

# St. Peter Apostle Outside School Hours Care Program

## Parent Handbook 2020

### **Address:**

16-38 Guinane Av  
Hoppers Crossing Victoria 3029  
Mobile: 0408 056 999  
Email: [oshc@stpeterahc.catholic.edu.au](mailto:oshc@stpeterahc.catholic.edu.au)

### **Hours**

Before Care: 7.00 to 8.45am

After Care: 3.15 to 6.30pm

Late fee of \$2 per minute applies and must be paid on the night.

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## Enrolment Process for 2020

When completing the enrolment form you must complete all areas of the form or it will not be accepted.

You will notice that we are asking for more information:

- A copy of your child's Immunisation records only if you are new to the program in 2020 or it not been supplied when previously enrolled .
- The coordinator needs to view your child's Maternal Health Book and a photocopy of child's immunisations to ensure immunisations are up to date or a letter of exemption. (These are required only if you are **New** to the program).  
Enrolment forms will not be accepted until all areas of the form are completed

The following dates are for you to hand in your completed forms into either the Before or After school care program.

**Monday 28<sup>th</sup> October to Friday 24<sup>th</sup> November 2019**

**Any forms handed in after this time will get the positions that are left and could be placed on the waiting list.**

We will not be accepting any enrolment forms prior to these dates. Once we have received all the enrolments the coordinator will go through the enrolments and the process will be guided by the Priority Access list.

If you have any questions, please contact the Coordinator.

Thank you

### **Parent Handbook**

Welcome to the St. Peter Apostle Outside School Hours Care Program. We aim to provide your child/ren with care of the highest possible quality within a safe, secure and stimulating environment.

This handbook has been created as a guide for new families to the St. Peter Apostle Outside School Hours Care Program. Please read this handbook thoroughly and keep for future reference. A full copy of the policy and procedures that guide our staff in the management of our service is available from the Coordinator.

The Coordinator is available to answer any questions or concerns you may have. The Coordinator is part of the staff child ratio each night. If your questions may take some time to answer please make an appointment.

Questions or concerns may also be delivered in writing to the Coordinator or the Program Manager

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

## **1 Introduction**

### **1.1 Background**

St. Peter Apostle Outside School Hours Care Program operates to provide high Quality childcare in a safe, enjoyable and caring environment. The program enables parents to pursue options leading to employment, study, training and socialization for the children. St. Peter Apostle Outside School Hours Care 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.

The program operates in the centre area of the grade 5 classrooms.

### **1.2 Service Philosophy and Goals**

To provide a quality Outside School Hours Care Program for Primary school aged children that meets the needs of individual children, is flexible, creative, stimulating, in a safe and secure environment for both Before and After Care.

- To offer an affordable, challenging environment that responds to the care and recreational needs of children.
- To provide an environment for children that:
  - Is both safe and challenging
  - Fosters individuality, recognising their needs and interests
  - Promotes their physical health and well being
  - Acknowledges the importance of the middle years of child development
  - Values the benefit of play in both structured and self-directed experiences
  - Fosters a spirit of equity and inclusion
  - Encourages and develops social skills
- To ensure that the service reflects the needs of children and parents by:
  - Encouraging comments and feedback from all parents
  - Acknowledging and being sensitive to the culture backgrounds of families
  - To meet the National Standards for Childcare
- Strive to achieve the highest level of Quality as determined by the Outside School Hours Care Quality Assurance System
- To ensure that staff are able to:
  - Fulfill the role and responsibilities they are employed to undertake
  - Have their needs met.

### **Purpose**

To respond to community needs in providing Outside School Hours Care for children of St. Peter Apostle Primary School.

### **Guidelines**

- To operate an Outside School Hours Care Program for students attending St. Peter Apostle Primary School
- The program compliments the school's activities and is consistent with its charter.
- To ensure that principles of respect for others, (both staff and students,) and the school are adhered to.

- To promote responsibility for oneself, for others and recognise the rights of staff and students.
- For the program to be highly valued resource of the school and one which widely informs the community.
- The Coordinator will liaise with and report to the Outside School Hours Care Program Committee.
- The service will operate in accordance with the expectations of the Children's Services Regulations for Outside School Hours Care Program.

### **1.3 Services Provided**

St. Peter Apostle outside School Hours Care Program operates on a non-profit basis and was established in 1996. St. Peter Apostle Parish is the sponsor of the service however the management of the service lies with the St. Peter Apostle Outside School Hours Care Program (OSHC) Committee of Management. A Coordinator is employed to operate the service on a day to day basis.

#### **Before care**

The Before School Care Service operates from 7.00am to 8.45am each weekday during school terms. A healthy breakfast is available for the children from 7-8.10am. Children are unable to be provided with breakfast after this time.

Breakfast consists of toast with a variety of spreads, variety of cereal, spaghetti, porridge, milk and water.

#### **After Care**

The After School Care Service operates from 3.15pm to 6.30pm each weekday during the school term. Afternoon tea is provided each day. Afternoon snacks are varied including fruit, rice cakes, cheese and crackers, and sandwiches.

If children have food in their school bags they are able to eat it. We encourage families to provide a healthy snack. Children are encouraged not to share food due to allergies and food restrictions.

The service provides an extensive program of creative and recreational experiences for the children.

#### **Early Finish: 12.00noon to 6.30pm or 1.00pm to 6.30pm**

Care on early finish days is available to all children that are enrolled at the service. If you are booked into aftercare on any of these days and choose not to attend you will be charged for this day. Children that do not normally attend on early finish days are able to be booked for these sessions on a casual basis.

### **1.4 Management of the Service**

St. Peter Apostle Outside School Hours Care Program is sponsored by St. Peter Apostle Parish. The Program Manager and Coordinator have the responsibility for the financial, accounting and reporting processes and tasks of the service.

#### **OSHC Committee**

The Committee has the responsibility for the overall management of the service. The Committee is made up of representatives from the sponsor body, 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 will meet once a term and will report directly to the Parish Priest.

### **Coordinator**

The Coordinator is responsible, in conjunction with the Program Manager for the day to day running of the program and the management of the service.

## **1.5 Role of Government**

### **Commonwealth Government**

The Commonwealth Department responsible for Outside School Hours Care is the Department of Education and Training, the role of the Commonwealth is to:

- Administer Child Care Subsidy (CCS) 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
- To ensure services are at standard or above using the National Quality Framework
- 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 Website ([www.education.gov.au](http://www.education.gov.au))

### **Child Care Subsidy (CCS)**

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.

### **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](http://www.foodsafety.vic.gov.au) which can be collected from either program or school office. An enrolment fee of \$30 must be paid prior to commencement of care and at re enrolment each year

Please note that \$20 is credited to your account in Term1 of each year and \$10 goes to administration fees. The enrolment form must be completed and handed into the program before your child/ren can start.

If any information on the enrolment form changes you MUST inform the program

immediately so the program can make any necessary changes. If you put down a mobile number to be contacted on then make sure it is always switched on. An annual re-enrolment process will take place during term 4. If you have not registered by the closing date the Coordinator will assume that you are not returning.

## **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 in 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, rules and consequences and linking them with other children in the program if they do not know anyone else. Prep children are collected from their classrooms until they are settled in and can find their way to the service safely.

## **2.3 Registration**

A registration fee of \$30.00 is charged to families on an annual basis. This must be paid upon enrolment otherwise the enrolment will be deemed void.

## **2.4 Bookings**

Definitions:

**Permanent Booked Care:** Regular bookings used each week

**Booked Care:** Any booking for care made in advance

**Casual Care:** Care used on a need to need basis

Parents/Guardians are asked to notify the service of any cancellations, changes or additions to bookings between the hours of 7.00-8.15am and 3.00-6.30pm or by leaving a message or text on the Mobile 0408 056 999.

If requiring emergency or casual care due to unexpected circumstances, please contact the service by 2.45pm.

**NOTE: Any changes MUST be made by the parent or guardian, not another relative or sibling.**

## **2.5 Cancellation Of Care For Booked Sessions**

When canceling a permanently booked day's care for your child/ren, 7 days' notice must be given or full fees will be incurred.

If a child/ren are booked in for a casual session and this session is then cancelled full fees apply if 7 days' notice is not given.

## **2.6 Discontinuing Enrolment**

You are required to give 2 weeks written notice to the coordinator if you are discontinuing your child/ren's enrolment. Fees are payable up to the end of the notification period.

Families are able to send their child during the notification period and will be eligible for Child Care Subsidy (CCS).

If children do not attend during the notification period parents will be charged full fees as Child Care Subsidy (CCS) is not available once children have left the service as per government guidelines.

## **2.7 Waiting List**

St. Peter Apostle Outside School Hours Care Program maintains a waiting list for care in application date order and in accordance with the Commonwealth Government's Priority of Access Guidelines.

## **2.8 Late Fee**

The After School Care Program closes at 6.30pm each evening. A late pick up fee has been put into place to prevent families from continually attending the service after the advertised closing time. This fee 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 \$2.00 per minute per child. The late fee is to be paid on the night. This fee does not attract CCS rebates.

## **2.9 Arrival and Departure Procedure**

- All Children attending St. Peter Apostle Outside School Hours Care Program must be signed in and out by the parent/ guardian/ authorised person every session. (Signing in and out is done electronically using the service ipad).
- The parent/ guardian/ authorised person must undertake their responsibility of signing the attendance register in accordance with Government requirements.
- Children are unable to be collected by anyone that is not authorised to do so. In an emergency parents must ring the service to verify that a non authorised person is collecting the child/ren and then text authorisation to the services on 0408 056 999 including the person's name and phone number that must be entered into the system before the child/ren are able to be removed from the service.(This information must be kept by the service as per government regulations).
- Children may not be collected by persons other than those that appear on the enrolment form, or by anyone under the age of 16.
- These procedures have been put into place to ensure the safety of your child. If your child/ren need to be collected by an unauthorised person, please inform the staff at the program of who will be collecting them.

## **2.10 Non-collection of children from the OSHC service**

- St. Peter Apostle Outside School Hours Care Program will ensure the safety of children not collected from the service by the closing time by following this procedure.
- St. Peter Apostle Outside School Hours Care Program closes at 6.30pm. At this time the staff are no longer on duty. If a child is still in care after 6.30pm 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 persons. If still not contactable then The Parish Priest, Program Manager, Coordinator, Principal and The Police will be contacted.

## **2.11 Child Protection**

The health and welfare of all children in care is paramount. St. Peter Apostle Outside School Hours Care Program will act on behalf of children to protect their right to safety 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.

### **3. Working with Families**

St. Peter Apostle Outside School Hours Care Program is committed to working with families in a collaborative manner in order to provide a high-quality child care service that meets the needs of children, families and the community. Parent participation and communication is critical to the success of the service and its programs.

#### **3.1 Communication**

- The role of the family in the Outside School Hours Care Program is vital to its success and positive outcomes for the children. Family members have a great deal of knowledge about their child which can be shared with the service. Staff will inform Families about their child's time in the program especially if an issue arises.
- Families are encouraged to share relevant changes, issues, needs and interests of the child with the staff. This ensures the best possible care is provided to each individual child within the program.
- The Coordinator is available to discuss the program and activities at any time, remember that the coordinator is part of the ratio. 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 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, emails and newsletters 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.

#### **3.2 Family Involvement**

- St. Peter Apostle Outside School Hours Care Program actively encourages family involvement in the development of the program and management of the service.
- Nominations for membership to the Committee of Management are called on an annual basis.
- The Committee is made up of a representative from the program, sponsor body and the parent group. Participation in quality assurance activities and processes is encouraged but optional for all families.

#### **3.3 Parental Requests**

- The staff will consider and respect all requests made by families in regard to their children. If the request fits within the realm of the legal and legislative frameworks of the service and is able to be met it will be done.
- Where a parental request cannot be fulfilled due to legal or legislative requirements or is not practical an explanation will be provided. A discussion will be held with the family in regard to the benefits of experience provided to the children in the service.
- The staff will respect each family's right to make decisions on behalf of their child.

#### **3.4 Access to Children**

- All parents and authorised persons have access to the St. Peter Apostle Outside School Hours Care Program and their children at all times, unless relevant Court Orders are held by the service that specify otherwise. A certified 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 and provide a subsequent certified copy. 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, School Principal and Parish Priest.

### **3.5 Privacy Act**

- St. Peter Apostle Outside School Hours Care Program has a responsibility to comply with the Privacy Act 1988, which governs the release of personal information. This means that Private information regarding children and families will not be told to other families within the service or to other persons, outside those employed by the service, the school, police, government bodies (Centrelink) and the parish priest are all excluded.
- Staff will respect parents/guardians rights to confidentiality when these rights do not conflict with the rights and safety of the children, e.g. child protection matters. All private information regarding children and families will be held in a locked and secure place. Access will be restricted to the Coordinator and staff working directly with your child. Information which is required for the daily operation of the service, the well-being of children and staff may be exchanged between staff members in the normal course of work and will be treated confidentially.

### **3.6 Complaints**

- All parents/guardians have the right to have their concerns heard by the management team. Families are encouraged to discuss with the Coordinator any complaints or concerns they have about the service or staff. The Coordinator will then discuss the issue and address complaints promptly, respectfully and in a confidential manner.
- The staff will endeavor to respond to families verbally within 24hours and in writing within 5 working days. If you wish to discuss the matter further with the Coordinator please ring 0408 056 999 any time and leave a message. Complaints, which are not resolved to the family's satisfaction, will be referred to the Program Manager. If this does not ensure the complaint is resolved the matter will then be referred to the Parish Priest or his authorized representative.
- All grievances and complaints regarding the program or personnel must be made in writing by the complainant and directed to the Program Manager and/or Coordinator.

## **4. Program planning**

### **4.1 Program Planning – General Information**

- St. Peter Apostle Outside School Hours Care Program is committed to nurturing and extending each child's social, physical, emotional and intellectual development in a

- 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 and staff. The children's program will be displayed at their service for children and parents to view.
- 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.
- Experience 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. Experience provided are developed to suit the age and development ranges of all Children attending the service. Games and activities are altered where appropriate to ensure all children are able to participate fully.
- St. Peter Apostle Outside School Hours Care Program acknowledges that celebrations and festivals assist children to celebrate their own cultures and practice and learn about others.
- St. Peter Apostle Outside School Hours Care Program 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 Outdoor Play and Recreation**

- St. Peter Apostle Outside School Hours Care Program encourages all children to participate in outdoor play and recreational activities on a daily basis. Outdoor equipment provided is appropriate to the developmental needs 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 challenging and problem-solving experiences along with physical development.
- Both passive and active experiences are provided outdoors and are focused both on individuals and groups. Energetic play is encouraged whilst outdoors.
- The outdoors plan not only focuses on physical development but also on all other areas of child development.

#### **4.3 Indoor Play**

St. Peter Apostle Outside School Hours Care Program encourages children to do their homework if required. Indoors the children have a variety of activities to choose from such as: Art and Craft, play with a variety of games homework or just sit down with friends and talk, listen to music, read a book or have free time to do what they wish, watch age appropriate movies.

#### **4.4 Special Activities and Excursions**

- There are times where special activities and excursions are provided for the children. When this occurs parents/guardian will be advised in writing or verbally. The coordinator will put out a sheet explaining what we are going to have on the half days and if they would like their child to participate they can put their name down.
- At St Peter's OSHC we do not provide excursions as we are strictly just before and after school care.

#### **4.5 Videos and Television**

St. Peter Apostle Outside School Hours Care Program attempts to operate as an extension of home and children's leisure time. The service endeavors to reflect children's interest, therefore activities such as videos and television 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. DVD's being watched are rated G rating or PG and will be individually assessed by the service and parents for appropriateness.

#### **4.6 Toys from Home**

St. Peter Apostle Outside School Hours Care Program recognises that children sometimes bring their own toys to school and / or the program, however children are responsible for these toys whilst at the service.

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

St. Peter Apostle Outside School Hours Care Program holds no responsibility for any toys or cards that are lost or damaged in any way.

#### **4.7 Children's Snack**

- St. Peter Apostle Outside School Hours Care Program will provide nutritious, balanced snacks for children reflecting children's tastes, religious, culture, and health concerns. All snacks will consider the five food groups and the sugar, fat and salt content.
- Children have access to water at all times.
- The menu is displayed for children and parents to view.
- Staff are aware of the individual dietary needs of the children attending the service where this has been advised by parents. Children with specified allergic reactions are only served allergy free food. Staff are trained in dealing with allergic reactions should they occur. Parents must ensure that the program is informed of any allergies. All snack 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 behavior by sitting with the children and discussing the food the children are eating along with events of the day.
- St. Peter Apostle Outside School Hours Care Program maintains a clean and hygienic area for food preparation which meets Food Handling Standards services. All staff and children wash and dry their hands or use an approved sanitizer prior to eating.

#### **4.8 Homework**

- Children who attend St. Peter Apostle Outside School Hours Care Program full time may find it difficult to undertake homework tasks at home. St. Peter Apostle Outside School Hours Care Program supports positive relationships between parents and children and therefore understand that a time and place for homework to be

undertaken within the Outside School Hours Care 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 the 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 their homework as part of the daily program of experiences where time
- and resources permit.

#### **4.9 Use of the Internet Whilst at the Service**

Children are not permitted to connect to the internet whilst at the service except where they are checking on the homework that has been set for their year level.

Homework that requires the internet for research must be done at home or in their classrooms.

Parents requiring clarification please see the coordinator or a staff member.

#### **4.10 Program Evaluation**

St. Peter Apostle Outside School Hours Care Program believes continual assessment and evaluation of the service by parents, staff and children is an integral part of the services program and planning.

- Children and parents will be surveyed 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, suggestion box, younger children drawing what they like in the program, written
- surveys, and children's interests.
- Staff will regularly evaluate activities and the program informally at staff meetings.
- Parents and staff will work collaboratively towards continuous improvement via service evaluation including suggestion boxes, parent surveys, informal discussions, and formal discussions at parent and committee meetings.

### **5 Working with Children**

#### **5.1 Staffing**

Children are provided with ample supervision and care by all staff. The Children's Services regulations ensure that the following minimum staff child ratios are implemented:

- 1 Staff member to 15 children centre based.

If the service offers excursions or swimming excursions at any time the staff ratios are:

- 1 Staff member to 8 children on excursions
- 1 Staff member to 5 children for swimming

#### **5.2 Positive Guidance of Children**

• St. Peter Apostle Outside School Hours Care Program is committed to developing a safe, 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 individually upon entering and leaving the service.

- They will communicate with all children in a 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 respectful, 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 and assisted to label their feelings and find appropriate ways of expressing them.
- The staff will encourage positive behaviour and give clear, consistent guidelines to children regarding the service’s expectations and code of conduct.
- Children are involved in the development of the services behavioural guidelines including the consequences for inappropriate behaviour.
- A child’s parent/guardian is consulted when their behaviour consistently conflicts with the services 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.

### **Exclusion for Behavioural Reasons**

- Parent/guardian called to collect their child from the service.
- Continued unacceptable behaviour will result in suspension of care
- Initial suspension will be for 24 hours with a 1-week probation period when attendance recommences, and a Behaviour Contract will be put in place
- If parents/guardians are contacted during this period, a further suspension of one day will occur
- If unacceptable behaviour continues after this period care will be terminated for a longer length of time to be negotiated.

### **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.
- It is now recognized that there is an indisputable link between bullying in childhood and adolescent’s 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 depression illnesses.
- Bullies usually do not realise the effect their behaviour has on their victims. They believe that their actions are justifiable. 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 behavior- 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 assist in developing friendships skills. Comment is made in regard to kindness towards 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 services 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 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 where able. Staff will ensure that this occurs by offering a balance of activities, ensuring flexibility and providing for child-initiated activities. Experiences provided are be able to be adapted to meet the needs of individual children where possible.

### **6. Service Administration and Financial Matters**

#### **6.1 Child Care Benefits. This is now known as Child Care Subsidy**

- Child Care Subsidy enables families to receive a discount off the daily service fee.
- The amount of subsidy that families receive is based on 3 things
  1. Combined family income
  2. The level of “approved” activity they undertake
  3. The type of childcare service they use.
- Families will receive benefits off their fees once they have approved their booking using their MyGov account. It is important that families approve their attendances as families will not receive or be backdated for any days that they are attending before approving through their MyGov account.
- The Department of Human Services sends our service updated listings via internet connection daily however contact remains between DHS and individual families. It is your responsibility to notify DHS of any changes to your income.
- Families do not need to register a customer service number with DHS for each venue they are using: this information is included in the Child Care Subsidy System (CCS) procedure that is already in place.

## **6.2 Allowable Absences**

- In accordance with the Department of Education guidelines, payment for the Childcare Subsidy will be paid for a child's absence from care for up to **42 days** per financial year.
- If a child is absent on a day where CCS is claimed the parent/guardian is required to nominate the reason for the absence unless the absences are taken for an approved absence day.
- CCS can only be paid for an allowable or approved absence day if the child would normally have been in care on that day. The hours of CCS paid for and allowable to approved absence day are the usual number of hours a family would have been eligible for on that day.

## **6.3 Direct Debit**

- In 2020 all fees will be direct debited from families' nominated account on your nominated day. This is to ensure that fees are kept up to date.
- Direct Debit Request forms are available from the service or with new enrollment forms.

## **6.4 Fees**

- Fee payments are processed on the computer and new accounts are issued every 2<sup>nd</sup> Monday. Failure to pay within the due date means your payment will not be reflected on the new account to be issued
- Failing to pay, once a reminder has been given, will jeopardize your child/rens position in the program. If you have difficulty in paying your account, please speak with the Coordinator to arrange a mutually convenient payment plan.
- The service is unable to carry fees and charges for dishonored direct debit fees, therefore any cost to the service will be charged to the parent on the following account. All payments will be acknowledged as soon as possible
- Accounts will be credited if overpayments are made

## **6.5 Fees for Special Activities and Excursions**

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

## **6.6 Accounts**

All accounts are issued fortnightly. Payment of the account is required within 10 working days. Payment can be made via the following methods: cash, cheque, credit card, money order or direct deposit. Payments will only be accepted through program hours. A receipt will be issued upon request. As the accounts are issued on a Monday, payment is required by Friday, the following week.

## **6.7 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 WILL be excluded from attending the service if fees are not paid.**

Your fees pay the program account including wages, art and craft supplies, breakfast and afternoon tea for the children along with many other things.

**NON PAYMENT = NO ATTENDANCE**

**7. Health and Safety**

**7.1 Medication**

**Definition – Lawful Authority**

- A power, duty, responsibility or authority conferred at common law or under an Act to make decision regarding the health, welfare or other aspect of a child's care.
- Parents have lawful authority over their child unless a court order states otherwise.
- Good practice with regard to the staff giving children medication is essential to ensure that appropriate doses of correct medicines are given to the child.
- Medication is kept out of reach of children in keeping with the requirements of the medication (fridge or locked cabinet). Where staff have been notified all personal Medication including asthma pumps will be stored in a manner which prevents access by other children.
- Medication will only be given with permission from parent/guardian/person with lawful authority or in the case of an emergency, with permission of a medical practitioner. This procedure is in line with the National Standards for Outside School Hours Care. Authorisation in writing, from a parent/guardian/person with lawful authority will include the child's name, the name of the medication, the dosage and times and or circumstances of administration, along with details of last dosage taken prior to attending the service.
- Where children require medication regularly, approval, in writing, from parents/guardians/ person with lawful authority will be updated on a regular basis.
- Notification, in writing, will also need to be obtained from parents/ guardians/ person with lawful authority where a child self-administers the medication.
- Medication will only be given if it is clearly marked with the child's name, contained in the original container, within its due date and kept in appropriate storage. Children will not be given a higher dosage than that written on the label.
- In an emergency, if the parents/ 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 the name of the person who administered it.

## **7.2 Medical Plans**

- Enrolment forms provide families with the opportunity to share their child's medical information with the service staff. This information is critical to the safety of children with significant medical conditions. All medical details are held in a confidential manner in accordance with the Privacy Act 1988.
- Individual medical health plans are designed for children with serious health conditions and are reviewed on a yearly 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, diabetes, 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 their hands before and after afternoon snack time and use a sanitizer prior to having breakfast or a late snack in the room (due to inadequate handwashing facilities in the room), after using the toilet, blowing their nose, handling animals and other unhygienic practices. The children are provided with paper towels for the drying of hands if required.

## **7.4 Infection Control**

- Staff will follow all required precautions in regard to the management of blood/bodily fluid spills. A blood spills kit is provided within the service area 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.
- Gloves 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.

## **7.5 Infectious Diseases**

- St. Peter Apostle Outside School Hours Care Program follows correct hygiene practices and meets the requirements of State and Commonwealth legislation.
- Parents/ guardians/ approved persons are notified of any infectious diseases present at the venue or school and Information regarding common infectious diseases is available for families as required. Details of specific individuals are not disclosed.
- The service will hold information regarding immunisation schedules, providers and contact details of the Department 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.

### **7.6 HIV / Aids/ Hepatitis**

- It is important to inform the service of your child's medical needs upon enrolment. (this is not mandatory). Families will not be pressured to disclose medical conditionals 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, 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, which will include Anaphylaxis and Asthma.

### **7.8 Illness**

- When a child becomes ill, the child's parent/guardian will be contacted by the service staff to make arrangements for the child to be taken home as soon as possible.
- Whilst your child is awaiting your arrival they will be made as comfortable as possible and signs and symptoms of the illness will be recorded. This information will be placed on your child's file.
- It is recommended that families consider the following guidelines in terms of their child's health and wellbeing:
  - A child with a fever over 38 degrees Celsius should be kept at home for at least 24 hours after the fever has gone.
  - A child with an acute illness requiring medication should be kept at home for at least 24 hours after the ill 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**

- 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 of 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 hazards is properly documented. 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 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. 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 Sun Smart**

- Staff will observe strict sun protection practices in accordance with relevant government guidelines to minimize risk to themselves and the children.
- All children and staff are required to wear a suitable hat and apply sunscreen.
- The children are required to wear hats for terms one and four.
- The children are encouraged to leave a spare hat in the bottom of their school bags so they have a hat to go outside with.
- The service supplies a 50+ sunscreen for children to use daily during term 1 and 4.
- Families are encouraged to have sunscreen in their bag, so they can apply it before they go outside to play.

## **NO HAT NO OUTSIDE PLAY**

### **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 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.
- A mobile phone is also accessible for excursions.
- Staff will position themselves to ensure maximum supervision of all children at all times.
- A head count of children is undertaken throughout the session and checked against the sign in and out register. Staff members ensure that children go to the toilets in pairs at all times.
- 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.

## PROGRAM FEE SCHEDULE

<b>Before care 7.00am to 8.45am</b>	<b>\$15 Permanent Care per child \$16 Casual Care per child</b>
<b>After care 3.15pm to 6.30pm</b>	<b>\$17 Permanent Care per child \$18 Casual per child</b>
<b>Early finish 12.00pm to 6.30 pm</b>	<b>\$34 per child</b>
<b>Early Finish 1.00pm to 6.30pm</b>	<b>\$30 per child</b>
<b>All Day Care: 7.00 am to 6.30 pm</b>	<b>\$55 per child</b>

### **Important phone numbers you might require**

Program Mobile: 0408 056 999  
 Parish: (03) 9749 4300  
 School (03) 9749 1055  
 Family Assistance Office (FAO) 13 61 50  
 Immunisation Registrar: 1800 653 8909

### **General information**

**Parish Priest:** Fr. Vincent John  
**Program Manager:** Davy Fernandes  
**Program Co-coordinator:** Lorraine Meddings  
**Assistants:** Gayle Maney  
 Jacqie Netto  
 Kylie Fairweather  
 Kimberly Foss  
 Kylie Tribe

If you have any questions, please do not hesitate to speak to one of the staff.

Thank you  
 Lorraine Meddings  
 OSHC Coordinator

# NOTES