FAMILY HANDBOOK 2013

Review date: February 2014

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OUR LADY’S OSHC

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Welcome to Our Lady’s Outside School Hours Care (OSHC). We aim to provide your child/ren with care of the highest possible standard within a safe, secure and stimulating environment.

This handbook has been created as a guide for all families.

Please read this handbook thoroughly and keep for future reference. A full copy of the Policy and Procedures that guide our educators in the management of our service can be viewed on the school website at: http://www.olringwood.catholic.edu.au/school-community/32/p/oshc/

The Director is available to answer any questions or concerns you may have. Please call Sandra to book a time or speak to her when you collect your child/ren.

We hope that you and your child/ren enjoy the time spent at Our Lady’s OSHC

Key Contact people for the organisation are:
Director – Sandra Dixon
Educational leader / Educator – Alysha Dixon
Educator – Carolyn Lacey
Parish Priest – Rev Father Andrew Keswick
Principal – Angela Lacey
Parish representative – Tess Repalust

PHILOSOPHY OF THE SERVICE
Our Lady’s OSHC service provides affordable quality childcare and recreation for the benefit of all primary school-aged children with a caring, stimulating, fun, safe and supervised environment. Our service aims to promote and nurture children’s learning and development by providing diverse opportunities for children to explore relationships and ideas, and build competence and skills, through a child centred, adult supported and play oriented curriculum. The service strives to nurture in each child a respect and responsibility for the environment to sustain the world in which we live.

• We respond to the needs of children and families through the provision of an affordable quality outside school hours care service. We believe that a community owned service is more likely to produce the high quality environment in which our children will thrive, bringing the advantage of being a coordinated program tailor-made for our children.

• We honour a child’s right ‘to be’ – to exist in the moment. We provide a caring, nurturing environment where we want children to feel happy, relaxed, have the opportunity to enjoy themselves and have choices about what they do with their time.

• We believe that promoting a sense of belonging and self worth can make a significant difference to the lives of children who attend our service. We believe that a child’s positive sense of wellbeing is important to their growth as citizens and contributors of this world. This along with the acknowledgment of the wellbeing of others is a matter of high importance at Our Lady’s OSHC.

• We believe that the role of educators is to provide a vibrant, interesting and age appropriate children’s program which includes flexibility, variety, safety, fun and choice and is implemented based upon current learning frameworks and current curriculum theory and practice. We recognise and value the knowledge and commitment of the educators and fully support their continued professional development. The educators will engage in critical reflection of the philosophy, ethics and practice to enrich decision making about children’s learning.

• We provide an indoor and outdoor environment that supports children’s learning through play in both structured and self directed experiences and provides for the wide variety of their interests and the ongoing development of life skills. Quality care is provided to meet the individual and group needs of school aged children in a respectful, supportive, equitable and inclusive manner

• We value a community where children, families and educators feel welcome, valued, are listened to and have their views taken into account. We believe that children, families and educators collaborating in a wide range of aspects of our service will result in an environment that promotes the wellbeing, education and development of all children and reflects the multicultural and social nature of our community.

• We provide for the health, safety, security and wellbeing of all children, families and educators through the implementation of safe systems of work and ensuring that work practices adhere to relevant policies, procedures and statutory requirements.

• We respectfully recognise that our service is provided on the traditional lands of the Wurundjeri people and work to ensure that our program is inclusive of Aboriginal and Torres Strait Islander knowledge and cultures.

Our Lady’s OSHC Family Handbook 2013
• We provide for the health, safety, security and wellbeing of all children, families and educators through the implementation of safe systems of work and ensuring that work practices adhere to relevant policies, procedures and statutory requirements.

• We seek to demonstrate and encourage in children, families and educators, a respect for our environment through the careful use of ethically produced quality materials, the minimisation of waste and the implementation of strategies to reduce our impact on the environment.

• We operate under the National Quality Framework and meet the requirements of relevant state and federal government legislation. The philosophy, policies and procedures of the service are upheld, implemented and reviewed regularly to meet relevant requirements.
SERVICES PROVIDED

Our Lady’s Outside School Hours Care (OSHC) is a non-profit education and care service which was established in July 2001. We believe that a not-for-profit service is more likely to produce the high quality environment in which our children will thrive. The location within our school brings the advantage of a coordinated program tailor-made for the children attending Our Lady’s School. The Service is licensed for 44 children before school and 44 children after school in attendance at a session.

Our OSHC service provides quality care for primary school aged students. We believe that as children spend 6 hours per day in school, it is important to offer a service that gives them time to relax in a safe fun environment and enables them to interact with each other on many different levels. There is great importance placed on relationships and developing and strengthening children’s talents and interests. Children have choice and control over their learning as they collaborate with educators and each other. Nutritious breakfast & afternoon tea is provided daily. Fresh fruit is always offered, plus a varied menu of hot & cold food. We are a ‘nut free’ environment.

Resources at the Service are extensive and include: craft area, books, board games, woodwork, construction toys, television & video, computer, dress-ups, sports equipment, music system, kitchen area for cooking activities & lots more. An area is set aside for students to do their homework. Our program runs on a principle of “free play” wherein students make choices about how they spend their time with us.

Hours of the program
Before School Care 7.30am to 9.00am - Monday to Friday (school days only)
After School Care 3.30pm to 6.00pm - Monday to Friday (school days only)
Early Dismissal Days (Care will be available these days and will incur additional fees. Details will be advertised in advance in the school newsletter.) 1.00pm/1.30pm to 6.00pm - as required
Curriculum Days (Care will be available these days and will incur additional fees. Details will be advertised in advance in the school newsletter.) 7.30am to 6.00pm - as required

THE ROLE OF GOVERNMENT BODIES & LEGISLATION AFFECTING OUR SERVICE

Our Lady’s OSHC is an education and care service operating under the National Quality Framework (NQF) and must comply with the requirements of:

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- National Quality Standard

Education and Care Services National Law Act 2010
The NQF is defined in this Act. This Act with the Regulations sets the National Quality Standard and a regulatory framework for centre-based (long day care and outside school hours care), family day care, and school based kindergarten services in all States and territories.

ACECQA, 2011

Education and Care Services National Regulations 2011
The Education and Care Services National Regulations supports the legislation relating to NQF and provides detail on a range of operational requirements for an education and care service including:

- application processes for provider approval, service approval and supervisor certificates
- setting out the rating scale
- the process for the rating and assessment of services against the National Quality Standard
- minimum requirements relating to the operation of education and care services organised around each of the seven Quality Areas
- arrangements to move existing services into the new system.

ACECQA, 2011

National Quality Standard
The National Quality Standard sets a national benchmark for the quality of education and care services. It will also give services and families a better understanding of a quality service. It comprises quality areas, standards and elements. The seven quality areas in the National Quality Standard are:

1. Educational program and practice
2. Children’s health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management.

(ACECQA, 2011)

The Australian Government and state and territory governments are involved in the operation, funding and regulation of child care services. Each has a separate and vital role to play.

Department of Education and Early Childhood Development (DEECD)
The Department provides services to children and young people both directly through government schools and indirectly through regulation and funding of early childhood services and non-government schools. The Department has four main responsibilities:

- provide policy advice to our Ministers about education, early childhood development and children's services in general
- implement Victorian Government policy on early childhood services
- implement Victorian Government policy on school education for all school age students
- manage and drive continuous improvement in the delivery of primary and secondary education in Victorian government schools.

Department of Education, Employment and Workplace Relations (DEEWR):

- administers Child Care Benefit (CCB) and Child Care Rebate (CCR) to families
- administers payment of CCB and CCR to approved services
- administers financial support to approved services in areas of need — these costs may be shared between state or territory governments and the Australian Government
- maintains some statistical data on the supply of child care places
- manages Jobs, Education and Training Child Care fee assistance (JETCCFA) policy and administers payment of JETCCFA to approved child care services
- assists parents and employers with child care options via the Child Care Access Hotline and mychild.gov.au website

Department of Human Services (DHS)
The Department of Human Services is responsible for the development of service delivery policy and provides access to social, health and other payments and services. It was created on 26 October 2004. The Human Services Legislation Amendment Act 2011 integrated the services of Medicare Australia, Centrelink and CRS Australia on 1 July 2011 into the Department of Human Services.

DHS is the main service delivery organisation for Childcare Benefit (CCB). CCB helps with child care costs such as long, family or occasional day care, outside school hour care, vacation care, pre-school, and kindergarten. More information can be accessed at the DHS website http://www.humanservices.gov.au/customer/themes/families or by contacting them on 136150. If you speak a language other than English, their multilingual phone service lets you speak to someone in your own language. If they are unable to speak your language, they will use a telephone interpreter service to assist you. Call on 131 202 for information

DHS is responsible for processing and calculating CCB by fee reduction. This includes:

- allocation of a unique reference number for each family and child
- determination of eligibility for CCB and CCR
- calculation of key elements affecting CCB and CCR entitlements such as the application of the income test, the total fee charged, the maximum eligible hours applicable in each case and the schooling status of each child
- advising services via CCMS and parents of key elements affecting CCB and/or CCR entitlement for each family/child
- payment of CCB and CCR by fee reduction to approved services via CCMS
- approving JETCCFA for families and paying JETCCFA to approved child care services via CCMS. Services should deal with DEEWR through the CCMS Helpdesk on day-to-day matters relating to the administration of CCB, CCR, JETCCFA and SCCB where the service is making itself eligible for reduced fees. For child care policy issues, services should deal with DEEWR through its state and territory offices.

The 2012-13 edition of the Child Care Service Handbook is now available to view or download from the DEEWR website at: http://www.deewr.gov.au/EarlyChildhood/Programs/ChildCareforServices/Operation/Pages/ccservicehandbook.aspx

Occupational Health and Safety Act 2004 (Victoria)
This act is based on five key principles that focus on protecting the health and safety of employees in a workplace, but also encompass protecting the health and safety of clients. These principles are:

1. All people – workers and the general public – should have the highest level of protection against risks to health and safety;
2. Those who manage or control things that create health and safety risks in the workplace are responsible for eliminating those risks. Where they can’t be eliminated, they are responsible for reducing those risks so far as is reasonably practicable;
3. Employers should be proactive in promoting health and safety in the workplace;
4. Information and ideas about risks and how to control them should be shared between employees and employers; and
5. Employees are entitled – and should be encouraged – to be represented in relation to health and safety issues.
(Worksafe Victoria, 2005)

Children, Youth and Families Act (2005)
The main purposes of this Act are:
a) to provide for community services to support children and families; and
b) to provide for the protection of children; and
c) to make provision in relation to children who have been charged with or who have been found guilty of, offences; and
d) to continue The Children's Court of Victoria as a specialist court dealing with matters relating to children.
The requirements for mandatory reporting are stipulated in this Act.
(Victorian Consolidated Legislation, State of Victoria, 2009)

Child Wellbeing and Safety Act 2005
The main purposes of this Act are:
a) to establish principles for the wellbeing of children; and
b) to establish the Victorian Children's Council; and
c) to establish the Children's Services Co-ordination Board; and
d) to provide for the Child Safety Commissioner; and
e) to confer functions and powers on the Child Safety Commissioner in relation to the safety of children; and
f) to provide for the notification of births to municipal councils; and
g) to repeal Part IX of the Health Act 1958.
(Victorian Consolidated Legislation, State of Victoria, 2009)

Equal Opportunity Act 2010 (Victoria)
The objectives of this Act are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. This Act makes it unlawful to discriminate against a person on the basis of the following attributes:
- age
- breastfeeding
- gender identity
- impairment
- industrial activity
- lawful sexual activity
- marital status
- parental status or status as carer
- physical features
- political belief or activity
- pregnancy
- race
- religious belief or activity
- sex
- sexual orientation
- personal association (with a person who is identified by reference to any of the above attributes).
(Victorian Consolidated Legislation, State of Victoria, 2011)

Information Privacy Act 2000 (Victoria)
The objectives of the Information Privacy Act are to:
• balance the public interest in the free flow of information with the public interest in respecting privacy and protecting personal information in the public sector; and
• promote the responsible and transparent handling of personal information in the public sector and promote awareness of these practices.
As children’s services organisations collect and manage a range of client data sources, compliance with this Act is crucial.
(Privacy Victoria, 2008)

Food Safety
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 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.foodsmart.vic.gov.au

References:
- Education and Care Services National Regulations 2011. Regulation 168.2 (f)
- Education and Care Services National Law:
- DEEWR, Child care Service Handbook 2012-2013
- Privacy Victoria, 2008 [online] <www.privacy.vic.gov.au>

MANAGEMENT OF THE SERVICE

Organisational Chart of Our Lady’s OSHC
SE-00005491

Licensee

Our Lady’s Catholic Church, Ringwood
Licensee Representative – Rev Father Andrew Keswick

Committee of Management
Nominated Supervisor – Sandra Dixon
Certified Supervisor – Alysha Dixon
School Principal - Angela Lacey, Committee members

Director

Educators
The OSHC service is managed by the Committee of Management and the sponsoring body, Our Lady’s Church. The Committee of Management is made up of representatives from the parent group, educators, school principal and other interested parties. They work together to ensure the smooth operation of this service where the financial, administration and accounting reporting processes and tasks are completed to the satisfaction of the funding body, the sponsor, families and educators. Representatives are elected at the Annual General Meeting held in 4th term. The committee meet once per term. All meetings are open to the school community. Agendas and minutes are available at the service for all parents to view. The staff team is led by the Director who possesses relevant experience and/or qualifications as outlined in the Education and Care Services Regulations 2011. The Director has responsibility for the day to day operation of the service and its programs in conjunction with the Committee of Management.

Insurance
Management will ensure that professional indemnity, public liability, building and contents, worker’s compensation and any other necessary insurance is sufficient to cover the needs of the service, in line with State and Commonwealth Legislation.

EDUCATORS AT OUR LADY’S OSHC

All staff are employed based on the following criteria; equal opportunity principles, qualifications, experience, Working with children check (WWC) and agreement with terms and conditions of employment as per Children’s Services award 2010.


1. All OSHC employees have a position description, which accurately reflects their duties, accountability and standard of performance.
2. All OSHC employees have appropriate qualifications approved by Early Childhood Australia
3. A minimum of two educators will be attendance at all times during hours of care.
4. We are a Child Safe organisation. New educators undergo screening processes by reference checks. All educators and volunteers over 18 years require a current Working with Children check. (Educators and volunteers under 18 years require a statutory declaration witnessed by the School Principal.)
5. The Director and all educators who handle finances require a current police check.

FEES AND ADMINISTRATION
Refer to Appendix 1 for Fee schedule.

Enrolment
Before using any of the OSHC Programs, you need to register your child/ren by completing an enrolment form for each child that will be attending the service. You can register by filling out a form or online. Forms are available from the OSHC room during opening hours.
To register online, go to https://ourlady.hubworks.com.au/
Please provide relevant information for all fields/questions [for your child’s safety]. Once enrolled, bookings can be made by: leaving a message on the OSHC phone 0417723199, emailing a message oloshe@olringwood.catholic.edu.au or writing in the OSHC booking diary in the OSHC room.

Family Induction
Our Lady’s OSHC will ensure that all children are made welcome and oriented to the service and its routines upon commencement. Families are welcome to come for a visit to see the service and its facilities before commencing care. Refer to Appendix 2 for Family Induction checklist.
The staff team will ensure that:
♦ Foundation children are collected from their class until they are settled in and able to find their way to the service.
♦ All new children are instructed as to which areas they may play in and what activities are available while at the service.
♦ New children are oriented to the service including where bags are kept, snack times, expectations.
♦ Children are linked with other children in the service if they do not know anyone else.
♦ Each family can access the Policy and Procedures of the service.
♦ Each family is made aware of the Family handbook and where to access it.
♦ Families are made aware of Sun Protection policy.
Annual Administration fee
A $15 administration fee is charged to families on an annual basis. The first year fee is $20 which covers the cost of an appropriate sun hat which will remain at service.

Childcare Benefit (CCB)
The Commonwealth Government provides Child Care Benefit (CCB). Our service is approved for 44 children before school and 44 children after school in attendance at a session. You need to be assessed for CCB by the Department of Human Services (DHS). The amount of CCB you receive depends on your family income, the number of children you have who are attending approved care and the type of approved care you use. Just because you have a Customer Reference Number (CRN) issued by DHS for another payment like Parenting Payment or Family Tax Benefit doesn’t automatically mean you can receive CCB and Child care Rebate (CCR). Remember that CCR is a different type of payment to CCB and your family income is not considered. You need to ask DHS to be assessed for CCB so that you can receive both payments, or just CCR. The DHS will provide you with a letter that contains a CRN for you and your child or children and confirms that you are eligible for CCB and/or CCR.

DHS can give you access to an online service where you can track the submission of child care attendance details and payments made to your service on your behalf under your CRN. DHS can give you access to an online service where you can track the submission of child care attendance details and payments under your CRN.

When you enrol your child at a new service, you need to provide four unique pieces of information to identify your family. This allows the service to create a formal enrolment in the Child Care Management System and receive CCB on your behalf so they can reduce your weekly child care fees. If you're unsure about your or your child's Customer Reference Number, you can call them on 136 150.

The details you need to provide are:
- your Customer Reference Number and date of birth, and
- the Customer Reference Number and date of birth for your child or children.

* Make sure you give the date of birth and CRN details for the parent who is claiming CCB.

To get your child care assistance, the name on the bill from the child care provider needs to match the name on the Child Care Benefit claim form. If you are the parent getting Child Care Benefit, your name needs to be on the bill. If the names don’t match, you may not get your payment. It is your responsibility to give your child care provider the right information.

Allowable Absences
Initial absences are absences when a child is absent on a day on which care would otherwise have been provided if the child was not absent and the family was charged for that care. Each child is allowed an initial 42 absence days from care across all approved child care services during each financial year which can be used for any reason and without the need to produce supporting documentation (includes public holidays). The number of absence days is cumulative. CCB is payable for any absence days up to 42 days regardless of the reason for the absence.

If a child is absent from one or more sessions on a day, the absence is only counted once, i.e. if a child is absent from both before and after school care on the same day, only one absence is counted. Refer to the Director or DHS if you would like further details.

Bookings, Cancellations and Non attendances
Once enrolment is completed, bookings can be made on a permanent or casual basis. Booking a permanent place at Before or After School Care ensures that a place is reserved for your child. Casual bookings can also be made for families who need occasional care. Casual users must contact the service to ensure that there is a place available. This can be done by telephoning on the OSHC mobile 0417 723199 or writing in the OSHC diary at the sign in table.

Families are required to notify the service of any changes to booking arrangements. Families who do not notify the service of intention to cancel will be charged the full session fee for a one week period. Families accessing care are required to provide a full 24 hours cancellation notice advising of a child’s absence otherwise the full fee will be charged. Cancellations to Monday Before and After sessions need to be made before 6pm on the Friday prior to allow for staffing and catering. If a child is absent from school or is picked up early, the service must be notified by leaving a message on the mobile phone. A cancellation must be made by a person (over 16) authorised to collect a child on their enrolment form. A child cannot cancel their booking.

Educators will endeavour to ensure that children booked into the service arrive as intended. A roll call of children is conducted as they arrive at the service. The roll is checked at 3.45pm to determine whether there are children booked into the service that have not yet arrived. The school office is contacted to confirm that any missing children attended school on that day. The school office is requested to put a message over the intercom/speaker requesting that the missing child/ren in question go immediately to the service.

If missing children have not arrived by 4.00pm, they will attempt to contact the parent to determine whether the child/ren are supposed to be attending the service. If the parent cannot be contacted or the missing child/ren is supposed to be attending the service, educators will contact the School Principal or Acting Principal to determine the next course of action. Educators are unable to leave the premises to search for children who fail to arrive for After School Care.
Priority of Access
Every Child Care Benefit approved child care service has to abide by the guidelines and tell you about them when you enrol your child into care.

Priorities
- First Priority: a child at risk of serious abuse or neglect
- Second Priority: a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the ‘A New Tax System (Family Assistance) Act 1999’
- Third Priority: any other child.

Within these main categories priority should also be given to the following children:
- children in Aboriginal and Torres Strait Islander families
- children in families which include a disabled person
- children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of $41,026 for 2012-2013, or who or whose partner are on income support
- children in families from a non-English speaking background
- children in socially isolated families
- children of single parents.

A child care service may require a Priority 3 child to vacate a place to make room for a child with a higher priority. They can only do so if you:
- are notified when your child first entered care that your service follows this policy
- are given at least 14 days notice of the need for your child to vacat
Children’s Arrival and Departure

All children attending Our Lady’s OSHC must be signed in and/or out by the parent/guardian/authorised person every session (signing in and out includes the date and time of arrival and departure). If your child’s name needs to be added to the roll, it is a legal requirement for your child’s full name to be written down. You cannot sign once for two children. **Children need to be signed in and out individually.**

Parents must speak to educators and let them know that they are collecting their child EVERY TIME THEY COLLECT THE CHILD so that educators are aware of who is collecting the child and that all children are accounted for.

Parents/Guardians/Authorised Persons have the responsibility to ensure that:

For Before and After School Care service that a full copy of the latest Court Orders must be provided to the service.
- For the Before School Care service:
  The child is signed into the service on arrival by authorised persons and the staff will sign the child out of the service.
- For the After School Care service:
  - The child is signed into the service by educators and out of the service by authorised persons when collecting their child.
  - Written permission is provided to staff to allow another person to collect their child from care.
  - Verbal permission over the telephone may be provided to staff to allow another person to collect their child from care. They must provide their contact number for verification of this change of plans and it must be documented by an educator in the child’s file. Educators should request from parents a description of the person if unknown to them. Identity should be checked and proof i.e. drivers licence number to be recorded in the sign in/out book.

Should any doubt arise over the right of a child to leave the service, the parents/guardian will be contacted before the child is allowed to leave. If this is not possible, the child must remain with the service.

**Non collection of children policy**

Our Lady’s OSHC closes at 6.00p.m.

The following procedure will be followed for children remaining at the service after this time.

Educators will attempt to contact the parents/guardians/authorised persons at 6.15pm

The child/ren will be reassured and made comfortable whilst staff are trying to contact the parent.

If not contactable, staff will immediately contact the emergency contact numbers on the enrolment form which must remain current.

Educators will inform the school Principal at 6.30pm.

If by 6.45pm, the parent/guardian/authorised persons have not been able to be contacted, the Director will contact the Principal again (if not in attendance) and then contact the Ringwood police station (phone: 98713000) for direction. The incident will be reported to Department of Human Services phone: 1300360452 After Hours 131278.

A minimum of two educators must remain on school grounds with the child/ren until the parent, an authorised person or the police collect the child. The Director may contact a person from the Emergency Assistance list to assist with supervision if required.

The incident will be recorded by the Director and filed.

An extra care fee will be charged.

Should the situation occur twice in a three month period, the parents will be notified in writing that they are no longer able to use the OSHC Service for that school year.

**Payment of Fees and Receipting**

Prompt payment is requested. Fees must be paid on a weekly or fortnightly basis. Larger, less frequent forward payments are always welcome. If families are having difficulty with the payment of their account they need to discuss this with the Director or the Parish Priest. All discussions will be treated confidentially.

Educators who accept payments from families for care must have a current police check.

Payments will be accepted through the following methods:
- Cheques must be made out to Our Lady’s OSHC. Clearly named envelopes (with cheques only) may be handed in at the school office.
- Cash payments can be made to the Director during the hours of 8.50am to 9am, 3.00pm to 3.20pm and 5.30pm to 6.00pm daily.
- Payments to accounts can be made by direct credit via the internet.
Service bank details are:
Our Lady’s Parish School Age Child Care Program
BSB number 083373
Account number 534233044
Families need to ensure that their name is stated as a reference for the transfer.

Late payment/ Non payment of fees policy
The Director is responsible for ensuring that:
- Payment arrangements are negotiated with families experiencing difficulties.
- Accounts not paid by the due date (after 14 days) are sent a letter of notification to pay immediately. This letter will state the process which will be followed if payment is not received.
- If payment is still not received after 7 days a second letter will be sent to the parents / guardians informing them that the service has been suspended for their child.

At the end of every month, the Parish Priest / School Principal will be advised of the state of accounts. The Parish Priest / School Principal will be responsible for signing the letter sent to parents.

The Parish Priest/ School Principal has the ability to waive fees under special circumstances.

Families excluded from the service due to non-payment of fees will be provided with information regarding family support and financial advising services available in the local community.

WORKING WITH FAMILIES

Children’s learning and wellbeing are enhanced when families and educators work together in partnership to promote the best outcomes for children. Quality care occurs when educators understand each child’s family, culture and community, and when they use this knowledge to provide experiences in ways that are meaningful to the child. When families and educators work in partnership, their combined knowledge of a child leads to decision making that genuinely reflects the needs and interests of the child.

It is important to remember that developing a partnership does not require families to ‘do things’ in the service, such as joining a committee. Partnerships are about relationships rather than activities.

It is requested that the Director be made aware of any changes that may occur in the child's home life that may be associated to unusual behaviour. All information is strictly confidential.

How do we support partnerships with families?
- Families are given clear information about their child by the service including regular information about their child’s experiences. They can participate in decision making about their child and aspects of the service that will affect their child such as policies and procedures.
- Families are invited to share information about their child’s experiences and interests outside of the service.
- Families are encouraged to discuss ideas, issues or concerns that they have with educators and/or asked to provide feedback about the service, and this is valued and acted upon. There is a suggestion box near the entrance for feedback and suggestions, which is always appreciated.
- The service has an ‘open door’ policy, in which families are welcome to visit the service during opening hours or by arrangement at other times.

Family involvement
Parents/guardians are very welcome at OSHC. Families are invited to contribute to our services in many ways. Some families may be able to assume a role on the Committee of Management; others may contribute by offering resources, equipment or their time by taking part in the service’s program. All adults over 18 volunteering at OSHC require a current Working with children check (WWCC).

The Committee of Management oversees the operations of our OSHC service. Nominations for membership of the Committee of Management are called for on an annual basis.

Parental requests policy
Educators will consider all requests from families in regard to their children. Where a parental request cannot be fulfilled, an explanation will be provided.

Discussions will be held with families in regard to the benefits of the experiences provided to the children in the service. Respect is given to families in regard to their right to make decisions on behalf of their child.

Complaints / Grievances
Our Lady’s OSHC Family Handbook 2013
Open communication between all parties is recommended at all times. In most cases talking with the Director will resolve the situation. Families are encouraged to discuss any complaints or concerns they have about the service or educators with the Director.

The Director will address all complaints and concerns promptly and respectfully in a confidential manner. The Director will endeavour to respond to families verbally within 24 hours and in writing within 5 working days. Complaints, which are not resolved to the family’s satisfaction, will be referred to the School Principal or Parish Priest.

All complaints will be registered in a grievance register which tracks complaints made, progress on outcome and final resolution.

- If a child or family has a complaint against another child or child’s family, attention must be directed to the Director. If a child/parent has a complaint against the Director or an educator, attention must be directed to the School Principal or Parish Priest.
- If an educator/child/parent has a complaint against the Committee of Management, attention must be directed to the School Principal or Parish Priest.
- Unresolved complaints made to the School Principal or Parish Priest may require formal mediation.
- Complainants who are dissatisfied with the response of the School Principal or Parish Priest may seek further clarification of the issue by contacting Children’s Service Officer at DEECD Glen Waverley on 92652400.

How can a complaint be made?
Complaints can be made:
• by email to oloshc@olringwood.catholic.edu.au
• by speaking directly or by phone to the Director, the School Principal or the Parish Priest
or
• in writing to Our Lady’s OSHC, 2 Wilana rd, Ringwood VIC 3134

To assist in lodging a complaint, a copy of the Incident Report is included in the Educator and Family handbook.

Access to children policy
All parents and authorised persons have access to Our Lady’s OSHC and their children at all times, unless relevant court orders are held by the service that specify otherwise.
Parents have a responsibility to ensure that:
♦ The service is provided with a copy of all current court orders in relation to their child.
♦ The Director is notified if there are any changes to these orders 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.

Child Protection policy
The health and welfare of all children in care is paramount. Educators at Our Lady’s OSHC are aware of the current child protection law and understand their obligations under that law. All educators at the service will act on behalf of children to protect their rights to safety and security in accordance with Section 162 of the Children Youth and Families Act 2005.

Privacy policy
Our Lady’s OSHC is committed to protecting the rights of children and families and has a responsibility to comply with the Privacy Act 1988, which governs the release of personal information. Private information regarding children and families will not be disclosed to other families within the service.
The service will comply with the policy on the disclosure of service information outlined in the Policy and Procedures manual and the DEEWR Child Care Service Handbook. The Privacy policy is displayed in the OSHC room. Educators 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.

On signing the enrolment form, parents give permission for OSHC educators to communicate with other educators, school staff and other external professionals regarding the welfare and development of their child.
Family members are informed about the type of information collected in regard to themselves and their children and the purpose of this.
Parents are informed that they have a right to view the records held in regard to themselves and their child.
The Director and Committee of Management can refuse access to files based on the terms specified in the Privacy
Communication with Families
Educators at Our Lady’s OSHC will provide information to families on a regular basis via a range of methods including: newsletter, notice boards, email and face to face communication. Communication needs to be two-way in order to ensure maximum benefit to the child and family. Educators will tell families about their child’s day. In return families are requested to share relevant changes, issues, needs and interests of the child with the educators. This two-way communication should occur on a regular basis. We are allocated space weekly for notices in the school newsletter. We have allocated space on the School community noticeboard outside the School staff room.

Parent/educators shared library
Information that can be accessed by families and educators includes:
- Current Family Assistance Office (FAO) information
- Local community resources
- Community directory
- Melways street directory
- Children’s development publications
- Healthy eating and Dietary Guidelines for children and adolescents
- Behaviour management publications
- Immunisation information
- Publications re: health issues
- Service copy of Policy and Procedures manual, educator handbook, family handbook
- Child care service handbook
- Vacation care service information
- Activity and game ideas
- First Aid manual
- Information about different cultural backgrounds
and lots more.

A full listing can be found on the school website at: http://www.olringwood.catholic.edu.au/school-community/32/p/oshc/

CHILDREN’S PROGRAM

Framework for School Age Care in Australia (FSAC)
The Council of Australian Governments has developed My Time, Our Place – Framework for School Age Care in Australia (FSAC) to assist educators to provide children with opportunities to maximise their potential and develop a foundation for future success in life. The Framework acknowledges the importance of play and leisure in children’s learning and development and that their learning is not limited to any particular time or place. Educators at Our Lady’s OSHC use FSAC to guide their practice. Educators collaborate with children to provide play and leisure opportunities that are meaningful to children and support their wellbeing, learning and development. The Framework conveys high expectations for all children’s play and leisure activities in school age care settings. It communicates these expectations through the following five Outcomes: (DEECD, 2012)

LEARNING OUTCOMES FOR CHILDREN

Outcome 1: Children have a strong sense of identity
Children feel safe, secure and supported
Children develop their autonomy, inter-dependence, resilience and sense of agency
Children develop knowledgeable and confident self identities
Children learn to interact in relation to others with care, empathy and respect

Outcome 2: Children are connected with and contribute to their world
Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
Children respond to diversity with respect
Children become aware of fairness

Our Lady’s OSHC Family Handbook 2013
Children become socially responsible and show respect for the environment

**Outcome 3: Children have a strong sense of wellbeing**
Children become strong in their social and emotional wellbeing
Children take increasing responsibility for their own health and physical wellbeing

**Outcome 4: Children are confident and involved learners**
Children develop dispositions such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
Children use a range of skills and processes such as problem solving, inquiry, experimentation, hypothesising, researching and investigating
Children transfer and adapt what they have learned from one context to another
Children resource their own learning through connecting with people, place, technologies and natural and processed materials

**Outcome 5: Children are effective communicators**
Children interact verbally and non-verbally with others for a range of purposes
Children engage with a range of texts and gain meaning from these texts
Children collaborate with others, express ideas and make meaning using a range of media and communication technologies

(DEECD, 2012)

Our Lady’s OSHC is committed to nurturing and extending each child’s social, physical, emotional and intellectual development in a child-friendly, supportive and fun environment. The daily schedule is flexible, and it offers security, independence, and stimulation to meet the needs of all children. Each day, the service offers children a wide range of activities to enable the social processes and interactions to happen. These activities can include art and craft, sports, quiet play, music, drama, woodwork, cooking, and games - both indoor and outdoor. All children are free to choose organised activities or initiate their own play. A child's decision not to participate at times is respected. Children are allowed to participate at their own level in the activities planned. When programming, educators take into consideration the size of the group, the mix of ages, safety issues, use of resources and space, noises levels, timetabling and any special needs, which may need to be catered for. Educators are able to make changes or modifications as necessary.

**Outdoor Play and Recreation**
Our Lady’s OSHC encourages all children to participate in recreational activities and outdoor play on a daily basis. Outdoor equipment provided is appropriate to the developmental levels of the children it is catering for. Children have access to materials and equipment that can be used in a range of ways to provide challenge and problem solving experiences along with physical development.
Both passive and active experiences are provided outdoors and experiences are focused both on individuals and groups. The outdoor plan not only focuses on physical development but also on other needs of the child particularly the time and space just ‘to be’.
Our Lady’s OSHC is involved in the Active After-school communities program funded by the Federal government and managed by the Australian Sports Commission. The program is a national initiative that provides primary school-aged children with access to free, structured physical activity programs in the after-school timeslot of 3.30pm to 5.30pm. Please see the Director for more information.

**Environmentally Responsible Program Planning**
Children’s environmental awareness is encouraged through everyday experiences, and specific activities. Recyclable materials are used at all available opportunities including the use of natural materials where possible. Our Lady’s OSHC is a member of Reverse Art truck – a great recycling resource in Ringwood. The educators and children keep the OSHC area clean of all rubbish and dispose of all items in an environmentally appropriate manner. Unused food scraps are composted where appropriate.

**Program Evaluation**
The program is evaluated by parents, children and educators on a regular basis. A Suggestion/Communication box is located at the signing in/out table with an assortment of survey and evaluation forms for input/feedback by children and families.

**Homework**
Children who attend the service full time may find it difficult to undertake homework tasks at home. Our Lady’s OSHC supports positive relationships between parents and children and therefore understands that the time and place for homework...
to be undertaken within the OSHC service is important. The educators will not take responsibility for completion of homework; this is the responsibility of the parent and child. Educators have a responsibility to ensure that:

- Time and opportunity is available each session to allow homework to be attempted.
- An appropriate place is provided for children to participate in homework tasks.

**Excursions**

From time to time Our Lady’s OSHC will include (where practical) age appropriate excursions/incursions as they provide variety which adds to children’s life experiences. When the service visits an unfamiliar location, an educator will attend prior to the day to gain safety information and determine the location of toilets, lunch area, play area and possible activities etc.

**Inclusion**

Universal access refers to the ability of all people to have equal opportunity and access to a service from which they can benefit, free from discrimination, regardless of their social class, race, culture, religion, language, location, gender, place of birth, or physical disabilities.

Inclusion in child care services reflects the acceptance in society of the principles of social justice - that children of all ability levels and cultural and ethnic backgrounds have the same intrinsic worth and are entitled to the same opportunities for participation, acceptance and belonging in child care. Everyone has the right to express and celebrate their own culture and beliefs and has a reciprocal obligation to respect the right of others to do the same. We believe that we all benefit from the diversity of our service and the community. The service has the support of the East Outer Inclusion Support team (Inclusion Support Facilitator) if required and can access funding through Special Needs subsidy scheme. The service is also a financial member of FKA Multicultural resource.

Some of the strategies we have in place include:

- All educators are aware of the backgrounds and particular needs of the children/families attending the service.
- The service reflects the cultural and social needs of all the children/families in attendance.
- All children have equal access to equipment, resources and play spaces within the service.
- The service involves males and females equally in both "housekeeping" tasks, such as cleaning, and in any games or activities being provided.
- Educators are aware of the possible need for modifications to the environment to enable physical access.

**Communication facilities – Telephone, Intercom and Walkie talkie facilities**

The service has a mobile phone which is readily available to educators at all times for the calling of medical and other assistance and for the calling of parents/guardians/approved persons when required. The phone is located on the Director’s desk. The mobile phone number is 0417723199. The OSHC room has Intercom facilities for communication with school office.

The service has a two-way / walkie talkie system with 3 units. This is used from time to time when the group splits for activities – Indoor / Outdoor / Hall.

**Equipment**

The service believes that children should have access to a range of equipment which is developmentally appropriate, safe and well maintained. A range of equipment will be provided to allow for a balanced program meeting the developmental, recreation needs and interests of all children. Educators plan to ensure that children have independent access to selected equipment. All equipment purchased or donated to the service is checked against Australian Safety Standards. Educators check equipment regularly to ensure it is clean, complete and safe. Any equipment not meeting this standard will be removed from use and reported to the Committee of Management.

**Toys from Home**

Children are permitted to bring items from home from time to time but must accept full responsibility for them or keep them in their bags.

**Celebrations and Festivals**

At Our Lady’s OSHC, we respect the values and beliefs of our children, families and educators. Celebrating festivals and special days that are relevant and meaningful to them helps children, families and educators feel that they belong. We believe that celebrations and festivals assist children to celebrate their own cultures and practices and learn about others. When reflecting on our service’s practices, educators make sure that celebrations are not the only way that we acknowledge cultural diversity. We provide materials throughout our program which depict the multicultural and diverse society that we live in. Educators model and promote an attitude of value and respect for all cultures and religious practices. Educators are aware of the diverse family structures that are present within the service and the local community.

**OSHC Behaviour guidelines policy**

Pastoral Care at Our Lady’s encourages children, families and educators to work cooperatively to promote mutual growth,
show awareness and compassion towards the needs, differences and concerns of others and to respect our environment. The prime considerations are fun, safety, freedom from harassment and mutual respect.

**Restorative justice** is a theory of justice that focuses on crime as an act against another individual or community rather than the state. The victim plays a major role in the process and receives some type of restitution from the offender.

At OSHC we do not have punishments or time out. Louise Porter (child psychologist) suggests that training children to be obedient can expose them to abuse. (Porter, 2006) Instead of teaching compliance, we try to teach them to be considerate of others – to think about the effects of their actions on others. We believe that children need to further develop skills to control their emotions and solve problems.

For everyday disruptions we ask children what is the problem, listen to their concerns / objections and negotiate to meet their needs as well as meeting the needs of others including educators. If a child is not in control of their emotions, they are directed to ‘time away’ still under adult supervision. We recognise that everyone at times does get overwhelmed and ‘time away’ gives them the opportunity to calm down. This is not punishment but rather redirection.

The rules at OSHC are based on the school ideals.
1. Look after myself.
2. Look after other people.
3. Look after the world we live in.

Children are encouraged to participate in the making of rules for their safety and comfort and to encourage socially acceptable behaviour, at the beginning of each year. (An example is provided below.)

**RULES FOR CHILDREN:**
Children must:
♦ be polite to the educators and to each other, and look after each other;
♦ respect everyone’s right to be happy and have fun;
♦ be aware of "Stranger Danger" at all times, tell educators of any people who are acting suspiciously in or around the school grounds;
♦ return all equipment to its proper place when finished using it. Any loss or breakage must be reported to an educator as soon as possible.
♦ take due care with equipment of the service, and property belonging to the school and local community.
♦ only play in the allocated areas and as directed by educators. All other areas are out of bounds.
♦ not leave the supervised area of the service until the person collecting them has signed them off.

<table>
<thead>
<tr>
<th>CIRCUMSTANCES</th>
<th>ACTION</th>
</tr>
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<tbody>
<tr>
<td>The child is cooperative, helpful and respects the rights of others.</td>
<td>The child is allowed to participate in all service activities.</td>
</tr>
<tr>
<td>Occasional, minor errors of judgment are considered normal.</td>
<td>Educators will deal with minor problems verbally.</td>
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<tr>
<td>The child is uncooperative, disruptive, rude to educators, endangers or</td>
<td>STAGE 1</td>
</tr>
<tr>
<td>antagonises other children, or endangers property.</td>
<td>1. Friendly reminder</td>
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<td></td>
<td>2. 2nd warning</td>
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<td></td>
<td>Educators will attempt to deal with this form of behaviour by</td>
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<td></td>
<td>redirecting the child’s attention to another activity or</td>
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<td></td>
<td>requesting them to Cool Down.</td>
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<tr>
<td></td>
<td>The child is warned about the consequences of repeat offences</td>
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<td></td>
<td>and given the chance to change his/her behaviour.</td>
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<tr>
<td>The child has repeatedly disrupted the running of the service or adversely</td>
<td>STAGE 2</td>
</tr>
<tr>
<td>affected the welfare, safety or happiness of other children, has gone</td>
<td>3. Child to speak to Director</td>
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<tr>
<td>outside the boundaries of the service, or has damaged property.</td>
<td>and parents informed</td>
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<td></td>
<td>Educators will attempt to deal with this form of behaviour by</td>
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<td></td>
<td>redirecting the child’s attention to another activity.</td>
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<tr>
<td></td>
<td>The child will be warned about the consequences of moving to the next</td>
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<td></td>
<td>level and be given the chance to change his/her behaviour. The incident</td>
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<td></td>
<td>will be recorded on a behaviour card which is signed by the child and</td>
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<td></td>
<td>the child's parent(s)/guardian. The parents are asked to speak with</td>
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<td></td>
<td>the child. This card is used for a 2 week period. If there are no</td>
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<td>further incidents, it is filed in the child’s file. If the behaviour</td>
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<td>continues, proceed to Stage 3.</td>
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<tr>
<td>STAGE 3</td>
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<tr>
<td>The child's parent(s)/guardian are asked to meet with the OSHC Director</td>
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<tr>
<td>and together prepare a behaviour plan.</td>
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<tr>
<td>Consequences can be negotiated with the child. The plan will</td>
<td></td>
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<tr>
<td>be discussed with the child. Social scripts may be used. The Director</td>
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<tr>
<td>will discuss the matter with the School Principal.</td>
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<tr>
<td>The incident is noted in the child’s file.</td>
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<th>STAGE 4</th>
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<tr>
<td>The Director will discuss the matter with the School Principal.</td>
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<tr>
<td>A period of one to five days suspension may result or the child</td>
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<td>may be suspended indefinitely from the service. A letter from the</td>
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<tr>
<td>Parish Priest or School Principal will outline the reasons for this</td>
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<td>course of action.</td>
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| The child has continued to ignore the rights of others and the efforts |
| to help him/her, to the point where the child's presence in the service |
| is detrimental to the well being of others, or requires more resources |
| than the service can reasonably be expected to allocate.               |

| Educators may go directly to this step in response to any of the      |
| following: stealing, injuring others, wilfully damaging others’       |
| property, bullying other children, verbally abusing others,           |
| absconding from the service.                                          |

| The child has continued to ignore the rights of others and the efforts |
| to help him/her.                                                     |

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<tr>
<td>Educators may go directly to this step in response to any of the</td>
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<tr>
<td>following: stealing, injuring others, wilfully damaging others’</td>
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<tr>
<td>property, bullying other children, verbally abusing others,</td>
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<tr>
<td>absconding from the service.</td>
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<tr>
<th>STAGE 3</th>
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<tr>
<td>4.Meeting, prepare behaviour plan and Principal informed</td>
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| The child's parent(s)/guardian are asked to meet with the OSHC Director |
| and together prepare a behaviour plan.                                 |
| Consequences can be negotiated with the child. The plan will           |
| be discussed with the child. Social scripts may be used. The Director  |
| will discuss the matter with the School Principal.                    |
| The incident is noted in the child’s file.                             |
HEALTH AND SAFETY

The personal safety and security of all children and educators attending our service is our highest priority. We aim to provide a safe environment in which children may play, free from harm and educators can safely fulfil the role and responsibilities they are employed to undertake. 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. Parents should ensure that their child/ren’s medical records are updated annually or as children’s details change. All medical details are held in a confidential manner in accordance with the Information Privacy Act 2000.

Casual dress / curriculum day dress code
Clothes with offensive or inappropriate language/designs are not permitted.
Clothing for children must be Sunsmart.
Tops/shirts must cover the shoulders, back and midriff for boys and girls.
Low cut tops or tops with straps are not permitted.
Torn, slashed or defaced clothing is not permitted.
The service encourages both children and educators to participate in a wide range of experiences indoors and out. This means that appropriate footwear must be worn at all times. Thongs are not permitted for OH&S reasons.
Students dressed inappropriately will need to go home with a parent to change into appropriate clothing or footwear.

Accidents
Your child’s wellbeing is of prime concern and First Aid will be administered immediately by educators to ensure the best outcome. Our Lady’s OSHC has documented procedures in the event of a child receiving an injury. Emergency procedures are placed in key areas within the facility for educators, parents and children to refer to. Refer to the Policy and Procedures manual Section 7 for full detailed procedures. Even short trips cost hundreds of dollars, and whilst we hope we may never need it, educators will have no hesitation in calling an ambulance for any child if required. If you are not a member, this cost is at your expense. Parents will be informed immediately if medical aid or hospitalisation is required or a child receives a blow above the neck. Counselling can be arranged for educators, families and children as required.
It is vital that sound accident prevention strategies are developed, monitored and practiced by educators. These strategies are designed to reduce the incidence of any accidents occurring. The educators maintain visual contact with all children at all times to ensure prompt attention is provided.

Emergency Management
Our Lady’s OSHC has emergency procedures which are known and practiced regularly by educators and children. The service has written procedures for dealing with emergencies such as dealing with medical emergencies, a fire, flood and harassment and threats to educators or children.

An Emergency Management Plan has been developed, submitted to the Department of Education and is reviewed annually. This document contains important information regarding our service, the needs of our educators and staff and detailed procedures in case of any emergency.

Evacuation plan
The Director will verify emergency and raise the alarm - a warning signal or whistle i.e. 3 short blasts every 5 seconds (for at least 1 minute) or vocal message.
On sounding of whistle or notification of fire, all students/children and staff are to cease all activities. All children are to line up at the OSHC door. Educator / Assistant to assist, encourage and support children to line up. No children to bring bags or personal effects.
The Director will take the attendance roll, any child medication, keys, mobile phone, asthma kit, epipen if required and evacuation box containing a first aid kit and a print out of family contact numbers. Any family members on site must be included and are under the instruction of the Director or whoever is in charge of the service at the time. An educator will check EXIT to see if it is clear. Children and staff will exit in a CALM and ORDERLY MANNER as per EVACUATION PLAN and assemble at designated evacuation area. The evacuation area is the Grass area near the large oak tree down court. The means of exit is through the classroom door, between Rooms I and J, to the Grass area. If this moves the group closer to the danger zone, then an alternative route will be taken. The Director can choose to use the Parish Hall for evacuation if this is suitable. The Director should usher the children from the rear of the group with Assistant at front. The Director must make sure that all children are present and remain with the children keeping them calm and together. Children must not be taken from site by their parents until the Director has been informed and consented.

Offsite Evacuation
If deemed necessary, the Director may choose to evacuate to an external location. The 2 offsite locations are:
Playground area at, Greenwood Park 300 metres 4 minute walk. Exit through back gate
Year 9 Campus, Aquinas college. Thomas Street, 900 metres 12-15 minute walk.
Exit through front gate on Wilana street
Refer to the Policy and Procedures manual Section 7 for Emergency Management policy.

Medication
Educators will follow the Medication procedures outlined in the Policy and Procedures manual (Section 7.5) to ensure that medication is given to children in a safe and responsible manner. If your child needs medication to be administered during the OSHC program, please fill out a Medication Form before your child attends the service. A Medication form is in Appendix 7. Families have a responsibility to ensure that:
♦ Prescribed medication is handed to an educator at the start of the session.
♦ A specific time is noted on the Medication Form for the time the child must be medicated.
♦ Educators must be notified of the last dose the child had of medication.
♦ The medication is in its original container, with the child’s name and within due date.
♦ The Medication Form is signed to verify that the medication was provided by educators.

Asthma
Families must inform educators, either upon enrolment or on initial diagnosis, that their child has a history of asthma. All relevant information regarding the child’s asthma must be provided via the Asthma Action Plan. Educators must be advised in writing, of any changes to the Asthma Action Plan during the year.

Supporting children with health needs
Families must, on the Enrolment Form, declare any children’s health problems, allergies, dietary requirements and chronic medical conditions. The service will endeavour to cater for special needs arising from these conditions. Privacy issues are considered when placing information on notice boards. A list of children with specific individual needs is displayed on the inside of the kitchen pantry door. Families must report any changes in a child’s medical condition as soon as possible.

Immunisation
As a licensed child care service we require the immunisation status of each child. You can get a copy of your child's immunisation history statement:
- By registering for online services with Medicare Australia and downloading a statement <http://www.medicareaustralia.gov.au/public/online-services/index.jsp#N10053>
- By requesting a statement at <https://www1.medicareaustralia.gov.au/ssl/acircirgcert>. The statement will be mailed to the child's most recent address recorded on the Immunisation Register.
- at your local Medicare office
- by calling 1800 653 809 and requesting a statement to be sent in the mail

The routine schedule of vaccines provided free under the National Immunisation Program in Victoria, from January 2013 can be accessed [online] http://health.vic.gov.au/immunisation/factsheets/schedule-victoria.htm and in Appendix 4 of this handbook.

Illness
If a child arrives at the service unwell or becomes ill at the service, parents/carers or emergency contacts will be contacted as soon as practicable, and the child cared for and made comfortable until a parents/carer arrives.

Hygiene policy (7.1)
High standards of hygiene practices are implemented at this service.

Good hygiene practices include
- Wash your hands frequently
- Stay home if you are sick (so you do not spread it to other people)
- Cover your nose and mouth when sneezing and coughing (or cough into your elbow)
- Use single-use tissues for wiping your nose
- Wash your hands after coughing, sneezing or using tissues
- If working with children, have them play with hard surface toys that can be easily cleaned
- Do not touch your eyes, nose or mouth (viruses can transfer from your hands and into the body)
- Do not share cups, glasses, dishes or cutlery.
- Get the appropriate vaccine

Our Lady’s OSHC support these practices by:
- Having an infection control plan
- Providing clean hand washing facilities
- Offering waterless alcohol-based hand sanitizers when regular facilities are not available

Our Lady’s OSHC Family Handbook 2013
• Providing boxes of tissues and encourage their use
• Reminding children and educators to not share cups, glasses, dishes and cutlery. Be sure dishes are washed in soap and water after use.
• Making sure ventilation systems are working properly.
• Establishing procedures for educators to adhere to with regard to serving food, administering medicine and cleaning equipment.
• Displaying posters outlining hand washing procedure.
• Encouraging children to assist keeping the environment clean and tidy.
• Regular cleaning of surfaces, equipment & toys.
• Use of standard precautions, eg. disposable gloves worn for all contact with blood or body fluids.
• Educating through provision of immunisation information.
• Exclusion of at risk educators and children during outbreaks of relevant infectious diseases.
Encouraging disposal of used tissues immediately into a bin.
Providing children with paper towels for the drying of hands.
Role modeling by educators of a high level of personal hygiene at all times.

References:
• DEEWR, Child care Service Handbook 2011-2012
• National Quality Standard Element 2.1
• Canadian Centre for Occupational Health & Safety
• Royal Children’s Hospital, Melbourne

Date approved: 8 Oct 2012
Approved by Committee of Management
To be reviewed: 2015

First Aid
In the event of an accident or a child falling ill, First Aid equipment and expertise will be available.
All educators hold a current Level 2 First Aid certificate. A First Aid kit will be accessible at all times to educators and maintained in good order.

Head lice
If a child has head lice, the parents should immediately seek treatment and notify the Director. The Health Department advises that a follow up treatment should be administered 10 days after the initial treatment.

Sun Protection
The OSHC service has a responsibility to keep the children safe and protected at all times. This is especially important when children are outside and need to be protected from the sun.
Our sun protection strategies
• Whenever UV radiation index levels are 3 and above, all children and staff use a combination of sun protection measures to ensure they are well protected. Particular care is taken between 10 am and 2 pm (11 am and 3 pm daylight saving time) when UV levels reach their peak.
• SPF 30+, broad-spectrum, water-resistant sunscreen will be provided for educators and children's use as necessary. Families will be advised of the brand of sunscreen by a notice on the Parent communication noticeboard. If a child is allergic to the sunscreen used at OSHC, the parents will be required to provide a suitable sunscreen for their child.
• Each child will be given a hat which will remain at the service. The cost of the hat is included in the Family administration fee in your child’s first year.

Smoke free environment
The service provides a totally smoke free environment – no smoking on the school grounds. Family members are asked to support this policy.

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.
Emergency exits are clearly identified and fire safety equipment is accessible to educators. A mobile telephone is accessible to the service at all times for incoming and outgoing calls.
Educators 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. Educators ensure that children go to the toilets in pairs and take children to the toilet after dusk.

The school teacher’s car park is accessible to ensure safe arrival and departures to and from the service for parents, children and educators.

**Visitors and Unknown Persons on the Premises**

All visitors are asked to report to educators and show identification when they arrive at the venue. Unidentified persons will be approached by an educator and asked for the reason for their visit.

If a person is unable to provide adequate identification or reason for attendance at the venue they are asked to leave. The Director is notified and then the Ringwood Police if the person refuses to leave.

**Nutrition and physical activity**

Healthy eating and regular exercise are important in preventing diet-related conditions such as obesity, diabetes, cardiovascular disease and some cancers. Regular physical activity and healthy food can make a difference in preventing these diseases. At Our Lady’s OSHC we believe that making physical activity a part of a child’s daily routine is not only fun, but also healthy.

Physical activity is important for healthy growth and development. It is also a great way for children to make friends and learn physical and social skills. Encouraging children to be active when they are young also establishes a routine that could stay with them throughout their life.

The Department of Health and Ageing has developed Physical Activity recommendations for children and young people. These are:

1. Children and young people should participate in at least 60 minutes (and up to several hours) of moderate- to vigorous-intensity physical activity every day.
2. Children and young people should not spend more than 2 hours a day using electronic media for entertainment (eg computer games, Internet, TV), particularly during daylight hours.


**Our Lady’s OSHC is a ‘nut-free’ environment.** The service aims to cater for the nutritional needs of the children attending Our Lady’s OSHC under the guidance of the Department of Health. Our Lady’s OSHC aims to promote healthy eating habits based on ‘The Australian Guide to Healthy Eating’. The menu consists of the 5 food groups (where possible) and minimises the inclusion of salt, sugar and fat.

Opportunities are provided for the children to participate in the planning and preparation of meals. Meals consider children’s tastes, cultural, religious and health concerns. Educators take this opportunity to introduce children to different foods from different cultures. A written menu is provided for children and families to refer to. Children will be offered a variety of fruits in season and some carbohydrates such as cereals, sandwiches, pizza subs, noodles, biscuits, cake, etc. The children have access to water at all times.

Personal care is an important part of meal time and hand washing is required by all. Children are encouraged to sit whilst eating their snack.

Meal times are an opportunity to hold small group discussions and develop language and social skills. Children are encouraged to serve and clean up after themselves.

Parents must advise the Director of any allergies on the OSHC Enrolment Form. Information must be shared about the foods which cause the child/ren’s allergic reaction, allergy free food and the medical procedure and plan for dealing with an allergic reaction.

**Food must not be brought from home unless requested by the service or previously arranged with and at the discretion of the Director.** If arranged, food must be consistent with the service’s nutrition policy and food handling guidelines.

**Food Handling**

Safe food handling is an important part of the preparation of food for children in care. Educators will be provided with guidelines and training to ensure that food is prepared in a clean kitchen handled appropriately and stored in food safe containers. Our Lady’s OSHC is registered as a food business with Maroondah city council. The fridge and freezer temperatures are monitored on a daily basis. The Food Safety Program is located in the OSHC kitchen.

There are several informative publications on nutrition, food safety and food intolerances available for family and educator use in our shared library.

Titles include:

- It's easy to find a way to get some extra fruit and vegies in your day,
- Eat Smart, Play smart,
- Your Guide to Food Safety
- Food for Health
- Healthy Living in Australia

Our Lady’s OSHC Family Handbook 2013
Infectious diseases
Our Lady’s OSHC policy on infectious diseases is consistent with Commonwealth and State legislation, which outlines the exclusion practices for children who have an infectious disease or who have been exposed to an infectious disease. Children are excluded from the service in accordance with appropriate legislation. A current list of ‘Minimum periods of exclusion from school’ is displayed on the OSHC notice board. Families and educators can also access up to date information on the Internet. 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) can be located online at <http://ideas.health.vic.gov.au/guidelines/school-exclusion-table.asp> and in Appendix 6 of this handbook.

Families have a responsibility to ensure that:
♦ The service is notified as soon as possible that their child has contracted an infectious disease.
♦ They attend their local doctor for diagnosis of infectious disease.
♦ The service is provided with a medical certificate stating that they are no longer infectious.
♦ Educators are notified at enrolment of the child’s immunisation status.
APPENDIX 1 FEE SCHEDULE

Fee structure as from 1st February 2013

Administration Fee:
A family administration fee is required when enrolling your child at the service. This is an annual fee, which goes towards supporting the administration costs and care provided to the children of the service. Child Care benefit (CCB) is not available towards this.
The first year fee is $20 which covers the cost of an appropriate sun protection hat to be worn by your child at OSHC. The fee for the second and following years is $15.

Daily Fees:

Before School Care $11.00 per child per session
After School Care $14.00 per child per session
Casual Booking Fee An additional $15.00 will be charged for children who have not been booked into service by parents and require follow up phone calls and booking in by the office)
Early dismissal $18.00 per child per session
Curriculum day 7.30am-6pm $37.00-$40.00 (An extra charge may be applicable for incursions / excursions)
Extra Care Fees $10.00 for first 15 minutes or part thereof, an additional fee of $20.00 for next 15 minutes. From 6.30 pm an additional $2 per minute will be charged. The fee will be added to the family's account. This is to help cover the costs of paying the educators overtime, as educators are only employed to 6.00pm.

Cancellation
24 hours cancellation notice is required or the fee will still be charged. There are no refunds for cancellation to Curriculum days. Cancellations to Monday Before and After sessions need to be made before 6pm on the Friday prior to allow for staffing and catering.

Child Care Benefit (CCB) funding is available for Before and After School Care.
DHS 136150.
NEW CHILD / FAMILY

Family Name:
Name of Child/ren:
Date of joining Our Lady’s OSHC Service:

INDUCTION OF PARENTS/CARERS:

- Parent/Carer given Registration Form.  
- Parent/Carer given tour of facilities.  
- Parent/Carer introduced to OSHC Educators.  
- Parent/Carer advised where to find Family handbook.  
- Families are made aware of Sun smart policy and the need for the OSHC hat to remain at the service.

INDUCTION OF CHILD/REN:

1. Child/ren introduced to OSHC Educators.  
2. Child/ren introduced to OSHC children.  
3. Prep children are collected from their class until they are settled in and able to find their way to the service.  
4. All new children are instructed as to which areas they may play in and what activities are available while at the service.  
5. Child/ren is/are oriented to the service including where bags are kept, snack times, expectations.  
6. Child/ren linked with other children in the service if they do not know anyone else.  

Family photo taken

Any special requests:

Any special information from enrolment form:

Are any special forms required e.g. Asthma plan?

Is there parental permission for photos, to display medical needs?
APPENDIX 3 USEFUL PHONE NUMBERS

Location of OSHC service
Our Lady’s Primary School
2 Wilana St, Ringwood
Corner of Wilana St & Bedford Rd
Driveway entrance on Bedford Rd between Wilana St & Greenwood Ave
Melways reference Map 49, J9
Rear classroom near Greenwood Park exit
Mobile phone no: 0417723199

USEFUL NUMBERS
AMBULANCE, POLICE & FIRE 000 OR 112 (MOBILE)
POISONS INFORMATION 131126
ELECTRICAL FAULTS 132099
STATE EMERGENCY SERVICE 132500
GAS ESCAPES 132771
RACV 131955
WATER 132762
OUR LADY’S OSHC MOBILE 0417723199
OUR LADY’S SCHOOL OFFICE 98707227
OUR LADY’S PRESBYTERY 98706056
OUR LADY’S PRESBYTERY FAX 98796438
C.E.O. ZONE OFFICE 97240200
MAROONDAH HOSPITAL 98713333
RINGWOOD POLICE STATION 98713000
DEPARTMENT OF HUMAN SERVICES, BOX HILL 1300360452
FAMILY ASSISTANCE OFFICE 136150
LIFELINE 131114
KIDS HELPLINE 1800551800
NURSE ON CALL (24 HOURS) 1300606024
MATERNAL AND CHILD HEALTH LINE 132229 OR 1800134883
PARENTLINE 132289
ADULT MULTICULTURAL EDUCATION SERVICES 85588870
DEPARTMENT OF EDUCATION & EARLY CHILDHOOD DEVELOPMENT – CHILDREN’S SERVICES (EASTERN METRO) 92652400

How can a complaint be made?
Complaints can be made:
• by email to oloshc@olringwood.catholic.edu.au
• by speaking directly or by phone to the Director 0417723199, the School Principal 98707227 or the Parish Priest 98706056
or
• in writing to The Committee of Management, Our Lady’s OSHC, 14 Bedford rd, Ringwood VIC 3134
APPENDIX 4 IMMUNISATION
In Victoria, from January 2013, the routine schedule of vaccines provided free under the National Immunisation Program is as follows. Taken from [online] http://health.vic.gov.au/immunisation/factsheets/schedule-victoria.htm, January 2013

<table>
<thead>
<tr>
<th>Age / School Year</th>
<th>Disease</th>
<th>Vaccine brand</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birth</td>
<td>• Hepatitis B</td>
<td>• H-B-Vax II Paediatric</td>
<td>Give within 7 days of birth</td>
</tr>
<tr>
<td>2 months</td>
<td>• Diphtheria, tetanus, pertussis, hepatitis B, poliomyelitis, <em>Haemophilus influenzae</em> type b</td>
<td>• Infanrix hexa</td>
<td>All vaccines can be given from 6 weeks of age</td>
</tr>
<tr>
<td></td>
<td>• Pneumococcal</td>
<td>• Prevenar 13</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Rotavirus</td>
<td>• RotaTeq</td>
<td></td>
</tr>
<tr>
<td>4 months</td>
<td>• Diphtheria, tetanus, pertussis, hepatitis B, poliomyelitis, <em>Haemophilus influenzae</em> type b</td>
<td>• Infanrix hexa</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Pneumococcal</td>
<td>• Prevenar 13</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Rotavirus</td>
<td>• RotaTeq</td>
<td></td>
</tr>
<tr>
<td>6 months</td>
<td>• Diphtheria, tetanus, pertussis, hepatitis B, poliomyelitis, <em>Haemophilus influenzae</em> type b</td>
<td>• Infanrix hexa</td>
<td>See increased risk category section</td>
</tr>
<tr>
<td></td>
<td>• Pneumococcal</td>
<td>• Prevenar 13</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Rotavirus</td>
<td>• RotaTeq</td>
<td></td>
</tr>
<tr>
<td>12 months</td>
<td>• Measles, mumps, rubella</td>
<td>• Priorix</td>
<td>See increased risk category section</td>
</tr>
<tr>
<td></td>
<td>• <em>Haemophilus influenzae</em> type b</td>
<td>• Hiberix</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Meningococcal C</td>
<td>• NeisVacC</td>
<td></td>
</tr>
<tr>
<td>18 months</td>
<td>• Chickenpox</td>
<td>• Varilrix</td>
<td>Not required if history of varicella infection</td>
</tr>
<tr>
<td>4 years</td>
<td>• Diphtheria, tetanus, pertussis, polio</td>
<td>• Infanrix IPV</td>
<td>See increased risk category section</td>
</tr>
<tr>
<td></td>
<td>• Measles, mumps, rubella</td>
<td>• Priorix</td>
<td></td>
</tr>
<tr>
<td>Year 7</td>
<td>• Hepatitis B</td>
<td>• H-B-Vax II</td>
<td>Adult 2 dose course; not required if previous course of hepatitis B vaccine completed</td>
</tr>
<tr>
<td>Secondary school</td>
<td>• Chickenpox</td>
<td>• Varilrix</td>
<td>Not required if history of varicella infection</td>
</tr>
<tr>
<td>Age / School Year</td>
<td>Disease</td>
<td>Vaccine brand</td>
<td>Notes</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>----------------------------------</td>
<td>----------------</td>
<td>--------------------------------------------</td>
</tr>
<tr>
<td>Year 9 Secondary school</td>
<td>• Human papillomavirus</td>
<td>• Gardasil</td>
<td>• 3 dose course (boys only)</td>
</tr>
<tr>
<td>Year 10 Secondary school</td>
<td>• Diphtheria, tetanus, pertussis</td>
<td>• Boostrix</td>
<td></td>
</tr>
<tr>
<td>Aboriginal and Torres Strait Islander people</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. From 15 years</td>
<td>• Influenza</td>
<td>• Influenza</td>
<td>• Annually</td>
</tr>
<tr>
<td>2. From 50 years</td>
<td>• Pneumococcal</td>
<td>• Pneumovax 23</td>
<td>• See current edition Australian Immunisation Handbook</td>
</tr>
<tr>
<td>50-59 years</td>
<td>• Diphtheria, tetanus</td>
<td>• ADT Booster</td>
<td></td>
</tr>
<tr>
<td>From 65 years</td>
<td>• Influenza</td>
<td>• Influenza</td>
<td>• Annually</td>
</tr>
<tr>
<td></td>
<td>• Pneumococcal</td>
<td>• Pneumovax 23</td>
<td>• See current edition Australian Immunisation Handbook</td>
</tr>
</tbody>
</table>
APPENDIX 5 INCIDENT REPORT FORM

COMPLAINANT DETAILS
Family Name: ____________________________ Given Names: ____________________________
Address: ________________________________ Telephone Number: _______________________
Date of Birth: ____________________________

DATE: ____________________________

TYPE OF INCIDENT / COMPLAINT / GRIEVANCE (tick box ☐)
☐ Harassment / Bullying
☐ Telephone threat
☐ Siege/Hostage
☐ Fire / Flood
☐ Bomb scare
☐ Employee to client conflict
☐ Unreasonable management practice
☐ Employee to employee conflict
☐ Other grievance
☐ Misconduct/inappropriate behaviour

RESPONDENT(S) DETAILS (The Respondent is the person against whom a complaint has been made.)
Family Name(s) Given Name(s)

WITNESS(ES) DETAILS
Family Name(s) Given Name(s)

STATEMENT FROM COMPLAINANT ADDRESSING THE FOLLOWING
☐ Who was involved
☐ What reactions were experienced
☐ Whether the person whose behaviour is objected to has been told to stop
☐ Were any emergency services contacted / involved – Police, Fire, Ambulance
☐ Previous incidents if any
☐ Names and details of any witnesses

Signed (Complainant):
Date:

Please attach more paper if required.

Our Lady’s OSHC Family Handbook 2013
## APPENDIX 6 MINIMUM EXCLUSION PERIODS FOR INFECTIOUS CONDITIONS

### Minimum Period of Exclusion from Primary Schools and Children's Services Centres for Infectious Diseases Cases and Contacts

(University of 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

(University of Health and Wellbeing Regulations 2009)

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

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Amoebiasis (Entamoeba histolytica)</strong></td>
<td>Exclude until there has not been a loose bowel motion for 24 hours</td>
<td>Not excluded</td>
</tr>
<tr>
<td><strong>Campylobacter</strong></td>
<td>Exclude until there has not been a loose bowel motion for 24 hours</td>
<td>Not excluded</td>
</tr>
<tr>
<td><strong>Chickenpox</strong></td>
<td>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</td>
<td>Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded</td>
</tr>
<tr>
<td><strong>Conjunctivitis</strong></td>
<td>Exclude until discharge from eyes has ceased</td>
<td>Not excluded</td>
</tr>
<tr>
<td><strong>Diarrhoea</strong></td>
<td>Exclude until there has not been a loose bowel motion for 24 hours</td>
<td>Not excluded</td>
</tr>
<tr>
<td><strong>Diphtheria</strong></td>
<td>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</td>
<td>Exclude family/household contacts until cleared to return by the Secretary</td>
</tr>
<tr>
<td><strong>Hand, Foot and Mouth disease</strong></td>
<td>Exclude until all blisters have dried</td>
<td>Not excluded</td>
</tr>
<tr>
<td><strong>Haemophilus influenzae type b (Hib)</strong></td>
<td>Exclude until at least 4 days of appropriate antibiotic treatment has been completed</td>
<td>Not excluded</td>
</tr>
<tr>
<td><strong>Hepatitis A</strong></td>
<td>Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness</td>
<td>Not excluded</td>
</tr>
<tr>
<td><strong>Hepatitis B</strong></td>
<td>Exclusion is not necessary</td>
<td>Not excluded</td>
</tr>
<tr>
<td><strong>Hepatitis C</strong></td>
<td>Exclusion is not necessary</td>
<td>Not excluded</td>
</tr>
<tr>
<td><strong>Herpes (cold sores)</strong></td>
<td>Young children unable to comply with good hygiene practices should be</td>
<td>Not excluded</td>
</tr>
<tr>
<td><strong>Human immuno-deficiency virus infection (HIV/AIDS virus)</strong></td>
<td>Exclusion is not necessary</td>
<td>Not excluded</td>
</tr>
<tr>
<td><strong>Impetigo</strong></td>
<td>Exclude until appropriate treatment has commenced.</td>
<td>Not excluded</td>
</tr>
<tr>
<td><strong>Influenza and influenza like illnesses</strong></td>
<td>Exclude until well</td>
<td>Not excluded unless considered necessary by the Secretary</td>
</tr>
<tr>
<td><strong>Leprosy</strong></td>
<td>Exclude until approval to return has been given by the Secretary</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Disease</td>
<td>Exclusion Period</td>
<td>Notes</td>
</tr>
<tr>
<td>---------</td>
<td>-----------------</td>
<td>-------</td>
</tr>
<tr>
<td>Measles*</td>
<td>Exclude for at least 4 days after onset of rash</td>
<td>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 last case, or received NHIG within 144 hours of exposure, they may return to the facility.</td>
</tr>
<tr>
<td>Meningitis (bacteria—other than meningococcal meningitis)</td>
<td>Exclude until well</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Meningococcal infection*</td>
<td>Exclude until adequate carrier eradication therapy has been completed</td>
<td>Not excluded if receiving carrier eradication therapy</td>
</tr>
<tr>
<td>Mumps*</td>
<td>Exclude for 9 days or until swelling goes down (whichever is sooner)</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Pertussis* (Whooping cough)</td>
<td>Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment</td>
<td>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</td>
</tr>
<tr>
<td>Poliomyelitis*</td>
<td>Exclude for at least 14 days from onset.</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Ringworm, scabies, pediculosis (head lice)</td>
<td>Exclude until the day after appropriate treatment has commenced</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Rubella (German measles)</td>
<td>Exclude until fully recovered or for at least 24 hours</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Salmonella, Shigella</td>
<td>Exclude until there has not been a loose bowel motion</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Severe Acute Respiratory Syndrome (SARS)</td>
<td>Exclude until medical certificate of recovery is produced</td>
<td>Not excluded unless considered necessary by the Secretary</td>
</tr>
<tr>
<td>Streptococcal infection (including scarlet fever)</td>
<td>Exclude until the child has received antibiotic treatment for at least 24 hours</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Tuberculosis</td>
<td>Exclude until receipt of a medical certificate from the treating physician</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Typhoid fever (including paratyphoid fever)</td>
<td>Exclude until approval to return has been given by the Secretary</td>
<td>Not excluded unless considered necessary by the Secretary</td>
</tr>
<tr>
<td>Verotoxin producing Escherichia coli (VTEC)</td>
<td>Exclude if required by the Secretary and only for the period specified by the Secretary</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Worms</td>
<td>Exclude until there has not been a loose bowel motion for 24 hours</td>
<td>Not excluded</td>
</tr>
</tbody>
</table>

**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 are marked in the table with an asterisk (*). 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 Unit on 1300 651 160 or visits www.health.vic.gov.au/ideas.

May 2010

**Department of Health**

## MEDICATION FORM

I .................................................. give permission to the educators of Our Lady's OSHC to

(Parents name)

administer the following medication to my child:........................................ Date: ..............................

(Child's name)

Name of medication: ............................................................................................................................

Amount to be administered: ................. Times/Circumstances to be administered:..............................

Days to be administered: ........................................................................................................................

Storage: Fridge Locked cupboard (circle)

Special instructions: ..............................................................................................................................

Name and phone number of the prescribing doctor: ............................................................................... 

<table>
<thead>
<tr>
<th>PARENT TO COMPLETE</th>
<th>EDUCATORS TO COMPLETE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time &amp; dosage in previous 24 hours</td>
<td>Date administered</td>
</tr>
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</tbody>
</table>

Signature of parent: ........................................................................................................................

Medication administered : TO BE COMPLETED DAILY

Comment

Reasons for not administering

Related observation

To be filed in child's personal file. Please attach doctor's letter (if any) to this form. Medication must be in original container and the child’s name and specific dosage clearly visible on the container.
APPENDIX 8 FAMILY CARE SISTERS WOMEN’S RESPITE FACILITY, CROYDON

The Family Care Sisters facility, Croydon, offers holistic care to all women (ages 20 – 69 years) who are in need of a peaceful environment, “time out”, support or nurturing. Their weekly residential program offers time for rest and relaxation, as well as group sessions on topics such as ‘relaxation’, ‘well being’, ‘self awareness’, and ‘coming home’. Special weeks called Focus weeks are also offered through the year.

For further information or to book in: contact them on 9723 6797
Web: www.familycaresisters.com.au
Email: resthome.familycare@bigpond.