St Francis of Assisi
Out of School Hours Care Program
312 Childs Road, MILL PARK
Phone: (03) 9407 3170
ABN No. 77 054 042 361

Family Handbook

Hours of Operation

Before School Care - 6.40 am to 8.40 am

After School Care - 3.30 pm to 6.00 pm

Early Dismissal – 1.00 pm – 6.00 pm

In-service day – 6.40 am – 6.00 pm

Vacation Care – 6.40 – 6.00 pm

Contact OSHC Service

Phone: 9407 3170

Date Reviewed: October 2019

Next Review: October 2020

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PRIVACY STATEMENT

St Francis of Assisi OSHC values the relationship we have with our families. We are committed to protecting and respecting the privacy of your personal information.

We are bound by the Commonwealth *Privacy Act 1988* that establishes the benchmark for how personal information should be handled. These principals have been embraced by St Francis of Assisi OSHC as part of our standard service delivery procedures.

This means that all personal information that enters our service is dealt with in a uniform manner and the highest regard is taken for maintaining its security at all times.

In order to provide our service, we ask you to give us information including child and family names, child's age (date of birth), address, next of kin information, development and health information. We also ask questions about your country of birth and languages spoken at home. This information assists us in delivering our service and is a part of our accountability with our funding body.

Our organisation may, from time to time, disclose some of this personal information to the State Government or it agencies. This will be done for the purpose of funding accountability. Generally, this information in non-identifying.

We may also need to share personal information with St Francis of Assisi School. This information may include phone numbers, immunization status, etc.

If you are concerned that our service may have handled your personal information inappropriately, please contact the Coordinator.

LAWS THAT REQUIRE US TO COLLECT SPECIFIC INFORMATION

The Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2012, Associations Incorporation Reform Act 2012 and employment-related laws and agreements require us to collect specific information about individuals from time-to-time. Failure to provide the required information could effect:

- A child's enrolment at the service
- A person's employment with the service
- The ability to function as an incorporated association.

WELCOME

St Francis of Assisi OSHC aims 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 the families of children attending the OSHC program.
Please take the time to read this manual so as you can understand the management and operation of the OSHC program.
If you have any questions about this Handbook, please do not hesitate to contact the Co-ordinator or Educators.
We anticipate you and your child/ren will enjoy the time spent in our service.

OUR PHILOSOPHY

At St. Francis of Assisi OSHC, we are proud to acknowledge the WURUNDJERI people as the traditional owners of the land. All Educators provide a safe environment for all children which ensures their safety, health and wellbeing. We have a commitment to nurturing active bodies and creating healthy minds. We encourage this by creating an inclusive environment that empowers, challenges and provides opportunities for children to develop their learning needs and interests and feeling a sense of belonging. We understand the need to promote children's independence and their ability to work cooperatively with peers and adults within an environment free of cultural and gender bias.

As educators, we provide opportunities for children to become engaged in what they are doing and to feel safe, secure and supported in their endeavours. Together with the Educational Leaders we promote and believe in developing plans and activities that challenge and further children's learning through their own interests and ideas. By documenting their ideas, interests and curiosities we are able to create extensive learning plans. We focus on specific intentional teaching and learning goals that accommodates for spontaneous teaching and learning experiences for the children and educators. We use our interactions with them to govern our learning goals and how we can achieve them. We will actively empower children to become responsible for creating and contributing to a sustainable future by implementing aspects of reducing, recycling, reusing, recovering and upcycling.

Families also play a significant role in the program. We encourage this by including and incorporating their ideas and suggestions into our planning. We accommodate and support all families and their individual needs within our school community. We believe in the importance of family and friends and encourage the children to nurture their faith and positive self-identities to treat each other with equality and fairness.

At St. Francis of Assisi OSHC, the children feel comfortable in the knowledge that we take their physical and emotional wellbeing seriously and encourage and model positive behaviours in and around the program. We provide activities that engage their curiosities, develop 'brain power' and provide an opportunity to show pride in their accomplishments within the program.

Routines encourage structure, hence, supporting the children in creating respect for each other. It also creates an understanding that they are a part of a community that works together to achieve their goals.

We provide a **'home away from home'** environment.

MANAGEMENT OF THE SERVICE

Service Provider
The St Francis of Assisi Parish is the Service Provider of the St Francis of Assisi Mill Park OSHC Program.

Approved Provider
The St Francis of Assisi Parish is the Approved Provider of the St Francis of Assisi Mill Park OSHC Program.

OSHC Committee
The OSHC Committee meets at least once a term, and acts on behave of, and for the parents and children. The primary role of the committee of management is to assist in the running of the service.
All parents are welcome to attend the meetings. Dates will be advised through our OSHC newsletter.
Persons with Management Control
President: Nadia Totham
Secretary: Mark Basile
Treasurer/Bookeeper: Anna Paras
Manager/Co-ordinator: Angela Sicari
Meeting agendas and minutes are displayed on the signing in and out trolley for perusal.

Program Co-ordinator/Nominated Supervisors
The Co-ordinator/Nominated Supervisor is responsible, in conjunction with the Committee Management, for the day to day management of the service.

Certified Supervisor
In the absence of the Nominated Supervisor (Co-ordinator), the Certified Supervisor is responsible for the duties and tasks of the Nominated supervisor.

Educational Leader
The Educational Leader is responsible for ensuring curriculum approaches meet the complex needs of children from a range of backgrounds and abilities and coach, mentor, listen and reflect with the team of St Francis of Assisi OSHC Educators.

ROLE OF GOVERNMENT

Commonwealth Government
The Commonwealth Department responsible for Outside School Hours Care is the Department of Education, Employment and Workplace Relations (DSS). The role of DSS 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 National Quality Standard for Early Childhood Education and Care and School Age Care, 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 Department of Education and Early Childhood Development website. (State Government)

Education and Care Services National Regulations 2011
The Commonwealth and State Governments have jointly developed the Education and care services National Regulations for child care services. These regulations express a national view about the level of care all Australians should expect to find in the different types of child care services available to them. A copy of the Education and Care Services National Regulations can be found on the DSS website (www.DSS.gov.au) or ask the Coordinator. The state government is responsible for implementing these standards.

National Quality Standard for Early Childhood Education and Care and School Age Care
The aim of the National Quality Standard for Early Childhood Education and Care and School Age Care is to assist services to implement strategies to raise the quality of care and drive continuous improvement.

National Quality Framework

Quality Improvement Plan

In January 2012, the government initiated the National Quality Framework; this framework was to ensure that all Early Childhood services operated according to the National Law and Regulations.

The National Quality Framework focuses on the following seven areas.

QA1 Educational program and practice
QA2 Children's health and safety
QA3 Physical environment
QA4 Staffing arrangements
QA5 Relationships with children
QA6 Collaborative partnerships with families and communities
QA7 Governance and Leadership

Each quality area is broken down into numerous elements and each service was asked to reflect on each element and to prepare a Quality Improvement Plan detailing the areas we do well in and the areas which required further attention. Our Quality Improvement Plan was contributed to by staff, families, community, our committee of management and manager. Areas that required further attention were then built into the plan with a process of how we can continually improve so we can deliver a high quality program and service to our children, families and community.

Child Care Subsidy
Child Care Subsidy 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.

Department of Human Services
The Department of Human services is responsible for the assessment of Child Care Benefit and Family Tax Benefit payments. The Department of human services is a joint venture of Centrelink, the Australian Taxation Office and the Health Insurance Commission (Medicare). All service outlets of those organisations include the Department of human services offices. The department of human services 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 registers 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

INTRODUCTION

In response to the community needs, St Francis of Assisi Parish has established and operates an Outside School Hours Care (OSHC) Service. The service incorporates Pupil Free Day (Inservice Day), Before and After School Care, Vacation Care and early dismissal days.

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

The service includes a wide variety of activities that are prepared and implemented in a friendly environment, which incorporates children's identity, community, wellbeing, learning and communication (Victorian Early Years Learning and Development Framework - VEYLDF, My Time Our Place).

SERVICES PROVIDED
The St Francis of Assisi OSHC operates on a non-profit basis and was established in 1980.
The St Francis of Assisi Parish is the Service Provider of the service however the management of the service lies with the Outside School Hours Care (OSHC) Committee of Management.
A Co-ordinator is employed to operate the service on a day to day basis.

Before School Care
The Before School Care Service operates from 6.40 am to 8.40 am each weekday during school terms for 40 weeks of the year. 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 and Child Care Rebate to families.

After School Care
The After School Care Service operates from 3.30 pm to 6 p.m, each weekday during school terms for 40 weeks of the year. A nutritious snack is provided after school as part of the service. The service also provides an extensive program of creative and recreational experiences for the children. This service is funded by the Commonwealth Government to provide Child Care Benefit and Child Care Rebate to families.

In-service day/Pupil Free Day
On a school closure day the service will run a pupil free day if a minimum of 15 children are in attendance. If the program is cancelled all parents will be contacted by telephone. The Pupil Free Day operates from 6.40 am to 6pm. A healthy breakfast is provided and own lunch to be provided. This service is funded by the Commonwealth Government to provide Child Care Benefit and Child Care Rebates.

Early Dismissal
The service also operates for early school dismissal on the last day of each term. The service is funded by the Commonwealth Government to provide Child Care Benefits.

Vacation Care
The service operates vacation care during Term 1, 2 and 3 school holidays and the last week prior to children commencing the new school year. This service is funded by the Commonwealth Government to provide Child Care Subsidy. Excluding incursions/excursions.

1 EDUCATIONAL PROGRAM AND PRACTICE

1.1 PROGRAM

St Francis of Assisi Mill Park, OSHC will offer a planned, flexible and balanced program, which will respond to children's interests, needs and stages of development. Play is a valued process for children's learning, thinking, imagination, story making and communication. The play of young children includes many different types, including sensory, explorative, physical, creative, symbolic, projective, role/dramatic play and games with rules. All are important aspects of children's learning and development, providing children with opportunities to express a sense of agency (make choices and decisions to influence events) and demonstrate their competence and be leaders in their own learning. Play can provide children with a sense of belonging and being and supports the development of children's individual and social identity.

The program will be developed in collaboration with children, families and educators and is consistent with and upholds the values of the Early Years Learning Framework and Framework for School Age Care, My Time Our Place.

This consists of five outcomes to enhance the developmental learning. Here is how we have incorporated the outcomes into our planning.

Children are encouraged to respect individual differences and the importance of peer group relationships. Children use play to participate in their culture, to order the events in their lives and to share those events with others. Through play, children develop an understanding of their social worlds. They learn to trust, form attachments, share, negotiate, take turns and resolve conflict. Since play varies from individual to individual, family to family and across cultural groups, play enables children to experience and to begin to understand difference and diversity. Play for a young child begins with reflexive action and exploration of their immediate world using their senses.

Outcome 1: ***Children have a strong sense of identity;***

At OSHC Program the children: express their thoughts, ideas and feelings; are encouraged to be interested in what others are thinking and feeling; are responsible for themselves and their environment. They are confident in themselves and secure in their environment. The educators encourage, praise and participate in activities with the children. We do not make things for the children, we work with them and so they learn to explore and extend their knowledge of the world.

Outcome 2: Children are connected to their world

At OSHC children should have a sense of community. We aim to enhance the child's ability to relate to other people and their understanding of the society in which they live, to share ideas and equipment; behave according to group rules; understand the different social roles and institutions in this society; and value the contribution they are making to the group and society.

Outcome 3: Children have a strong sense of wellbeing

We all learn best when we are enjoying ourselves , so when we plan the activities, the interest and enjoyment of the children is very important. Our ability to move with confidence in our environment adds to our sense of well being, our physical skills are very important. We encourage the children to participate in all physical activities indoor and outdoor and hence help them be aware of themselves in the physical environment. We also help the children to improve their ability and achieve in different areas.

Outcome 4: ***Children are confident and involved learners***

Learning involves processes such as perception, memory, imagination, judging and reasoning. At OSHC the children; use their senses to differentiate between sounds, smells, tastes; seek solutions to problems; use imagination and intuitive thought; distinguish between fact and fantasy; and deductions or predictions on the basis of their existing knowledge. We give opportunities for the child to understand concepts of size, shape, quantity, capacity and one to one correspondence. At OSHC the language of numeracy is used as the children learn by doing. Children learn to understand mathematical concepts by building, comparing, measuring, manipulating and observing.

Outcome 5: Children are effective communicators

The concept of children expressing their ideas, thoughts and feelings verbally and on paper is an integral part of the OSHC program.

Painting, drawing and role playing enables children to depict their ideas and thoughts in a way that can be understood by others.

Literacy is also an important part of the program. No, we do not teach children to read and write, but these are only a small part of what it means to be literate.

Reading is useless without the ability to comprehend, analyse, remember, imagine, reason and judge the literature you are reading. It is difficult to understand the written word if you cannot do all these things before you learn to recognize individual words. Writing is also of little value if you have nothing to say. The concept of children expressing their ideas, thoughts and feelings verbally and on paper is an integral part of the OSHC Program program. Painting, drawing, and role playing enables children to depict their ideas and thoughts in a way that can be understood by others. We do practice recognizing and writing our names in the later part of the year, and encourage all children to experiment with writing.

1.2 PROGRAM EVALUATION/REFLECTION

Educators gather knowledge about children's wellbeing and learning as they reflect and engage in processes such as scanning, monitoring, gathering and analysing information about how children feel and what children know, can do and understand. It is a part of an ongoing cycle that includes planning, documenting and evaluating children's wellbeing, development and learning.

It is important because it enables educators in partnership with children families and other professionals to:

- plan effectively for children's wellbeing
- plan collaboratively with children
- communicate about children's wellbeing and development
- determine the extent to which all children are progressing toward realising outcomes and if not, what might be impeding their progress
- identify children who may need additional support, in order to achieve particular outcomes, providing that support or assisting families to access specialist help
- evaluate the effectiveness of environments and experiences offered and the approaches taken to nurture children's wellbeing and to enrich children's development
- reflect on pedagogy that will suit the context and children.

1.3 ENVIRONMENTALLY RESPONSIBLE PROGRAM PLANNING

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

The educators and children keep the OSHC area clean of all rubbish and dispose of all items in an environmentally appropriate manner.

1.4 EXCURSIONS, INCURSIONS AND SPECIAL EVENTS

There will be times when excursion, incursions and special events are provided for the children. When this occurs families will be advised in writing. The cost for these events is included in the fees, so there will be no additional charge. The location is assessed for appropriateness prior for the safety and well-being of all children.

In the event of an excursion were the children will be leaving the premsises, the parents/guardian will be asked to sign an excursion authority form to give permission for their child/ren to participate. This written consent is filed in the child's personal file.

Our Regulations state that when on an excursion our child ratio is 1 adult to 8 children. Educators supervise and conduct regular head counts and request children to follow safety precautions discussed prior to the outing.

To ensure the safety of all persons on an excursion, educators 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
Copies of educators information and emergency contacts

1.5 OUTDOOR PLAY AND RECREATION

St Francis of Assisi Mill Park OSHC encourages and provides opportunities for play and leisure activities in which children experience fun, enjoyment, mastery and success. Experiences and resources both structured and unstructured, are designed to foster children's learning and development, taking into account the individual differences of each child, whilst enhancing each child's development.

Educators use the My Time Our Place outcomes to guide their planning for children's activities. In order to engage the children actively, educators identify children's strengths and interests. Outdoor play is not only a place for children to release energy and engage in physical activities but also for exploration, problem solving and creative expression.

Educators take an active but sensitive role in extending physical play so that children feel confident to take on new experiences.

Educators supervise children at all times.

1.6 VIDEOS, TELEVISION, COMPUTERS AND ELECTRONIC GAMES

St Francis of Assisi Mill Park OSHC attempts to operate as an extension of home and children's leisure time. The service endeavours to reflect children's interests, therefore activities such as videos, television, and computers will be offered in a balanced program of activities.

The amount of time children can participate in these experiences is limited. Educators and children decide together the amount of time these experiences will be limited to.

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, G ratings and PG ratings.

1.7 TOYS FROM HOME

St Francis of Assisi Mill Park OSHC recognises that children may experience a sense of Identity (safety, security and support) when bringing their favourite toy to the service, but we do not take responsibility for such toys.

Should a conflict arise as a result of these toys, children will be requested to place the toy in their bag.

1.8 CHILDREN'S SNACKS

St Francis of Assisi Mill Park OSHC will provide nutritious, balanced snacks reflecting children's tastes, religious, cultural and health concerns. All snacks will consider the five food groups. Children have access to water at all times. The menu is displayed for children and families. Children and families are consulted about the content of the menu.

The educators are aware of the individual dietary needs of the children in the group as advised by families. Children with specified allergic reactions are catered for ensuring their individual needs are met. Educators are trained to appropriately respond to allergic reactions should they occur.

All meal breaks are monitored by educators to ensure all children eat and/or drink. Children are encouraged to be seated whilst eating and drinking. Educators will model this behaviour interacting with the children whilst communicating the events of the day.

St Francis of Assisi Mill Park OSHC maintains a clean and hygienic area for food preparation which meets National Quality Standards and Food Handling. All educators and children involved in food preparation wash and dry their hands prior to the activity. All educators and children wash and dry their hands prior to eating.

As part of our ongoing enhancement of life skills, children are guided in precautions/safety for cooking, preparation, serving and cleaning. Children are always supervised when cooking.

1.9 HOMEWORK

At St Francis of Assisi OSHC, we provide Homework time twice a week. Children undertake homework tasks in the School Library. However, we will not take responsibility for completion of homework; this is the responsibility of the parent/guardian and child. The educators can assist children with homework tasks as part of the daily program of experiences where time and resources permit.

2 CHILDRENS HEALTH & SAFETY

2.1 HEATLH ISSUES

The health of all children at the OSHC Program is important.

Parent/guardian must notify the OSHC Program if their child has, or is suspected of having an infectious disease or infestation.

If your child becomes ill during the day, then you will be contacted to collect your child.

Your child should not attend OSHC Program if:

FLU and/or FEVER - a child with flu symptoms and/or a fever of more than 38 degrees.

ACUTE ILLNESS - a child that has been prescribed antibiotics for an acute illness should be kept at home at least 24 hours

DIARRHOEA - until there has not been a loose bowel motion for at least 24 hours

VOMITING - a child who is vomiting must be kept at home. The child must have stopped vomiting at least 12 hours before they can return to OSHC Program.

CONJUNCTIVITIS - this is an infection of the eye, characterized by redness, yellow pus discharge and watering. It is highly contagious. This condition requires specific medical treatment. Children can only return to OSHC Program after the discharge has ceased

HAND-FOOT-MOUTH - this is a highly contagious infection. It consists of small lesions, which tend to spread quickly on the side of the tongue or inside the mouth around the cheek region. The lesions also appear on the hands, feet and legs and occasionally on the buttocks. Parents are asked to keep their children at home until all blisters have dried.

HEAD LICE - this child should be excluded until treatment has commenced. Other members of the family will need to be checked and treated.

2.2 MINIMUM PERIOD OF EXCLUSION FROM PRIMARY SCHOOLS AND CHILDREN'S SERVICES CENTRES FOR INFECTIOUS DISEASES CASES AND CONTACTS

Minimum period of exclusion from primary schools and children's services centres for infectious diseases cases and contacts

health

Public Health and Wellbeing Regulations 2009

Schedule 7

Minimum Period of Exclusion from Primary Schools and Children's Services Centres for Infectious Diseases Cases and Contacts (*Public Health and Wellbeing Regulations 2009*).

In this Schedule, medical certificate means a certificate from a registered medical practitioner.

[1] Conditions	[2] Exclusion of cases	[3] Exclusion of Contacts
Amoebiasis (Entamoeba histolytica)	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Campylobacter	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Chickenpox	Exclude until all blisters have dried. This is usually at least 5 days after the rash appears in unimmunised children, but may be less in previously immunised children	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded
Conjunctivitis	Exclude until discharge from eyes has ceased	Not excluded
Diarrhoea	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later	Exclude family/household contacts until cleared to return by the Secretary
Hand, Foot and Mouth disease	Exclude until all blisters have dried	Not excluded
Haemophilus influenzae type b (Hib)	Exclude until at least 4 days of appropriate antibiotic treatment has been completed	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness	Not excluded
Hepatitis B	Exclusion is not necessary	Not excluded
Hepatitis C	Exclusion is not necessary	Not excluded
Herpes (cold sores)	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible	Not excluded
Human immuno-deficiency virus infection (HIV/AIDS virus)	Exclusion is not necessary	Not excluded
Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing	Not excluded
Influenza and influenza like illnesses	Exclude until well	Not excluded unless considered necessary by the Secretary
Leprosy	Exclude until approval to return has been given by the Secretary	Not excluded
Measles*	Exclude for at least 4 days after onset of rash	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case, or received NHIG within 144 hours of exposure, they may return to the facility
Meningitis (bacteria – other than meningococcal meningitis)	Exclude until well	Not excluded
Meningococcal infection*	Exclude until adequate carrier eradication therapy has been completed	Not excluded if receiving carrier eradication therapy
Mumps*	Exclude for 9 days or until swelling goes down (whichever is sooner)	Not excluded
Pertussis* (Whooping cough)	Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment	Contacts aged less than 7 years in the same room as the case who have not received three effective doses of pertussis vaccine should be excluded for 14 days after the last exposure to the infectious case, or until they have taken 5 days of a course of effective antibiotic treatment
Poliomyelitis*	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery	Not excluded
Ringworm, scabies, pediculosis (head lice)	Exclude until the day after appropriate treatment has commenced	Not excluded
Rubella* (German measles)	Exclude until fully recovered or for at least four days after the onset of rash	Not excluded
Salmonella, Shigella	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Severe Acute Respiratory Syndrome (SARS)	Exclude until medical certificate of recovery is produced	Not excluded unless considered necessary by the Secretary
Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well	Not excluded
Tuberculosis	Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious	Not excluded
Typhoid fever (including paratyphoid fever)	Exclude until approval to return has been given by the Secretary	Not excluded unless considered necessary by the Secretary
Verotoxin producing Escherichia coli (VTEC)	Exclude if required by the Secretary and only for the period specified by the Secretary	Not excluded
Worms (Intestinal)	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded

Statutory rule

A person in charge of a primary school or children's services centre must not allow a child to attend the primary school or children's services centre for the period or in the circumstances:
(a) specified in column 2 of the table in Schedule 7 if the person in charge has been informed that the child is infected with an infectious disease listed in column 1 of the table in Schedule 7; or
(b) specified in column 3 of the table in Schedule 7 if the person in charge has been informed that the child has been in contact with a person who is infected with an infectious disease listed in column 1 of the table in Schedule 7.

The person in charge of a primary school or children's services centre, when directed to do so by the Secretary, must ensure that a child enrolled at the primary school or children's services centre who is not immunised against a vaccine preventable disease (VPD) specified by the Secretary in that direction, does not attend the school or centre until the Secretary directs that such attendance can be resumed. (Note—VPDs marked in **bold** with an asterisk (*) require the department to be informed immediately. Contact the department on 1300 651 160 for further advice about exclusion and these diseases.)

Further information

For further information about exclusions mentioned in this document, please contact the Department of Health's Communicable Disease Prevention and Control Section on 1300 651 160 or visit ideas.health.vic.gov.au

State Government Victoria

To receive this document in an accessible format email: Infectious.diseases@health.vic.gov.au
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Department of Health

2.3 EXCLUDING CHILDREN TO MANAGE INFECTIOUS DISEASES

Excluding children to manage infectious diseases

health

A guide for primary schools and children's services

In Victoria, children's services centres, such as child care centres and kindergartens, and primary schools have a responsibility under the *Public Health and Wellbeing Regulations (2009)* to help manage the following infectious diseases:

Excludable infectious diseases
• Whooping Cough (also known as Pertussis)
• Polio
• Measles
• Mumps
• Rubella (also known as 'German measles')
• Meningococcal illness

Your school/service's role is to:

- ensure unwell children do not attend your school/service, as per national guidelines[1]
- isolate children who become unwell during the day from other children and send the unwell child home as soon as possible

  exclude the unwell child

  notify the Department of Health **immediately** on 1300 651 160 if a child is suspected of having one of the six infectious diseases listed above. Please call the department even if you believe a doctor has already done so.
- **defer** any action, such as alerting parents, excluding unwell children or displaying signage, **until directed** to do so by the department.

You can further assist the department to manage the spread of infection by:

- asking for consent from parents/guardians to be contacted by the department to investigate the suspected disease
- asking parents/guardians for the contact details of the doctor or health professional believed to have diagnosed the disease and passing these details to the department
- ensuring **all** staff are fully immunised and know their immunisation status.

The Department of Health will:

- investigate, for example, through laboratory testing, to confirm it is one of the six diseases listed above
- contact the doctor believed to have diagnosed the disease
- notify your school/service as to what action, if any, is required for a confirmed disease. Possible actions your school/service may be directed to take include:
  - communicating to staff or parents/guardians, for example through letters, signage, emails or phone calls
  - excluding, for a specified period, children considered by the department as being at risk of infection, for example, unimmunised children or children whose immunisation status is unknown.

More information and resources

Order free copies of *Minimum Period of Exclusion from Primary Schools and Children's Services Centres for Infectious Diseases Cases and Contacts* online: ideas.health.vic.gov.au/resources

Telephone Communicable Disease Prevention and Control on 1300 651 160.

Authorised by the Victorian Government, Melbourne, December 2013.To receive this publication in an accessible format phone Communicable Disease Prevention and Control on 1300 651 160.

1 *Staying Healthy: Preventing infectious diseases in early childhood education and care services (5th Edition)* http://www.nhmrc.gov.au/guidelines/publications/ch55

2.4 INFECTIOUS DISEASES

St Francis of Assisi Mill Park OSHC follows correct hygiene practices and meets the requirements of State and Commonwealth legislation. Families/ guardians/ approved persons are notified of any infectious diseases present at the service and information regarding common infectious diseases is available for families as required.

The service will display information regarding immunisation schedules, providers of immunisations and contact details of the Departments Health Office. Upon enrolment your child's immunisation 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 "minimum period of exclusion from primary schools and children services, centres for infectious diseases cases and contacts" and "excluding children to manage infectious diseases" in section 7.2 and 7.3.

Details of specific individuals are not disclosed.

Infection Control

Educators will follow all required precautions in regard to the management of spilt blood/bodily fluids. A blood spills kit is provided within the service 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 educator was wearing and disposed of appropriately. 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 educators and children are safe whilst at the service, sound hygiene and infection control guidelines are followed at all times.

2.5 MEDICATION

Definition - 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/Guardians have lawful authority over their child unless a court order states otherwise.

Lawful practice with regard to educators administering children medication is essential to ensure that appropriate doses of correct medicines are given to the child.

Educators must ensure that medication is not administered to a child being cared for or educated by the service unless the prescribed authorisation has been obtained and the medication is administered in the prescribed manner.

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 Education and Care Services National Regulations.

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.

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.

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

Medication is kept out of reach of children in keeping with the requirements of the medication (fridge or locked cabinet).

A medical request and checklist form will be maintained by the service containing the date, time, manner and dosage of medication that was administered as well as the names of educators that administered the medication.

Two educators are present and both check the dosage when medication is administered and **both** sign the medication register to acknowledge the medication has been administered correctly.

Children will not be able to self medicate whilst at the OSHC Program.

If the child needs any form of medication including asthma, a

2.6 MEDICAL MANAGEMENT PLANS

Enrolment forms provide families with the opportunity to share their child's medical information with the educators. 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.

Your child's medical plan will be placed in a designated area to ensure their health is considered at all times and that all educators working with your child are aware of their condition. It is imperative that families immediately inform educators of any changes regarding their child's medical conditions.

If your child has a serious health condition such as asthma, anaphylaxis, epilepsy, serious allergies or any other serious or life threatening medical condition, it is important that the service is notified immediately.

Please note: No child will be allowed to attend unless a current, signed by Practitioner Medical Action Plan has been given to the service prior to starting date. A risk minimisation/communication plan and permission to display photograph of child who is diagnosed with a medical condition must be completed, signed and provided to the service. This ensures that all Educators are aware of the child's medical condition and ensures the health and safety of the child.

2.7 ALLERGIES

Staff and parents/guardians need to be made aware that it is not possible to achieve or guarantee a completely allergen free environment. Parents/guardians and staff should not have a false sense of security that an allergen has been eliminated from the environment. Instead the OSHC Program recognizes the need to adopt a range of procedures and risk minimization strategies to reduce the risk of a child being exposed to medically diagnosed threatening allergen.

We acknowledge The Australasian Society of Clinical Immunology and Allergy (ASCIA) does not recommend blanket banning of foods.

Anaphylaxis
Parent/Guardian must provide the OSHC service with an Epi-Pen (within use-by-date), clearly labelled with the child's name, before the child is accepted in to the program.

Asthma - Spacer and Reliever 'puffer' medication
OSHC services will no longer be able to wash, sterilise and re-use spacers and face masks from their asthma emergency kits. Therefore parents/guardians must provide the program with their own personal reliever, spacer and puffer.

Asthma first aid kits will only be used as a back-up if a child with asthma does not have their own spacer available, or if it is a first asthma attack or the cause of breathing difficulty is unknown. This spacer/mask will then be labelled with the child's name and can either remain at the service for the child's use or remain in the possession of the child for future use.

Parents/Guardians will be responsible for the cost of a replacement spacer/mask if one must be used from the service's asthma management kit.

2.8 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 educators both at the OSHC Program and on excursions.

All educators on duty hold a current Level Two First Aid Certificate, Anaphylaxis Management Training and Asthma Management Training.

2.9 ILLNESS

When a child becomes ill, the child's parent/guardian will be contacted by service educators 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.

2.10 ACCIDENTS AND EMERGENCIES

If your child has an accident or becomes ill whilst attending the OSHC Program, every effort will be made to contact you. If you cannot be contacted, the nominated emergency person will be contacted to collect your child if necessary. If no nominated person can be contacted, a medical practitioner may be called at the discretion of the educators/manager.

Your contact numbers must be current at all times, please advise if there have been any changes.

First aid is administered as quickly and effectively as possible to prevent any serious harm or secondary issues.

In the event of a serious accident or illness, an ambulance will be called immediately and the parent will be notified. If the parent cannot be contacted, the nominated emergency contact person will be contacted.

The child's details (from the enrolment form) will be made available to the ambulance officers and/or medical practitioners. **Any costs associated with ambulance transfer or medical attention required for the child will be the responsibility of the parents.**

In accordance with the Education and Care Services National Regulations, 2012, we are required to notify the Department of Education and Early Childhood Development of any serious accidents/injuries/trauma or illnesses as soon as practicable within respective timeframes.

The staff will document accident details. Parents/guardians will be notified of accidents.

2.11 EMERGENCY MANAGEMENT

The personal safety and security of the children and educators, while attending the OSHC Program is paramount. Therefore the OSHC Program has emergency procedures which are known and practiced a minimum of once per term by educators and children. The practice drills are reviewed at our staff meetings and changes made as required.

The OSHC Program has written procedures for dealing with emergencies such as fire, threats to educators or children, storms etc…

Our Emergency Management Plan is available for all our families to become familiar with and we encourage your feedback. This plan, is reviewed on an annual basis.

It is located on the shelf on the signing in and out table.

2.12 CHILD SAFE ENVIRONMENT

The health and welfare of all children in care is paramount. St Francis of Assisi Mill Park OSHC will act on behalf of children to protect their right to safety and security.

Educators working with children have a duty and the responsibility for:

- fulfilling their legal responsibilities and duty of care to protect children and to keep children safe and to maintain their rights
- keeping up to date and complying with any relevant changes in legislation and practices in relation to this policy
- promoting the cultural safety of Aboriginal children,
- promoting the cultural safety of children from culturally and linguistically diverse backgrounds
- promoting the safety of children with disability
- identifying the potential for child abuse at St Francis of Assisi OSHC, and developing and implementing effective prevention strategies in consultation with the Approved Provider and Person with Management or Control and the Nominated Supervisor and Person in day to day Charge
- following processes for responding to and reporting suspected child abuse
- undertaking appropriate training on child protection, including recognising the signs and symptoms of child abuse, knowing how to respond, and understanding responsibilities and processes for reporting
- supporting the maintenance of Child Safe Standards in St Francis of Assisi OSHC in consultation with the Approved Provider and Person with Management or Control and Nominated Supervisor and Person in day to day Charge at the service .
- notifying the Nominated Supervisor , Person in day to day Charge, the Approved Provider or the Person with Management or Control immediately on becoming aware of any concerns, complaints or allegations regarding the safety, health and welfare of a child at St Francis of Assisi OSHC
- offering support to the child and their family in response to concerns or reports relating to the safety, health and wellbeing of a child at St Francis of Assisi OSHC

- co-operating with other services and/or professionals (including Child FIRST) in the best interests of children and their families
- informing families of support services available to them (such as Child FIRST), and of the assistance these services can provide
- conducting activities so that no child is left alone (or is out of sight) with a contractor, visitor, volunteer, student or parent/guardian at the service
- following the St Francis of Assisi OSHC's processes where the service has been notified of a court order prohibiting an adult from contacting an enrolled child
- maintaining confidentiality at all times
- contributing to a review of this policy in consultation with the Approved Provider, Person with Management or Control, Nominated Supervisor and Person in day to day Charge
- educating and empowering children to talk about events and situations that make them feel uncomfortable
- ensuring that children at the service are not subjected to any form of corporal punishment, or any discipline that is unreasonable or excessive in the circumstances
- using appropriate resources and undertaking training to assist with the implementation of this policy
- abiding by the service's *Code of Conduct Policy* and *Interactions with Children Policy.*

2.13 SMOKE FREE ENVIRONMENT

In accordance with the Education and Care Services National Regulations, our service is a smoke free environment. We ask that all family members and visitors meet this requirement whilst on the premises.

2.14 SUN PROTECTION

Educators will observe strict sun protection practices in accordance with relevant government guidelines to minimise risks to themselves and the children. All children and educators are required to wear a suitable hat and apply sunscreen (factor 30 or greater) before they go outdoors.
Children are encouraged to play in shaded areas. The availability of shade will be considered at excursion venues.

Sunscreen (factor 30+) will be provided by the OSHC service, although children are encouraged to provide their own. Even children playing in shaded areas must wear sunscreen.

Should a child not have a suitable hat or sun screen applied, they will be restricted to play in a fully shaded area or alternatively the child will be required to participate in an indoor activity.

2.15 VENUE AND SECURITY

The personal safety and security of children, educators 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 educators. A telephone is accessible to the service at all times for incoming and outgoing calls, including excursions.

Educators will position themselves to ensure maximum supervision of all children at all times. If deemed necessary, educators ensure that children go to the toilets in threes.

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 educators.

2.16 HYGIENE

In order to ensure that the spread of infection is kept to a minimum all educators 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.

Educators 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 have access to an air drying facility for the drying of hands.

3 COMMENCING CARE

3.1 ENROLMENT

All children must be enrolled in the service before receiving care. These forms must be completed and submitted to the service before a child is considered to be enrolled. Enrolments must be done annually and all information updated online. Enrolments must be submitted by the due date specified by the service. Medical conditions need to be disclosed and appropriate forms need to be completed, signed & stamped by Practitioners uploaded and attached to the enrolment. If enrolment/medical forms are not completed and returned by the specified date, it will be assumed that you no longer require care for your child/ren and your position will be allocated to families on the waiting list. Enrolments are found on the School Website.

All parents/guardians must read the Code of Conduct and Zero Tolerance on the Abuse of Staff Policy and agree to comply with the policy (refer to Supplementary questions in the Enrolment).

3.2 COMMENCEMENT OF CARE

When booking your child in for the first time please inform the Educator that your child has not attended the service before. The Educator will ensure that your child is oriented in to the program, including advising them where bags are stored, areas they may play in whilst at the service, advising them about snack times, expectations and linking them with other children in the program, i.e. 'buddy' system.

Prep children are accompanied to their classroom at the commencement of school and collected from their class at the end of the school day. In Term 4, the service encourages the child's independence by allowing them to gradually walk unaccompanied to and from the service.

3.3 REGISTRATION

A registration fee of $50 is charged to families on an annual basis to assist with the cost of administration.

3.4 BOOKINGS

Definitions

Permanent Booked Care	Regular bookings used each week.
Casual Care	Care used on a daily basis (if vacancies are available)

Parents/ Guardians are asked to notify the service of any cancellations, changes or additions to bookings. This can be achieved by calling the service between program hours or by leaving a message on 9407 3170.

Parents/Guardians only must book in or cancel their own child/ren

If requiring emergency or casual care due to unexpected circumstances please contact the service and/or leave a message on the voicemail. However, the Child/ren's Registration must be received by the program before they attend. The Educators checks the voicemail prior to each session to confirm booking and cancellation of care arrangements.

3.5 CANCELLATION & CHANGE OF CARE

Families are required to complete a *Change of Care* form for any care changes.
This will incur an administration fee of $5.00.
Families are also required to notify the service 24hrs prior of any once off changes to care.
Families who do not notify the service of any changes will be charged the full session fee for a one week period.
Families who cancel for 1 weeks or more need to fill in a change of care form and a $5.00 fee will apply.
Please note if children have permanent positions and are continuously cancelled out, they will be requested to go on a casual basis as this reflects staff ratio.

3.6 WAITING LIST – PRIORITY OF ACCESS

St Francis of Assisi OSHC maintains a waiting list for care in application date order and in accordance with the Commonwealth Government's Priority of Access Guidelines.

Along with meeting the Government's priorities, the service is provided as a first priority to children attending St Francis of Assisi School.

3.7 NON COLLECTION OF CHILDREN FROM THE OSHC SERVICE

If your child/ren is not collected from the service by the closing time, St Francis of Assisi Mill Park OSHC educators will implement the following procedure.

St Francis of Assisi Mill Park OSHC closes at 6.00pm. After this time the educators are no longer on duty. The following procedure will be implemented for children remaining at the service after this time.

- The educators will attempt to contact the parents/ guardians/authorised persons.
- If not contactable, educators will immediately contact the emergency contact numbers on the enrolment form.
- If not contactable, the educators will wait for the parents/guardians/authorised person until 6.30 pm.
- The children will be reassured and made comfortable whilst educators are trying to contact the parent/guardian/authorised person.
- If by 6.30pm, the parent/guardian/authorised persons have not been contacted, educators will contact the Co-ordinator/Deputy Principal/Principal for direction.
- If by 6:45pm, the parent/guardian/authorised persons have not been contacted, educators will contact the Police & Department of Education & Training (DET). (ph: 9412 5333)
- The Service Provider/Approved Provider will be contacted to advise of the action offered by the Police or DET.

3.8 NON-ATTENDANCE

In the event that a child does not attend a booked After School Care session, the following procedures apply:

- The Educator will ascertain whether the child attended school that day.
- The office is then contacted to seek child's attendance and to make an announcement of the P.A system.
- Parents will be contacted
- If parents cannot be contacted, emergency contacts listed on the registration form will be called
- A check will be made of school buildings, grounds and toilets
- The Approved Provider (School Principal) and/or Vice principal will be notified.
- If there are concerns regarding the safety or whereabouts of the child, the coordinator will contact Police immediately
- The Nominated Supervisor (Co-ordinator) will contact DET (Department of Education and Training).

(A $5.00 administration fee will apply.)

SHOULD THE EDUCATOR:CHILD RATIO BE REPEATEDLY COMPROMISED AS A RESULT OF PARENT/GUARDIAN NOT NOTIFYING THE SERVICE OF NON-ATTENDANCE, THE COMMITTEE HAS THE RIGHT TO WITHDRAW THE CHILD'S PERMANENT CARE.

3.9 ATTENDANCE

All school staff must send any child/ren to the OSHC Service if they are not collected by 3.45pm. Parents/guardians will be responsible for any fee/charges. Educators must sign the children in and parent/guardian must sign them out.

4 STAFFING

The children are provided with competent supervision and care by the educators. The Education and Care Services National Regulations ensure that the following minimum educator/ child ratios are implemented:

- 1 educator to 15 children or fraction of that number
- 1 Diploma qualified educator for every 30 children or fraction of that number
- 1 educator to 8 children on excursions

Co-ordinator	Angela Sicari
Assistant Co-ordinator	Joy Marasco
Educational Leader	Nat Kalesaran
Child Safety Officer	Cere Ferlazzo
Educators:	Sara Steizskal (Food Safety Officer)
	Nancy Fontinovo
	Brianna Mandaliti
	Mark Marasco
	Shanee Wijesundara
	Rose De Gregorio
	Paige La Penta
	Barbara Cauchi
	Adriana Faccin
	Rita Marazita
	Jake Flexeder
	Kayla Dimasi

4.1 SESSION TIMES

BSC : 6.40am – 8.40am
ASC : 3.30pm – 6.00pm
Early Dismissal : 1.00-6.00pm
Inservice Day : 6.40 – 6.00pm
Vacation Care : 6.40 – 6.00pm

4.2 TERM DATES - 2020

Term 1	28 January 2020	27 March 2020
Term 2	14 April 2020	26 June 2020
Term 3	13 July 2020	18 September 2020
Term 4	5 October 2020	18 December 2020

These dates are current at the time of printing but subject to change.

4.3 FEES

St Francis of Assisi OSHC operates on a non-profit basis. Any surplus funds are allocated to purchase equipment and resources for the children's program, minor upgrades and service improvements as specified by the Committee of Management. St Francis of Assisi Mill Park OSHC aims to provide a quality service which is accessible and affordable to families.

Fees will be set by the Committee of Management and are subject to change. Fees are charged on a per session basis, per child, for all booked sessions.

Fees for permanent and booked care will be charged weekly in arrears. Invoices are issued immediately when they are processed and returned from CCS Accounts must be finalised by the due date on the invoice. Due to delay in processing from CCS, occasionally invoices may not be issued weekly. However, it is expected that families continue to make weekly payments. Fees for casual or emergency care are encouraged to be paid on the day of care or as soon as possible.

Parents are required to advise the Program if the children are not attending the service 24 hours prior to care.

Payments will be accepted through the following methods:

- **Cheques and Cash**

A secure Fee Box located in the office is available for families to make payment. Cheques must be made payable to St Francis of Assisi Mill Park OSHC.

All payments are to be sealed in an envelope and must include details of parent's name, child's name, grade, date and amount enclosed.

Parents are required to acknowledge payment via the payment book.

- **Direct Deposit**

Bank:	National Australia Bank
BSB:	**083-363 Account Number: 507 652 657**
Account Name:	St Francis of Assisi Mill Park OSHC Service
Ref:	Child's Name

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

All Payments will be acknowledged on the next weekly invoice in the payment column.

Invoices in Credit: When families are in a credit balance on their invoice. The balance remains for parents to utilize. A refund will be forwarded to the family once they leave the school.

Fees are reviewed and set by the Committee of Management. The fees will be as followed:

REGISTRATION:		$50.00
BEFORE SCHOOL CARE:		$16.00
CASUAL BEFORE SCHOOL CARE		$19.00
AFTER SCHOOL CARE:		$18.00
CASUAL AFTER SCHOOL CARE:		$21.00
INSERVICE DAY:		$65.00
EARLY DISMISSAL:		
PERMANENT	1.00pm – 3.30pm	$18.00
	3.30pm – 6.00pm	$18.00
CASUAL	1.00pm – 3.30pm	$21.00
	3.30pm – 6.00pm	$21.00
VACATION CARE:		$65.00

VACATION CARE: ANY BOOKINGS RECEIVED AFTER THE DUE DATE THAT IS NOMINATED ON THE INFORMATION SHEET WILL INCUR AN EXTRA COST. ONCE APPLICATIONS ARE RECEIVED NO CHANGES CAN BE MADE CANCELLATIONS WILL INCUR FULL PRICE.

5 RELATIONSHIPS WITH CHILDREN

St Francis of Assisi Mill Park OSHC reflects the commitment of educators to establish behaviour management strategies, with children and families, which ensure that children are treated with respect, empathy and recognises values and celebrates the differences and similarities that exist in all persons.

Educators use appropriate strategies to guide children to recognise, manage and learn from their behaviours and express their emotions in positive, non-threatening and productive ways.

Educators respond to, and acknowledge children's emotions, such as happiness, anger, pleasure, fear, anxiety, frustration, sadness, and pride. Educators acknowledge that the emotions experienced by children are significant.

Educators understand that children may not have developed the appropriate strategies to express emotions due to their age and/or stage of development. Educators' attitudes and care giving strategies demonstrate an understanding and empathy towards children who display behaviours that are not always consistent with their development and/or general disposition.

When a child breaches behavioural guidelines, educators support child, guided by the following process:

- Educators invite the child to pause the activity he/she is involved in.
- Educators invite the child to talk about what happened.
- Educators explain the consequences of the child's behaviour.
- Educators encourage the child to make good choices.
- Educators assist the child to develop the ability to control their own impulses and thus regulate their own behaviour.
- Child is then permitted to resume the activity
- Rules are consistent and enforced at all times.

If the child continues not to adhere to the behavioural guidelines:

- Educators remind the child of their responsibility to regulate their own behaviour.
- Educators redirect the child to another activity.

If behaviour continues:

- Educators encourage child to proceed to a 'quiet area' in order for the child to reflect on their actions/behaviour.

In the event of a child displaying violent behaviour, inappropriate language or disrespect to educators, the Principal/Vice Principal will be contacted and/or lunch time detention will be implemented.

If behaviour persists:

- Call Parents/Guardians
- Consult with Committee of Management
- Dependent on the severity of the incident/behaviour, the child may be suspended or expelled from the service.

For the health and wellbeing at our OSHC Program, it is important that all communication be addressed to the educators. It is not acceptable under no circumstances should any parent/guardian to speak to another child about their behaviour. Any parents/guardian who speaks to another child regarding their behaviour will be asked to attend a meeting with the Executive members of the Committee of Management.

5.1 PROVIDING 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 program plan. The educators 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.

5.2 ANTI BULLYING STRATEGY

In creating a positive and supportive climate, bullying is not tolerated.

At St Francis of Assisi OSHC, we define bullying behavior as being an intentional repeated action which hurts, threatens or frightens someone. It is an illegitimate use of strategies and can be either an individual or group action. It may be manifested in the following ways:

Verbal – humiliating put downs, name calling, threatening.
Physical – hitting, kicking, punching, throwing, and stealing.
Social – rumours, embarrassment ignoring and ostracizing.
Psychological – dirty looks, body language, damaging property, mean jokes.

If bullying occurs, educators respond with appropriate procedures.

Our educators will ensure that they are aware of all forms of bullying behaviour occurring within the service. 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 of 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, modelling, teaching and reinforcing safety practices. Children are taught ways to resolve arguments without violent words or actions.

Children are asked to assist by 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 behalf of the bullied person. Also children have easy access to a your voice box if they would like to stay anonymous.

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 are compromised.

6 COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES

St Francis of Assisi Mill Park OSHC 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. Family participation and communication is critical to the success of the service and its programs.

6.1 INTERACTION/COMMUNICATION

St Francis of Assisi OSHC aims to develop responsive, warm, trusting and respectful relationships through taking the time to listen, talk and support each child and their family. It is considered that the role of the family is paramount in achieving the optimal outcomes for children. Two-way communication ensures maximum benefit to the child and family. Educators relate to the children, their families, and to each other, in a friendly, caring and sensitive manner, valuing each individual and the unique contribution they make. St Francis of Assisi OSHC aims to create an environment in which children feel they are valued members of their community, and in which their sense of belonging and wellbeing is supported. Educators will achieve this through providing consistent emotional support that will nurture the development of children's self esteem and assist them to acquire the skills and understandings they need to interact positively with others.

Educators are available to discuss the program and activities at any time. However, families wishing to discuss matters of a more confidential nature are encouraged to make an appointment to meet with the Co-ordinator. In order to provide the best possible care for your child, it is imperative that educators 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, program plans, notes and newsletters in order to keep abreast of the activities at the service. The educators will provide you with feedback regarding your child/ren's progress.

St Francis of Assisi OSHC can access the translation and interpreter service for families who cannot speak or read English.

6.2 EMERGENCY CONTACT DETAILS

Should your contact details change during the course of the year, we kindly ask that you inform an Educator and hence fill in a Change of Registration form.

We regularly update our Emergency Contact Details and it is important that they be correct, in the event of an emergency we will be referring to the contact details as stipulated on the enrolment form.

6.3 ARRIVAL AND DEPARTURE PROCEDURE

All children attending St Francis of Assisi Mill Park OSHC must be signed in and out by the parent/ guardian/ authorised person every session (signing in and out includes; 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 and must be a minimum of 18 years of age.

Before School Care
All parents/authorized nominees must sign the child into the service on arrival. An educator will sign the child/ren out of the service upon departure for school.

After School Care
All parents/authorized nominees must sign the child out of the service when collecting their child/ren. An educator will sign the children into the service on arrival.

This procedure is required under the Services' Conditions of Commonwealth funding.

Where your child is collected by a person not listed on the enrolment form, designated 'authorised to collect', it is imperative that the parent/guardian notify the service of the name of such person prior to collection of your child/ren. Proof of identification of this person will be required. The parent/guardian must verify this occurrence, in writing, on the following school day.

No child will be permitted to leave the service with a person who is not authorised by the parent/guardian. Children cannot be collected by any person under the age of 18.

Changes to those names listed as emergency contacts and/or adults authorised to collect your child/ren can be amended at any time.

Vacation Care
All parents/authorised nominees must sign the child into the services on arrival and when collecting the child/ren.

6.4 ACCESS TO CHILDREN

All families and authorised persons have access to the St Francis of Assisi Mill Park 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. Families must 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 any person that breaks a Court Order and seeks access to the child, the parent with custody entitlements will be contacted immediately along with the police.

6.5 FAMILY INVOLVEMENT

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

Families, including extended family members are invited and supported to participate in the program and events at the service.

6.6 PARENTAL REQUESTS

The Educators will consider and respect all requests made by families in regard to their children, if the request fits within the realm of the legal and legislative framework of the service.

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

6.7 RESOURCE AGENCIES AND REFERRALS

Resource agencies and workers are accessed to assist educators 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.

6.8 SOCIAL AND CULTURAL DIVERSITY

Our OSHC Program recognizes that Australia is a multicultural society of individuals with their own principles, standards, beliefs and capabilities, who come from a wide variety of ethnic, religious and socio-economic backgrounds.

Our OSHC Program believes that all people have the right to develop fully as individuals and be treated on the basis of equality.

We aim to incorporate experiences that recognize each of us as unique and special, helping our children to appreciate and welcome our difference and similarity allowing the children to be comfortable with their own identity, giving them real opportunities to move beyond their own personal experiences. It is important that awareness of these matters be integrated throughout the whole program.

Our OSHC Program operates under the following principles:

- Acceptance and tolerance of each person as an individual and as a member of a cultural group.
- An awareness, acceptance of and respect for other cultures, values, intellectual and physical abilities and gender by integrating a cross cultural approach.

The program provides:

- Children with opportunities to explore diversity. This can be experienced through books, music, cooking, craft, singing, play equipment, posters, community access and resources, etc.

- Opportunities for children of both sexes to participate in non-gender stereotyped activities.

- All parents will be invited and encouraged to contribute knowledge of their own language and culture to enhance the overall program, and where possible, parent information will be translated into other languages.

- Educators from non-Australian cultures will be invited to share their knowledge with other educators and children.

- Educators will be encouraged to attend training on anti-bias, cross cultural and affirmative action issues.

- All activities are monitored to ensure that negative discriminating images of particular cultures, genders and minority groups are avoided.

6.9 BIRTHDAYS

Birthdays are part of the magic of being a child, so when your child has a birthday we try to make him or her feel special. On the day we will be singing happy birthday, asking your child how old they are, if they are doing anything special to celebrate it and we present them with an OSHC Birthday Certificate.

6.10 PRODUCT DONATIONS

We always welcome any product that you no longer require for the children's activities, such as:

- Cardboard boxes (cylinders, ceral boxes, tubes etc..)
- Cardboard tubing
- Wool, ribbons and string
- Small yogurt tubs
- Small pieces of wood
- Plastic lids, corks, foam
- Seeds/seedlings for the vegetable garden (tomato, pumpkin, broccoli, silver beet, carrots etc…)
- Any type of paper (especially for drawing) and wrapping paper
- Pre-cut pieces of fabric
- Jam jars

7 LEADERSHIP AND GOVERNANCE

7.1 POLICIES

Our centre's policies are kept in a folder on the signing in and out table. Should you need help locating the folder, please ask a staff member.

Our policies are reviewed as per the dates stipulated in our Policy Review Table, and in accordance with regulation 172 in the Education and Care Services National Regulations, 2012.

The reviewing of policies is a consultative process primarily to gain feedback and input from committee, parents/guardians, educators and staff, and if appropriate, from beyond the kindergarten including future users, external experts and community members.

7.2 CHILD CARE SUBSIDY

Child Care Subsidy is a payment from the Australian Government to assist families with the cost of child care. The Child Care Subsidy is paid directly to services to be passed onto families.

There are also changes to the annual cap which will make child care more affordable for most families. Three things determine a family's level of Child Care Subsidy:

- A family's annual adjusted taxable income determines the percentage of subsidy they are eligible for
- An activity test determines how many hours of subsidised care families can access, up to a maximum of 100 per fortnight, and
- The type of child care service determines the hourly rate cap.

More information about individual subsidy rates and annual cap changes is available in the New Child Care Package brochure oinline. Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child. These include:

- the age of the child (must be 13 or under and not attending secondary school)
- the child meeting immunisation requirements
- the individual, or their partner, meeting the residency requirements.

For any more information you need to go onto the Centrelink site and follow the instructions.

7.3 LATE COLLECTION OF CHILDREN

The After School Care Program closes at 6 pm each evening. Late pick up fees have been put into place to prevent any family from arriving the service after the advertised closing time. They also ensure that educators are paid for the additional hours they are required to work due to the late pick up of children.

The Program charges the family $1.00 per minute after 6pm. The late fee is added to the child's weekly invoice for care. These additional charges do not attract CCS.

7.4 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 will be requested to pay for any extra costs for these activities. The Coordinator will notify parents in advance of any additional charges. These additional charges do not attract CCS.

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

7.5 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.

Accounts that fall more than 2 weeks in arrears will be sent notification to pay by the following week. This letter will state the date payment is required and process which will be followed if payment is not received. Accounts falling more than 3 weeks

in arrears (who have not contacted the Service or arranged alternative payment arrangements) will receive a phone call from the Coordinator or Committee Representative excluding the child from care until payment is made.

In addition to this all Fees **MUST** be finalized by the end of each school term.

If fees are not paid by the end of the term Committee Members reserve the right to exclude child/ren from the program until payments have been received. If continuation of late payments occurs, Committee Members reserve the right to remove child/ren indefinitely and offer placement to another child/ren.

Please refer to Policy and Procedures - Late Payment/ non Payment of fees Policy

7.6 ADMINISTRATION FEES

Families will be charged an Administration Fee for any additional services incurred as a result of non-compliance to Policies and Procedures

The Administration Fee does not attract CCS.

The Nominated Supervisor (Co-ordinator) has the responsibility to ensure that:

Families are charged the relevant Administration Fee

7.7 PRIVACY ACT

The OSHC Program has a responsibility to comply with the Privacy Act1988, which governs the release of personal information. This means that private information regarding children and families will not be made available to other families within the service or to other persons.

Educators will respect families/guardians rights to confidentiality when these rights do not conflict with the rights and safety of the children eg: 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 and educators working directly with the child.

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

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

Information regarding our Privacy and Confidentiality policy is available upon request.

NB: To ensure the safety health and wellbeing of all children attending our service, a photograph of a child who has been diagnosed with a medical condition will be displayed at the service.

7.8 COMPLAINTS AND GRIEVANCES

All children and families have the right to have their concerns heard.

Any concerns can be raised with educators, manager and committee members.

Families are encouraged to discuss concerns they have about the service or educators, by appointment with the Co-ordinator or via a letter addressed to the Committee of Management.

The committee is expected to address grievances promptly, respectfully and in a confidential manner, persons raising grievances or complaints can be assured of remaining anonymous.

Grievances and complaints will be addressed as soon as possible and include feedback to the family concerned. In some cases, a meeting may be arranged and appropriate protocols will be used to adequately resolve the issue.

The family is able to contact the Department of Education and Training on the following:

North Metro Region
Attention: Authorised Officers
900/0 McNab Ave
Footscray 3011
8397 0372

If the matter remains unresolved, the Department of Education and Training will guide the OSHC Program.

Persons Responsible – Complaints or Grievances Contacts

Nadia Totham
President
P.O Box 65
Mill Park VIC 3082
9404 1419

Angela Sicari
Co-odinator
P.O Box 65
Mill Park VIC 3082
9407 3170