
OUT OF SCHOOL HOURS CARE

Kew East Primary School

Parent Handbook

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PARENT HANDBOOK

Welcome to the Kew East Primary OSHC. 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 and current KEPS OSHC families to the program.

Please read this handbook thoroughly and keep for future reference.

The Coordinator is available to answer any questions or questions you may have. A complete copy of the program's Operational Policy is available from the Coordinator at the OSHC main room, Kew East Primary School Office, and St Anne's Primary School Office.

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

1 INTRODUCTION

1.1 BACKGROUND

In response to the community needs of the local area, the Kew East Primary School (KEPS) has established and operates an Out of School Hours Childcare (OSHC) service. The Kew East Primary OSHC program incorporates Curriculum Day Care, Before School Care and After School Care.

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

The KEPS OSHC program 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.

KEPS 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 KEPS OSHC which is community based, flexible and meet each child's need for care in creative, stimulating, safe and secure environment before and after school.

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, recognizing 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 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 Out of 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 Kew East Primary School and St. Annes Primary School and, if places permit, other neighbouring schools.

Guidelines

- To operate an Out of School Hours Care Program to cater for students attending KEPS and St. Annes Primary School and if places permit, other schools in the area.
- 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 recognize the rights of staff and students. To develop positive relationships with others and be compassionate and have empathy for others. To encourage resilience, be optimistic and persevere which will assist in developing self management skills.
- 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 Care Program Committee.
- The service will operate in accordance with the expectations of the National Standards for Out of School Hours Services.
- The service is registered 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 KEPS OSHC operates on a non-profit basis and was established in 1985. Kew East Primary School 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 Program operates from 7.00am to 8.45am (*Staff available until 9.00am*) each weekday during school terms. A healthy, varied breakfast is provided each morning as part of the service. This service is funded by the Commonwealth Government to provide Child Care Benefit to families.

After School Care

The After School Care Program operates from 3.30pm (*Staff are available from 3.00pm*) to 6.15pm each weekday during school terms. 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.

The KEPS OSHC program is available as required for pupil free days and early school finish.

1.4 MANAGEMENT OF THE SERVICE

School Council

Kew East Primary OSHC program is sponsored by the Kew East 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 twice per term. All meetings are open to the school community. The committee reports directly to the School Council. Meeting agendas and minutes are available upon request for all parents to view.

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 program before receiving care. A Registration/Enrolment form (listing ALL children who are to attend) should be returned to the Out Of School Hours Care Co-ordinator, Kew East Primary School, Kitchener Street, Kew East, Vic 3102 prior to or when the initial enrolment occurs.

In November or December of each year, all families using the program are asked to complete a fresh Registration/Enrolment Form for the coming year, indicating changes where necessary.

Definitions:

- Permanent Enrolment:** A Permanent Enrolment is where a child attends Before &/or After School Care either for 1, 2 or more days a week, on a regular basis.
- Casual Enrolment:** A Casual Enrolment is where a child attends on an irregular, variable or, as required basis.
- Emergency Enrolment:** An Emergency Enrolment is where a child attends on a day due to unforeseen circumstances relating to a child's normal caregiver - e.g. flat tyre, sudden severe illness, accident.

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 REGISTRATION

A non-refundable administration fee of \$15.00 per family is charged on an annual basis. The income from the registration fee is used to enhance the program by purchasing materials and equipment.

2.4 BOOKINGS

The booking system aims to ensure that both the safety of the children and the quality of the program are maintained.

Permanent Booking requirements need to be indicated on the Registration/Enrolment Form.

Changes to permanent bookings will require a change/cancellation form to be completed before they are effective.

Casual bookings can be made at any time when places are available.

Emergency care arrangements can be made by telephoning Program staff during the hours of operation of the Program or by leaving a message on the service's answering machine.

Curriculum Day bookings and full payments in advance shall be made by the due date specified in notification to parents.

Absences - When a child booked into the Program is to be absent for any reason, the Program Co-ordinator shall be notified at the earliest opportunity -

This ensures that every child can be accounted for.

Further, knowing the number of children attending helps to improve catering requirements for food and activities and also to ensure adequate staff is available. (the ratio is 1 staff member: 15 children).

- Failure to cancel booked places 24 hours in advance – Full fee charges may apply.
- Cancellation for Mondays must be received by **6.00pm the previous Friday.**
- Failure to sign book for attendances and cancellations - Full fee charges apply (No CCB rate can be obtained).

Where a child is absent without notice, all reasonable attempts shall be made to contact the child's parents or guardians and to ascertain the child's whereabouts.

If there is continued failure to give notice of a child's absence the offer of a place in the Program may be withdrawn.

- Permanent cancellation of Regular Booked Care – 1 week notice required.

Cancellations/Bookings & Enquiries -
7.00 am - 9.00 am or 3.00 pm - 6.15 pm
(messages can also be left on machine
9.00am – 3.00pm Monday – Friday)
Telephone 9859 6052

2.5 WAITING LIST – PRIORITY OF ACCESS

KEPS OSHC is available to maintain a waiting list for care in application date order and in accordance with the Commonwealth Government's Priority of Access Guidelines, as required.

Along with meeting the Governments priorities the service is provided as a first priority to children attending Kew East Primary & St. Annes Primary School. Consideration is given to accepting children not enrolled at this school if places are available, as required.

2.6 ARRIVAL AND DEPARTURE PROCEDURE

All children attending KEP OSHC 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.

Children may not arrive unless accompanied by a parent, guardian or nominated adult.

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, or by anyone under the age of 18. These procedures have been put into place to ensure the safety of your child.

Any parent or guardian who is unable to pick up their child/ren by 6.15pm must telephone the coordinator.

2.7 ATTENDANCE AT THE PROGRAM FOR CHILDREN NOT COLLECTED AFTER SCHOOL

KEPS OSHC Program is available to children whose parents have not arrived 15 minutes after dismissal time 3.45pm to protect their safety and well being (numbers permitting)

PROCEDURE

The school principal and teachers have the responsibility to ensure that:

- All families within the school will receive information on school policy regarding attendance.
- 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.

EMERGENCY PLACEMENT OF CHILDREN IN THE OSHC PROGRAM

Procedure for children not collected from school by 3.45pm and left in the school grounds as approved by the Out of School Hours Care sub-committee and the Kew East Primary School Council:

At 3.45pm teaching staff member on yard duty will escort the children to the school office.

1. School Office will try to contact Parent/Guardian and seek their permission for the child/ren to attend OSHC.

2. School Office will ring the OSHC to (a) ascertain if room is available for additional child/ren (b) check that child/ren has current OSHC registration.
3. If the child is NOT registered, the School Office will complete an emergency registration form that will include the contact details of the Parent/Guardian and medical/allergy information if applicable.
4. School Office will have the child escorted to OSHC, with the emergency registration information if required.
5. If the School Office was unsuccessful in contacting the Parent/Guardian, OSHC will attempt to contact them after 4.15pm (generally most emergency placements are collected by this time).
6. When the Parent/Guardian collects the child, they will be issued a standard letter indicating that they had been enrolled in the OSHC as an emergency measure and that fees had been incurred.

The staff have the responsibility to ensure that:

- Families are charged a session fee for the child's attendance.
- Families are encouraged to complete an OSHC service enrolment form.

Self Referred Children: Those who arrive at the service without being enrolled:

- School Office Contacted for further information that could assist.
- Escort child to office.
- Office staff make contact with parents for further information or to seek permission for child to attend program.

2.8 NON COLLECTION OF CHILDREN FROM THE OSHC SERVICE

KEPS OSHC will ensure the safety of children not collected from the service by the closing time by following this procedure.

KEPS OSHC closes at 6.15pm 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 6.15pm, the staff have not been able to contact the parent/guardian/authorised persons, they will contact the KEP School Principal/Assistant Principal/Department of Human Services for direction.

2.9 CHILD PROTECTION

The health and welfare of all children in care is paramount. KEPS OSHC 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 or our Display Board.

3 WORKING WITH FAMILIES

KEPS OHSC 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 from 3.00pm each day. 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.

KEPS OSHC accesses the translation and interpreter service for families who cannot speak or read English.

3.2 FAMILY INVOLVEMENT

KEPS OSHC actively encourages family involvement in the development of the program and management of the service. Nominations for membership of the KEPS OSHC Committee are called on an annual basis. Sub Committee's are developed to address specific issues relating to the service as required.

Participation in fundraising and quality assurance activities and processes is encouraged but optional for all families. See Appendix 3 *The 8 Quality Areas and 30 Principals of Quality Care*.

3.3 PARENTAL REQUESTS

The OSHC staff will consider all requests made by parents in regard to their children. More complex requests should be made in writing. If the requests fits within the realm of the legal and legislative framework of the service, policy guidelines and is able to be met this will be done.

When a parent request cannot be fulfilled due to the reasons outlined above, an explanation will be provided. If appropriate a meeting will be held with the family in regards to the request. 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 KEPS OSHC 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 and school principal.

3.5 PRIVACY ACT

KEPS OSHC 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 staff, co-ordinator 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 GRIEVANCES & COMPLAINTS PROCEDURES

All parents have the right to have their concerns heard by the OSHC management team. Serious concerns must be addressed in writing, *see Appendix 6 Grievances & Complaints Record Sheets*. Parents/Guardians are encouraged to discuss with the Coordinator any complaints or concerns they have about the service and staff. The coordinator is expected to address complaints promptly, respectfully and in a confidential manner.

The coordinator will acknowledge receipt of complaint and outline process and timeline for resolution.

Grievances & 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.

Children's grievances and complaints :- Children are encouraged to employ a range of methods to help solve their concerns. Examples include talking to someone, writing it down, drawing a picture and leaving a note in the suggestion box. All issues will be treated in a confidential manner. If necessary unresolved issues may go to the school principal and if the matter is still unresolved then the matter will then be referred to and outside independent person.

4 CHILDREN'S PROGRAM

4.1 PROGRAM PLANNING - GENERAL INFORMATION

KEPS OSHC 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.

Staff are allocated time for programming, planning and attending planning meetings. It is expected that staff will spend time planning the program, evaluating past activities and addressing needs and issues.

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.

KEPS OSHC 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

KEPS OSHC 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, INCURSIONS AND EXCURSIONS

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

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. *See Appendix 1 Fee Schedule.*

4.5 VIDEOS, TELEVISION, COMPUTERS AND ELECTRONIC GAMES

KEPS OSHC 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

KEPS OSHC 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. War toys are not permitted at the program, in line with the school policy.

4.7 CHILDREN'S SNACKS

KEPS OSHC 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. Children will access food provided by OSHC program to avoid any risk of an anaphylactic reaction.

Food - CHILDREN WITH SEVERE ALLERGIES

Food for anaphylaxis children will be guided in accordance with the medical details provided by parents. Parents must insure that serious food allergies are noted on their child's medical management plan and that the management plan for their child is personally discussed with the program Coordinator prior to the child attending the program.

Should parents authorise the staff, after consultation with the Coordinator, to provide their child with the program's food, they must provide the Coordinator with a written, signed and dated

statement of the specific foods and drinks to be served to that child. In that case, parents should also ensure that they have discussed any issues of cross-contamination with the Coordinator.

Should parents require more information on that matter, they can contact the KEPS Principal and also request a copy of the School's policy on Anaphylaxis. *See Appendix 4 Anaphylaxis Management.*

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.

KEPS OSHC 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.

Nutritional information is available to families as required. Please see the Coordinator or our Display Board.

4.8 HOMEWORK

Children who attend the service full time may find it difficult to undertake homework tasks at home. KEPS OSHC 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.

4.9 PROGRAM EVALUATION

KEPS OSHC believes continual assessment and evaluation of the service by the committee, 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.

4.10 PROGRAMS DAILY ROUTINE

BEFORE SCHOOL CARE: Schedule & Routine

- 7.00am Program open, children begin arriving. All children are greeted individually upon arrival. School bags are deposited in front of the OSHC rooms. Parents sign children into the BSC program. A few interest areas are open for quiet activities. Staff prepare breakfast for children -checking individual dietary needs as required.
- 7.00 – 8.00am Breakfast is available; children who aren't eating continue quiet activities.
- 7.00 – 8.35am Children wishing to participate in Playstation 2 games or use the Computer request Monitor or Staff put their names on the list on the whiteboard.
- 8.00am Outdoor playground area now open and staffed – weather permitting (basketball rings put up/ witches hats indicating OSHC boundaries) – organised games/free play and junior playground equipment.
- 7.30–8.20am All interest areas are open. Children are able to select from a variety of games, activity sets, books etc. Although children are encouraged to self direct activities and projects, Staff lead a variety of short term quiet activities that don't require a lot of setup, can be saved if not completed, or will be completed during the afternoon session. Long term activities may be arranged with a view to be worked on over a period of time.
- 8.20–8.35am Children clean up activities and interest areas and get ready for school.
- 8.35–8.45am Children collect their bags, assemble for roll call and general discussion prior to the school 'bag bell'. St Anne's children are escorted across the road to school by a OSHC staff member. Preps are escorted to their line up area by a OSHC staff member, who waits until the School Duty Teacher arrives before returning to the OSHC rooms to assist with cleaning up / preparing / planning etc.

AFTER SCHOOL CARE schedule & routine

- 3.00 – 3.30pm Staff prepare Afternoon Tea / arrange activities / deal with messages/ bookings / phone calls etc
- 3.30pm All OSHC children deposit their bags in the Music Centre.
- 3.30-3.45pm **Music Centre**
Preps, Grades 1 & 2 (Level 1 & 2) children – arrive and are individually greeted. A staff member notes each arrival on the daily sheets. Children are reminded to wash their hands with soap etc. prior to Afternoon Tea. Children help themselves to snacks from a self – service (smorgasbord) arrangement set up in the Music Centre. Individual needs catered for. Staff assist younger children with afternoon tea. Relevant issues of the session (activities etc) discussed. Children assist staff to pack up.
- Tuesdays and Thursdays* – Preps, G1 & G2 (Level 1 &2) children have priority on Playstation 2 and Computer -
Children wishing to participate in Playstation 2 games or use the Computer are asked to request Whiteboard Monitor or Staff put their names on the list on the whiteboard.

3.30-4.00pm Main OSHC Room

Grade 3-6 (Level 3 & 4) children – arrive and are individually greeted. A staff member notes each arrival on the daily sheets. Children are reminded to wash their hands with soap etc. prior to Afternoon Tea. Children help themselves to snacks from a smorgasbord arrangement set up in the OSHC room (Individual dietary needs catered for). Children and Staff assist in pack up after eating. Children wishing to participate in Playstation 2 games or use the Computer request White Board Monitor or Staff put their names on the list on the whiteboard.

3.30 - 3.45pm Group meeting time (daily, weekly or as needed) Children move to activities, interest areas, or outdoors.
(4.00 if group meeting)

A wide range of Activities are available (including both short term and long term projects) –these may include - Reading stories/ Musical activities/ Inter active games / Art/Craft painting/ sculpture /drawing / sewing / knitting sports equipment – passive ball games / staff and/or child organised games / Free play time/ Board games/ construction sets / Contributing to newsletter etc.

3.45 – 5.20pm Children use the interest areas or participate in activities of their choice.

5.20 – 5.45pm Some interest areas close for the day. Children clean up, store projects in progress, gather belongings and projects they want to take home.

5.45 – 6.15pm Some interest areas (e.g. board games, quiet area) remain open. Staff members greet parents and help them find their children if necessary. Parents are to sign children out each day.

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

KEPS OSHC 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 made aware 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. See *Appendix 5 KEPS Out of School Hours Care Child Wellbeing Support Plan*.

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.
-

Allowable Absences

KEPS OSHC will comply with the requirements of the funding guidelines as outlined in the Child Care Service Handbook for allowable absences. An allowable absence is the number of days per year the child does not attend their booked care. Families are allowed 30 days per year of allowable absences.

A family may take more that 30 days if they have a medical certificate to support the absence.

Refer to the Coordinator or Family Assistance Office if you would like further details.

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 KEPS OSHC 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 as specified by the OSHC Committee of Management. KEPS 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 OSHC 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 and discounts apply for siblings and permanent bookings

Fees for permanent and booked care will be charged weekly in arrears with an invoice issued on Fridays for the previous two weeks with fees to be paid for in the following week. Fees for casual or emergency care are required to be paid on the day of care.

Parents are not charged for a permanent booking if the OSHC service is contacted by 6pm on the day of care advising that the child/ren will not be attending. Parents are required to advise the service if the children are not attending whilst on school camp. Parents are not charged for permanent bookings that fall on public holidays, curriculum days.

Payments will be accepted through the following methods:

- A secure Fee Box available for families to make payment via cheque. Cheques must be made out to KEPS OSHC.
- All are to be made in an envelope with the child's name, date and amount enclosed.
- Parent will need to fill out a cash payment slip signed by a staff member.

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 maybe 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 6.15pm 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 weekly 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 secured 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 an annual or as required 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 with paper towels, individual hand towels or 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

KEPS OSHC 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 as outlined by the Department of Human Services. 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. In an emergency, if parent/guardian cannot be contacted, the program will take the child to the nominated doctor by ambulance.

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. Sun protection practices will be consistent with KEPS Policy.

Suitable hats include legionnaire style or broad brimmed style (the brim should be between 8-10cm) that shade the face, ears and neck. 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.

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. Parents will be asked to sign permission for staff to apply sunscreen on their child's skin.

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 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 upon arrival the session and checked against the sign in and out attendance sheets. Staff ensure that children go to the toilets **in pairs and take children to the toilet after dusk as required.**

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 |
| APPENDIX 3 | QUALITY ASSURANCE QUALITY AREAS & PRINCIPALS |
| APPENDIX 4 | KEPS ANAPHYLAXIS MANAGEMENT POLICY |
| APPENDIX 5 | CHILD WELL BEING SUPPORT PLAN |
| APPENDIX 6 | GRIEVANCES AND COMPLAINT RECORD SHEETS |

APPENDIX 1 – FEE SCHEDULE

| | | | |
|---|--|------------------|--------------------|
| Annual (Non-refundable) Administration Fee | | \$ 15.00 | per family |
| Before School Care 7.00am- 9.00am (Breakfast available until 8.00am) | | \$ 7.00 | per child |
| After School Care 3.00pm – 6.15pm | | \$ 10.00 | per child (booked) |
| 3.00pm – 6.15pm (Afternoon snack supplied daily) | | \$ 11.00 | per child (casual) |
| Curriculum Day 7.00am – 6.15pm | | \$ 30.00 | per child |
| Curriculum Day Half Day | | \$ 15.00 | per child |
| Prep Early School Finish (to 3.30pm) | | No Charge | |

- Failure to cancel booked places by 6pm the night before the session – Fee charges apply.
- Failure to sign book for attendances and cancellations – Fee charges may apply

CHILDCARE BENEFIT(CCB)

All families (except those who have not complied with immunization requirements or are not Australian residents) are eligible for CCB.

You can choose to receive CCB as reduced fee at the Before or After School Care Program (or the Curriculum Day Program). You can choose to receive CCB as a lump sum at the end of the financial year through the Family Assistance Office (FAO).

To receive CCB as reduced fees you must be registered for CCB and your children must be linked to the Before/After School Program at this school.

To register for CCB and link your children to this Before and/or After School Program, contact the Family Assistance Office (FAO) by telephone on 13 61 50 between 8.00am & 8.00pm and quote the reference numbers below:

Before School Care: 555 008 341C

After School Care: 555 008 002S

It is the responsibility of the family to ensure that their CCB registration details are correct. Where children are not properly registered for CCB, the family will be required to pay the full fee for attending the Program.

