANIED BY AN ADULT.**

#### **OSHC & VACATION CARE PROGRAM LOCATION**

Located in Rooms 1 & 2 next to J.P. Playground near staff car park. Please see map on back page.

**Thank you for taking the time to read our Parent Handbook.**

**Please speak with the Director if you require any further clarification**

Parents Information Handbook - commenced 08/09/05