



McDowall State School

Parents and Citizens Association

ABN 55 267 229 753

OUTSIDE SCHOOL HOURS CARE

Family Handbook 2017 - 2018



McDowall State School P&C Association
Outside School Hours Care
1018 Rode Road, McDowall QLD 4053
Phone: (07) 3353 5755
Email: admin@mcdowallosh.org.au

Service operation Monday – Friday:

Before School Care: 6:30am-8:30am

After School Care: 2:30pm-6:30pm

Vacation Care: 6:30am-6:30pm

Approved Provider:

Approved provider number: PR-00000465

Service approval number: QSA-731103

McDowall State School Parents & Citizens' Association

Contact person: John Bradley

Contact details: president@mcdowallss.com

Operations Manager and Nominated Supervisor:

Manie van Tonder

Contact Details: (07) 3353 5755 or opsmanager@mcdowallss.com

Coordinator:

Louie de Necker

Contact Details: (07) 3353 5755 or coordinator@mcdowallos.org.au

Assistant-Coordinator and Lead Educator:

Jo Plummer

Contact Details: (07) 3353 5755 or led@mcdowallos.org.au

Educational Leader:

Liz Tennyson

Contact details: (07) 3353 5755 or edleader@mcdowallos.org.au

Educators:

Adam Hamilton	Declan Smith	Kiana Webster	Moriah Patterson
Amy Thomas	Emily Smith	Maddison Black	Phoebe Wixted
Bailey Haynes	Erin Pilkington	Madeline Rainbird	Renee Richardson
Brooke Abbey	Georgia Durward	Madeleine Walker	Robyn Mills
Carl Yannakopoulos	Hannah Reinke	Matthew Lee-Manwar	Santa van Tonder
Claire Brack	James Piercy	Matthew Vellacot	Shannon Sherlock
Chanel Gascoigne	Jessica Stanaway	Meghan Thomas	Wendy Holmes
Daniele Colaianni	Joshua Elmslie	Mel Perkins	Yannis Habelito
			Yvonne Tregoning

Accounts: Manie van Tonder

Administration Assistant: Karen Kocer

Contact Details: (07) 3353 5755 or admin@mcdowallos.org.au

Complaints, Grievances & Compliments contact:

1. Manie van Tonder: opsmanager@mcdowallss.com
2. John Bradley: president@mcdowallss.com
3. Office of Early Childhood Education and Care (07) 3634 0532 or nundah.ecec@det.qld.gov.au
4. Queensland Ombudsman on (07) 3005 7000 or 1800 068 908
5. The Australian Children's Education & Care Quality Authority (ACECQA) 1300 422 327 or enquiries@acecqa.gov.au

Regulatory Authority:

Nundah Regional Office

Early Childhood Education and Care

Department of Education and Training

P: (07) 3634 0532 or E: nundah.ecec@det.qld.gov.au

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1.1 Philosophy

McDowall OSHC Statement of Philosophy:

McDowall OSHC provides safety, support and scaffolding for children's learning by engaging them in meaningful experiences which involve their interests and culture. Open communication and collaborative partnerships between children and their families, educators and the wider community foster an environment that contributes to the children's sense of identity, which aids their development and sense of identity.

McDowall Outside School Hours Care (OSHC) philosophy reflects on the core principles and practices of the [My Time, Our Place Framework](#) and the [National Quality Standards](#) for Early Childhood Education and Care.

Learning about life through Friendship and Play

In accordance with the My Time Our Place Framework for school aged care in Australia, we at McDowall OSHC, value and incorporate its philosophy of "Belonging, Being and Becoming". Here at McDowall OSHC, we are able to work in partnership with our Friends, Families, Educators and the Community we live in.

"Belonging" allows us to *'know where and with whom [we] belong'*. Our relationships with families, friends and our community are an essential part of our present and future identities.

"Being" recognises the *"here and now"* in our lives. It recognises the importance of engaging and participating in our life's relationships and life's joys, as well as life's challenges.

"Becoming" recognises our *"ongoing learning and development"*. The interactions with our community and society during childhood help us to shape the skills we learn and the relationships we make in our lives.

Australian Government department of Education Employment and Workplace Relations (2009a). *Belonging, being & becoming: The Early Years Learning Framework for Australia*. Canberra. Commonwealth of Australia.

Australian Government department of Education, Employment and Workplace Relations (2011). *MY TIME, OUR PLACE Framework for School Age Care in Australia*. Canberra. Commonwealth of Australia.

1.2 Goals

McDowall OSHC has a number of goals on which our service is based. These goals are based on the outcomes for children as outlined in the 'My Time, Our Place' Framework for School Age Care. Our goals are to encourage children to:

- **Have a strong sense of identity** – the service aims to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges.
- **Be connected with and contribute to their world** – the service demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives.
- **Have a strong sense of wellbeing** – the service aims to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.

- **Be confident and involved learners** – the service aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas, theories, collaborate with children and model reasoning, predicting and reflecting processes and language.
- **Be effective communicators** – the service aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modeling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

The service recognises and acknowledges that the children, their wellbeing, health and safety are the main focus. Children are to be treated by educators and other staff members at all times as unique and valued individuals and with respect and dignity.

Please refer to the Policies and Procedures Manual to view the following policies in detail. These are located on the parent sign in desk.

- 2.1 Respect for Children Policy
- 2.2 Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm Policy
- 2.3 Educator Ratios Policy
- 2.4 Arrivals and Departures of Children Policy
- 2.6 Behaviour Support and Management Policy
- 2.7 Exclusion for Behavioural Reasons Policy
- 2.8 Anti-bullying Policy
- 2.9 Inclusion and Anti-bias Policy
- 2.10 Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Policy
- 2.11 Including Children with Special / Additional Needs Policy
- 2.12 Managing Duty of Care – Non-attending Children Policy
- 2.13 Use of Photographic and Video Images of Children Policy
- 2.14 Bookings and Cancellations Policy
- 2.15 Children's Property and Belongings Policy
- 2.16 Promoting Protective Behaviours Policy
- 2.17 Children Accessing the Internet Policy
- 2.18 Cyber-bullying Policy
- 2.19 Children's Media Viewing Policy
- 2.20 Supervision of Children Policy
- 2.21 Children's Transition to McDowall OSHC Policy
- 2.23 Interactions with Children
- 2.24 Children's Participation and Decision Making
- 2.25 Statement of Intent for Children's Play Policy

2.3 Educator Ratios Policy

Educators/child ratios will be in keeping with, or better than, those set out in the Education and Care Services National Regulations 2011. In setting staff ratios, consideration will be given to the activities undertaken, ages and abilities of the children and any special needs that the children may have.

In setting educator ratios, Management will be guided by the Education and Care National Regulations 2011 and the transitional provisions for Queensland, which set out the following:

- A maximum of 12 school age children to 1 educator (this ratio excludes the Coordinator);
- Educators must be working directly with children to be included in the ratios;
- At least one Educator, with the required first aid qualifications, will be in attendance at any place children are being cared for, and immediately available in an emergency, at all times that children are being cared for by the service.

Kindly note that the Department of Education and Training's legal educator ratio is 15 school age children to 1 educator (excluding non-direct supervision shifts), we will endeavour to keep to our policy. Our educator ratio might from time to time meet the Department's legal requirements, based on our assessments done for activities being conducted.

Children who may require additional support, assistance or attention are considered. This may include extra educators in accordance with funding and support arrangements for that child.

For excursions, educator ratios will be determined once a full risk assessment of the activity has been conducted. When setting these ratios the following aspects of the excursion will be taken into account:

- The proposed route and destination for the excursion;
- Any water hazards and/or risks associated with water-based activities; and
- The transport to and from the proposed destination for the excursion; and
- The number of adults and children involved in the excursion; and
- Given the risks posed by the excursion, the number of educators or other responsible adults that is appropriate to provide supervision and whether any adults with specialized skills are required (e.g. lifesaving skills); and
- The proposed activities and duration of the excursion.

2.4 Arrivals and Departures of Children Policy

The Service's responsibility for the child begins when she/he enters the premises and ends when the child leaves the premises in keeping with the Policies and Procedures set out below. For the safety and protection of children, and in keeping with Duty of Care considerations, the Service has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from the Service.

HOURS OF OPERATION

Before School Care 6:30am - 8:30am

After School Care 2:30pm - 6:30pm

Vacation Care 6:30am - 6:30pm

Pupil Free Days 6:30am - 6:30pm

4 Hour session: Any four (4) hour session where available during VC only.

If your child is booked in for a 4-hour session, but is actually at the center for more than the 4 hours, then you will be charged for the full day. Please be aware that 4 hours means 4 hours exactly, or less.

Centre Closure

McDowall OSHC is not open for public holiday care.

McDowall OSHC is closed between Christmas and New Year or as notified by the management committee.

McDowall OSHC does not offer alternative care for children who do not wish to attend excursions during vacation care. Alternative care will only be considered once all places for the excursion have been filled. However, alternative care will be assessed on an individual basis and cannot be guaranteed. Also be advised that a minimum of 6 children would need to be booked in for alternative care to be considered.

All Children will be signed in and out by the parent/guardian or other person (authorised nominee) whom the parent/guardian has nominated on the enrolment form, or subsequently in writing, as being authorised to do so.

- **Before School Care:** All children must be signed in upon arrival and signed out by an educator;
- **After School Care:** All children must be signed in by an educator and signed out by an authorised person. Children arriving after 3:30pm to ASC must be escorted to McDowall OSHC and signed in by an authorised nominee. This includes all Extra-Curricular Activities; eg: sport, Taekwondo, Karate, Shake 'n' Stir.

It is the parent or guardians' responsibility to organise with the provider for the child to be escorted to and from extra-curricular activities and signed in and out of McDowall OSHC. An 'Extra-Curricular Activity' permission slip must be completed by parents/guardians before children will be allowed to attend these activities.

- **Vacation Care/Pupil Free Days:** All children must be signed in and out by an authorised person.

The Service takes responsibility for the child from when the child has been duly signed in until the child is duly signed out by the authorised person collecting her/him.

Educators will, where it is possible without unreasonably endangering any person, not allow children to leave the Service unaccompanied, or to be released to a person other than the parent or guardian of the child or an authorised person. If in doubt, the Nominated/Certified Supervisor will contact a parent/guardian immediately to discuss.

Where no written authority has been received, the parent or guardian may give permission by email (as the first preference) or by telephone for an alternative person to collect the child. The parent must provide the name and description of any such person concerned and proof of their identity will be required on arrival.

No child will be permitted to travel home or to another activity on their own unless written direction or approval or, in an emergency, verbal direction or approval is received from a known parent or guardian of the child. These records (including documentation of verbal approval) will be kept.

If a child is taken from the service by an unauthorised person, and either the Parent cannot be contacted or says that that person is unauthorised, the Police will be contacted and the Department of Education, Training and Employment will be notified.

Late Arrivals and Departures for After School Care

If children who are booked in to the Service for after school care have not arrived within a reasonable time of expected arrival, a parent/guardian will be contacted, a staff member will be sent to search the school, School Administration will be notified and, if possible, the child's class teacher will be contacted to confirm their attendance at school. It is the Parent/Guardians responsibility to ensure that the service has all current contact details. A Non-Cancellation Contact Fee of \$20,00 will be charged if OSHC is

notified of a child's absence requiring OSHC to call the parent/guardian of the missing child/ren. This fee is charged per family and not per child

Should the Parent/Guardian not be able to be contacted on any of the provided contact details, and the child remains unaccounted for, the Police will be notified. If we have to call the police, while searching for your child, you will be charged a \$50.00 fee.

If at closing time children have not been collected or parents have not made arrangements for collection by normal closing time, parents/guardians will be contacted on the most recent numbers, and if necessary emergency contacts, provided by the parent/guardian, will be contacted.

In the event there is no response from contact numbers or parents are unable to arrange collection, advice will be sought from the police.

Please refer to Policy 10.4 Fees Policy, in regards to late fee structures.

Children Leaving Without Permission

If a child leaves the Service in any other circumstances and for any reason without permission, the Nominated/Certified supervisor will assess the situation immediately and will call the police and a parent / guardian as quickly as reasonably possible.

Educators will not leave the Service to pursue a child if:

- It will or may leave the other children in the Service with insufficient supervision; or
- It will, or may expose that staff member to an unacceptable risk of personal harm.

Children leaving the service without permission may lead to suspension or expulsion from the service.

2.6 Behaviour Support and Management Policy

This Service recognises the wide range of age groups that access School Age Care, as well as the differing developmental needs of individual children and the variety of diverse backgrounds.

Behaviour support and management strategies play a vital role in providing a safe and happy environment and are approached by:

- Applying appropriate measures (in keeping with community standards);
- Focusing on supporting children to develop skills to self-regulate;
- Preserving and promoting children's self-esteem;
- Having regard to the other principles set out in the Philosophy Policy of the service.

Educators are trained to respond to various developmental stages of the differing ages of the children who attend the Service, and will apply appropriate behaviour support and guidance techniques which will be consistent with the Philosophy Statement of the Service.

Educators involve the children as far as reasonably possible in developing behaviour expectations for the Service.

These behaviour expectations will be clear, child focused, based on acceptable wider community expectations, easy to understand and will be on display throughout the Service. This information is

also in the Educator Handbook and in the Family Handbook issued to all parents/guardians on enrolment.

Educators are required to discuss the behaviour expectations with the children on a regular basis, reinforcing why they are necessary.

Educators are required to:

- model appropriate behaviour, including using positive language, gestures, facial expressions and tone of voice;
- monitor children's play, pre-empting potential conflicts or challenging situations and support children to consider alternative behaviours;
- constantly and consistently use positive guidance strategies when reinforcing the service behavior expectations;
- support children to make choices, accept challenges, manage change, cope with frustration and to experience the consequences of their actions;
- acknowledge children through encouragement and positive reinforcement when they make a positive choice in managing their own behavior.

Educators are not permitted at any time to use physical force/restraint, unless by not doing so will place the child at risk of serious harm. Staff will not use physical, verbal or emotional punishment and practices that demean, humiliate, frighten or threaten a child.

Supervised exclusion will be used where required to allow a cooling off period for the child. This exclusion will be no longer than 10 minutes.

Educators are required to follow the service behavior support and management policy, including completion of an incident report to be signed by the parent/guardian at the end of the day.

Behaviour support plans will be implemented if deemed necessary by the Director. Support plans will be developed collaboratively with the Director, parent/guardian, child and other health/educational professionals as required.

Children are encouraged to use McDowall OSHC equipment and resources with care and respect. Willful and purposeful damage and or breakage of OSHC equipment and resources will result in the family being charged with the replacement costs.

As per the Parent Code of Conduct Parents/guardians are not permitted to approach other children attending the service regarding behavior incidents and/or issues. Parents are to discuss any incidents and/or issues with the Director and Nominated Supervisor.

2.7 Exclusion for Behavioural Reasons Policy

The Service has a Duty of Care to all children who attend and educators who work within, the Service. If:

- A child exhibits inappropriate behaviour or behaviour which threatens the safety or wellbeing of any child or other persons in the service;
- In the Director's reasonable opinion, the behaviour amounts, or may amount, to a threat to the safety or wellbeing of any child or other person in the service; and

- The behavior support and management procedures (see policy 2.6) have been properly applied first but without success, or the behaviour presents such an immediate potential threat that it is not reasonably possible to apply those procedures;
- then the child whose behaviour is inappropriate or has caused the threat to safety or wellbeing may be excluded from the Service temporarily or, in some cases permanently immediately.

If, after following the Behaviour Management and Support Policy, the unacceptable behaviours continue;

- The Approved Provider will be notified and;
- A letter will be sent to the parent/guardian detailing the child's behaviours, exclusion time and expected return date.

Prior to the child's return, a meeting will be held between the Director, parent and child to discuss possible strategies. A behaviour support plan may be developed for including the child back into the program. If the child is included back and the same behaviour continues upon return, the child will be excluded permanently from the Service.

Physical danger to child or others:

If a child's behaviour causes or may reasonably cause physical danger to other children, educator or the child themselves, the parent/guardian of that child will be contacted immediately and asked to collect the child.

The child will be excluded from the program effective immediately and the lifting of the exclusion will be at the discretion of the Director and Approved Provider.

Exclusion from school

For services located on a school site, if the Director becomes aware of any child, who usually attends the service, being excluded from the school, they will:

- Contact the school to confirm exclusion;
- Speak with the Principal to confirm if exclusion applies at the OSHC service;
- Contact the parent to confirm exclusion from the service (in accordance with Principal's direction).

Exclusion from Excursions and Incursions

Safe, enjoyable excursions and incursions are an important part of programming at McDowall OSHC. The service reserves the right to have the child withdrawn from excursions and/or incursions if their behaviour is deemed to be unacceptable by the Director or Nominated Supervisor. The Parent or guardian will be contacted to confirm exclusion from the program.

Unacceptable behaviour includes:

- Placing the safety and wellbeing of others at risk,
- Exhibiting bullying or deliberately hurtful behaviour including physical attacks, verbal attacks and indirect bullying, which includes explicit ostracism from a social group, or
- Continually refusing to comply with the rules of the service.

The parent/guardian will have the right to appeal any issues regarding expulsion by following the Complaints and Grievance Handling Policy 9.5. The appeal period expires seven (7) days after the parent/guardian receives written notice of expulsion.

While every effort is made to include all children into McDowall OSHC, there may be some children whose needs cannot be met or for whom the service is not suitable.

2.8 Anti-bullying Policy

As part of the Service's behavior management policy, specific details in regard to the service's approach to issues of bullying are described in the anti-bullying policy. The service has a duty of care to all children who attend as well as educators, staff and volunteers who work within the service.

McDowall OSHC is committed to providing a safe and caring environment, which fosters respect for others. This service will not tolerate bullying behaviours. We are committed to providing a supportive program for all stakeholders including targets, bullies and witnesses.

Management and Educators will:

- Model caring and tolerant behaviour towards children, parents and other staff members (including volunteers);
- Manage all observed or reported incidences of bullying as set out in this policy under "Responding to a Bullying Incident";
- Carefully monitor children's behaviour while participating in any of the service's programs or activities;
- Encourage children to report any incidents of bullying that they are either involved in or witness;
- Protect the target from further harm;
- Assist the bully to change his/her behaviour; and
- Keep a record of bullying behaviour by completing a service incident report.

Children will be encouraged to:

- Report any incidents of bullying that they are either involved in or witness;
- Help someone who is being bullied;
- Do everything they can to keep the play safe and happy; and
- Use the strategies that they have been encouraged to use to deal with a bullying incident.

Parents will be encouraged to:

- Encourage their child to report if they are bullied;
- Watch for signs of bullying and speak to McDowall OSHC educators if their child is being bullied or they suspect bullying;
- Work with the McDowall OSHC in seeking a permanent solution;
- Model caring and tolerant behaviour when interacting with children, educators or other parents; and
- Promote strategies that enable their child to feel empowered and confident if they have to deal with a bullying incident.

What is bullying?

Bullying is when someone (or a group of people) with **more power** than you **repeatedly** and **intentionally** uses negative words and/or actions against you, which causes you distress and **risks your wellbeing**.¹

Five kinds of bullying:

- 1. Physical bullying**
E.g. Hitting, poking, tripping, pushing or damaging someone's belongings.
- 2. Verbal bullying**
E.g. Name calling, insults, homophobic or racist remarks and verbal abuse.
- 3. Social (covert bullying)**
E.g. Lying, spreading rumours, playing a nasty joke, mimicking and deliberately excluding someone.
- 4. Psychological bullying**
E.g. Threatening, manipulation and stalking.
- 5. Cyber bullying**
Using technology (e.g. email, mobile phones, chat room, social networking sites) to bully verbally, socially or psychologically.

Bullying isn't:

- Mutual arguments and disagreements
- Single episodes of social rejection or dislike
- Single episode acts of nastiness or spite
- Random acts of aggression or intimidation ²

¹ National Centre Against Bullying

² The Alannah and Madeline Foundation amf.org.au

Responding to a bullying incident:

The service is committed to implementing positive and permanent solutions to bullying. Educators, children and parents will work together to stop all bullying as part of the 'no tolerance' approach.

In the event that an Educator needs to respond to an observed or immediately reported incident (either by witness, victim or third party), while such incident may still be occurring, the following procedure will be implemented:

- Educator will intervene and discuss with the children involved and witnesses. Mediation may be conducted between children with the aim to find an appropriate solution to the problem. Children are encouraged to use conflict resolution strategies. A back-up plan is considered in the event that the first solution proves unsuccessful.
- Agreed solution implemented. Back-up plan implemented if necessary.
- Incident recorded on appropriate forms.

For reports of repeat incidents (either by witness, victim or third party):

- Interview with Co-ordinator, parents notified. Appropriate report on incident and management details completed. Appropriate consequences for incident discussed and implemented.
- Monitoring of implementation of consequences.

Further offences may result in suspension from the service. Re-entry may require an agreed behaviour contract.

2.10 Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Policy

The service actively works to provide all children with a safe and suitable environment. In the event that a child or relative discloses information to an adult, the service shall implement the following procedures to ensure that this information is managed appropriately and that all suspicions of harm are reported in accordance with relevant legislative requirements.

Harm is defined under the Child Protection Act 1999 as 'any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing. For harm to be significant, the detrimental effect on the child's wellbeing must be substantial or serious, more than transitory and must be demonstrable in the child's presentation, functioning or behavior.

Harm may be categorised in the following types:

- Physical abuse, for example, beating, shaking, burning, biting, causing bruise or fractures by inappropriate discipline, giving children alcohol, drugs or inappropriate medication;
- Emotional or psychological abuse, for example, constant yelling, insults, swearing, criticism, bullying, not giving children positive support and encouragement;
- Neglect, for example, not giving children sufficient food, clothing, enough sleep, hygiene, medical care, leaving children alone or children missing school; and
- Sexual abuse or exploitation, for example, sexual jokes or touching and exposing children to pornography.

Management will ensure that educators receive appropriate child protection training, in particular ensuring that all educators are aware of the existence and application of the current child protection law and any obligations they may have under that law

Management will ensure that educators receive information and support on how to handle situations where information is disclosed to them by a child or by a member of the child's family or other person.

For educators - If you have suspicions that a child is being abused, an appropriate response should include the following:

- Have access to a copy of your organisation's internal policy and be knowledgeable about how to respond appropriately;
- Be alert to any warning signs that may indicate the child is being abused;
- Observe the child and make written notes as soon as you begin to have concerns. Pay attention to body cues such as changes in the child's behaviour, ideas, feelings and the words they use;
- Have gentle, non-judgmental discussions with the child. Expressing your concern that the child looks sad or unwell can result in disclosures. Do not pressure the child to respond and do not ask leading questions that put words into a child's mouth'
- Assure the child they can come and talk to you when they need to, and listen carefully to a child when he/she does;
- Promptly advise the person nominated by your organisation of your concerns;
- Seek expert advice, or make a report by ringing the Department of Communities, Child Safety and Disability Services or the Queensland Police Service.

Educators shall report such information or suspicions of harm in a confidential manner to the coordinator or an executive member of the management committee.

The coordinator or executive member of management shall take the required action following a disclosure or suspicion of harm:

- Ensure that the disclosure/suspicion of harm is documented by the educator involved as soon as possible;
- Report to the Department of Communities, Child Safety and Disability Services, Queensland Police Services and/or the Office for Early Childhood Education and Care to formally lodge the disclosure using the appropriate reporting mechanisms;
- If appropriate, and upon the seeking of professional advice, the service may arrange a meeting with the family to discuss the nature of the disclosure or allegation. Such a meeting may include the involvement of appropriate support persons.

The Department of Communities, Child Safety and Disability Services may be contacted by any member of staff to obtain professional advice in regard to reporting the disclosure.

The educator receiving the disclosure may be required to speak with the Queensland Police Services as part of their investigations. Under section 22 of the *Child Protection Act 1999*, a person who reports suspected child abuse is protected from civil or criminal legal actions and is not considered to have broken any code of conduct or ethics.

2.12 Managing Duty of Care – Non-attending Children Policy

The service recognises that on the rare occasion, children not enrolled into the McDowall OSHC service or attending the McDowall OSHC service may seek assistance from the McDowall OSHC educators or management. For whatever reason the children seek assistance from the McDowall OSHC to ensure their safety and wellbeing, the McDowall OSHC employees shall at all times be required to observe both their duty of care and statutory obligations to the best of their knowledge and capacity.

This policy is recommended as guidance in making appropriate decision which are in the best interests of preserving the safety and well-being of all children.

The service shall endeavour to establish a mutually beneficial relationship coexistent policy with the school (if appropriate) to ensure that the duty of care is upheld by all parties involved. To this extent the service will:

Follow school procedure by sending children to the school office if they are not booked into McDowall OSHC;

Communicate with the school office by telephone or in person that the child has been referred to the school office for collection by parents or guardians.

If the school office is unattended the Director shall observe the following procedure when recording children as attending who are currently enrolled at the service:

- Make reasonable attempts to call parents or authorised persons;
- Ensure strict adherence to ratios and other legislative guidelines.

If the school office is unattended the Director shall observe the following procedure when observing their duty of care for children who are not currently enrolled in the McDowall OSHC service:

- Make reasonable attempts to call parents or authorised persons (including the School Principal or Administration) known to the child;
- Ensure the children are safe and secure but not participating in the licensed activities of the service;
- Call the police for support when a reasonable time has passed without any notification.

2.13 Use of Photographic and Video Images of Children Policy

The service acknowledges the privacy of families and encourages the appropriate use of photographic and video images of children attending the service to support and promote their involvement in relevant programs and activities. Parent permission is obtained prior to any photographs/videos of children being taken or displayed.

Parents shall be required to authorise permission for such images of their children to be taken and used by the service on relevant enrolment forms and documentation i.e. learning journeys, observations, newsletters, TV displays, photobooks and displays within the Service/School.

Such permission shall explicitly include local community and in-service activities and events.

Parents shall be requested for special permission to be granted for photographs taken which are intended to be used for promotional purposes/fundraising and may be viewed by persons outside of the local community in which the service resides.

Employees of McDowall OSHC shall only be permitted to photograph children using photographic equipment owned solely by the McDowall OSHC service or school except at the discretion of the McDowall OSHC Director/Coordinator in special circumstances or medical emergency.

Processing of photographs shall be conducted at Professional photographic laboratories or within the service using the printing equipment available.

To protect the privacy of families, children with their own electronic devices (e.g., mobile phone, DSI, iPod Touch, etc.) will not be allowed to photograph, video or voice record other children or educators with their own electronic devices. Breaches of this rule may result in educators confiscating children's electronic equipment.

2.14 Bookings and Cancellations Policy

The service management seeks to implement processes to ensure that the McDowall OSHC service operates efficiently and effectively and that future planning considerations for the service are met through maintaining appropriate records and procedures for children's bookings and cancellations. This will ensure future needs of the service can be assessed through the maintenance of appropriate waiting lists and or availability of places.

Before and After School Care

When bookings are made by authorised parties for children to attend the service, it shall be required that:

- The priority of access requirements are followed;
- A completed enrolment form is received for that child prior to their attendance at the service;

- Parents/guardians are made aware of the service policies and procedures and have been provided with appropriate information in respect of the booking processes.

All senior and administration staff shall be trained in the taking and management of bookings and these shall be recorded in an appropriate manner.

All fees associated with permanent bookings, should the child not attend care due to illness or for any other reason, shall be required to be paid in full. CCB will apply in accordance with allowable and approved absence provisions.

Casual bookings shall only be available to families where the service has approved places available.

The service shall comply with reporting of bookings requirements as prescribed by the Australian Government Department of Education through the Child Care Services Handbook).

Bookings are required, in writing, by all families who seek to use the service on a permanent or casual basis.

At the end of each calendar (school) year, the service will manage permanent bookings for before and after school care in one of the following ways:

Current families will be given an opportunity to confirm and rebook their permanent days from the previous year. Should confirmation not be received by the advertised date, these days will become vacancies and a new booking will be required;

All families will be required to complete a new registration form every year. Any vacancies that arise become subject to the priority of access policy in determining a place to fill that vacancy.

Changes to bookings and/or cancellations will only be taken:

- From a parent/guardian/authorised persons;
- In writing, in the cancellation book (on the day of the absence) or via email sent to admin@mcdowalosh.org.au

Cancellation of bookings for before and/or after school care must be made 7 days prior to the session starting or a fee, equal to the fee for that session will be charged.

If the child's booking hasn't been cancelled and the service makes attempts to locate the child, a non-cancellation fee, equal to the session fee will be charged for that session and a \$20:00, non-subsidised fee will also be charged if we need to call you when trying to locate your child.

Vacation Care

In addition to the above, Vacation Care and Pupil Free Day bookings shall:

1. Be made via email as they must be in writing.

Cancellation of bookings for vacation care must be made with 7 days' notice or a fee, equal to the fee for that session will be charged, in the event that the place is not filled by another child.

Cancellations for vacation care excursions must be made with 7 days' notice or a fee, equal to the fee for that session will be charged, in the event that the place is not filled by another child.

Cancellations on the (same) day of the excursion will be charged the full fee for the session and the full excursion cost.

Absences from Child Care (Casual cancellations)

Cancellations that attract the prescribed fee for that session will be counted towards the family's initial 42 absence days for the current financial year, as per the Child Care Service Handbook.

Absence days can be taken for any reason (provided the day being reported as an absence is a day on which care would have otherwise been provided). Absences cannot be recorded for a child before the child has begun care or after a child has left care.

Additional Absences

Absence days taken for the following reasons, after the initial 42 absence days have been used, are called 'additional absence days'.

- Illness (with a medical certificate);
- Non-immunisation (with written evidence);
- Rostered days off/rotating shift work (with written evidence);
- Temporary closure of a school or pupil-free days;
- Periods of local emergency;
- Shared care arrangements due to a court order, parenting plan or parenting order (with copy of documentation);
- Exceptional circumstances.

There is no limit on the number of these days for which CCB may be paid as long as:

- They are taken for the reasons specified above, and
- Supporting documentation (where required) is provided, and
- They are days on which care would otherwise have been provided

Permanent Cancellation of Care

Families are required to give 7 days' notice, in writing, to advise the service of the permanent cancellation of their booking.

Outstanding balances of the family account will be managed in accordance with the Fees Policy of the service.

2.15 Children's Property and Belongings Policy

The service acknowledges that children will bring to the service or carry with them certain items of personal belongings. This policy details the types of belongings that children may bring with them on a regular basis and the level of responsibility associated with bringing those belongings by various stakeholders.

The family shall be responsible for providing the child with appropriate belongings and property required for active participation in the service. Such property may include (but is not limited to):

- Footwear;
- Clothing;
- Hats;
- Bags, lunch boxes and water bottles

All personal property and belongings shall be clearly named or labelled.

The service shall inform the family through relevant newsletters and publications such as the family handbook of appropriate personal belongings required at the service.

The service shall not take responsibility for any of the children's personal property or belongings, but will endeavour to:

- Actively encourage children to not bring their 'non-required' personal belongings;
- Actively encourage children to care for their belongings, if they bring them;
- Remind children appropriately when belongings need to be placed in storage e.g. Lunch box into bag;
- Provide suitable storage to keep safe (at parent/family or child request) any item of personal belonging which is either special, expensive or at risk of being damaged.
- Provide protective equipment such as painting smocks for relevant activities.

Throughout special program times i.e. Vacation Care or Pupil Free days, the children are able to bring with them personal belongings other than day to day necessities e.g. games and toys. This shall be done solely at the discretion and responsibility of the family. No responsibility shall be taken whatsoever for any items brought to the service which become lost or damaged as a result. Children are to hand in electronic devices during vacation care to ensure they are only utilised at the approved times; however, staff take no responsibility for any lost or damaged items.

The service shall provide appropriate storage for lost property which shall be available to children and families at all times. Unlabelled school clothes in lost property will be utilised by McDowall OSHC as spare clothing, unlabelled regular clothes lost during vacation care will be held for two weeks before being donated to a relevant charity – Please label your children's items.

Children may not bring or use cameras, camera devices, mobile phones, electronic gaming devices, unless specifically allowed during Vacation care or Pupil Free Days. Any materials of an adult nature/classification rating will not be allowed including books, magazines, or games.

Any grievances or concerns relating to lost, damaged or stolen property of the children shall be documented and followed up, in accordance with the grievance and complaints procedure.

2.17 Children Accessing the Internet Policy

The service acknowledges that children may access the internet for educational and/or recreational purposes during the operational hours of the program. Therefore the service takes a proactive approach to educating children on safe and secure internet usage. This policy aims to establish guidelines on access to the internet and/or online social networking, with the aim of protecting children from risk of harm.

Definitions

'Internet': refers to the world wide web of computer systems that facilitates the transmission and exchange of data. Information search engines and web browsers include, but are not limited to, Google, Firefox and Internet Explorer.

'Social Networking Media': refers to any online tools or functions that allow people to communicate or share information via the internet. This includes, but is not limited to, applications such as Facebook, YouTube and Twitter.

'Mobile device': refers to devices that have non-Wi-Fi internet access such as iPads, tablets, iPods, and mobile phones

Service Responsibilities

The Service will ensure that all service computers and mobile devices with internet access, that the children are granted access to, are fitted with adequate security and filtering software to prevent access to inappropriate information and web sites. This includes wireless access.

Software will be installed by technically skilled persons with a record of the time and date of installation maintained. Software should be regularly updated and reviewed for efficacy.

The Service will ensure all educators are provided with training and support in managing instances of inappropriate use of the internet by children in accordance with relevant aspects of the service's behaviour support guidelines.

In collaboration with the children, the Service will develop and implement guidelines for accessing the computers/mobile devices and their internet usage whilst in attendance at the service. This may include the development of 'user agreements', in collaboration with children and families.

The services will make available to children and families relevant information about protecting children online and may include such material in service newsletters or other correspondence to children and families. (See the reference list for a variety of resources where suitable and relevant information may be accessed).

The Service will have clear guidelines on the use of children's personal belongings, including mobile devices.

Educator Responsibilities

Educators will ensure their own practices role model appropriate safety measures when researching information, either individually or with the children.

Educators will ensure children are only able to access the internet at the service through authorised computers and/or mobile devices that have appropriate security and filtering software installed.

Educators will encourage children's safe use of the internet through strategies including, but not limited to:

- Monitoring what children are looking at/for when accessing the internet;
- Monitoring who children are chatting to/interacting with while accessing the internet;
- Regular conversations with children about using the internet safely.

Family Responsibilities

To read through the services 'user agreement' with your child and ensure they have an understanding of the guidelines.

Be aware of your child's access to data on devices, whether securely connected through the service or accessible on their own device.

References

- Australian Government. (n.d.). *Protect your children*. Retrieved from Stay Smart Online: www.staysmartonline.gov.au/home_users/protect_your_children
- Dept of Education, Training and Employment. (2013). *Cybersafety and Cyberbullying - A guide for parents and caregivers*. Retrieved from www.education.qld.gov.au
- Queensland Children's Activities Network. (2013, August). Children and Cyber Safety. *Intouch Magazine*.

2.18 Cyber-bullying Policy

The service acknowledges it has a responsibility and duty of care to ensure that the rights of employees, volunteers, children and families to be physically, emotionally and psychologically safe whilst participating in on-line/internet activities associated with the service, are protected. This responsibility may extend beyond service on-line/internet activities, where such inappropriate behaviour, impacting harmfully upon employees, volunteers, children and families, becomes known.

This policy aims to articulate the rights and responsibilities of employees, volunteers, children and families associated with the service with regards to cyber-bullying.

Definitions

'ICT': information and communication technology.

'Cyber-bullying': involves the use of information and communication technologies to support deliberate, repeated and hostile behaviour by an individual or group that is intended to harm others.

Cyber-bullying might occur over the Internet, in instant messaging (IM), chat rooms, social networking sites, blogs, gaming sites, over the phone by SMS or MMS, by email or via other technologies.

While cyber-bullying is similar to real life bullying, it also differs in the following ways:

- It is invasive, can occur 24/7 with a person being targeted at home, work or anywhere
- It can involve harmful material being widely and rapidly disseminated to a large audience. For example, rumours and images can be posted on public forums or sent to many people at the 'press of a button'.
- It can provide the bully with a sense of anonymity and distance from the victim so there is a lack of immediate feedback or consequences.

'E-crime': occurs when a computer or other electronic communication device (e.g. mobile phone) is used to commit an offence, is targeted in an offence, or acts as a storage device to an offence.

Service Responsibilities

The Service will ensure families are aware of the cyber-safety practices encouraged at any time employees, volunteers, children or families are accessing ICT equipment or devices at the service.

The service Coordinator, will ensure all information posted to electronic media (e.g. internet web pages, news groups, web-based forums, Facebook) conforms to acceptable standards of

respectable on-line behaviour. This may include ensuring that private information is not accessible on publicly available websites and that images posted don't include any identifying images of the children without prior written permission from their parent/guardian.

The Service will ensure all educators are provided with training and support in managing instances of cyber-bullying when children are accessing ICT equipment and devices.

Strategies and guidelines will be developed, in collaboration with the children, for using the ICT equipment and devices respectfully whilst in attendance at the service. This may include the development of 'user agreements', in collaboration with educators, children and families.

The Service will have clear guidelines on the use of children's personal mobile devices, should they be permitted at the service.

In consultation with management, if there is suspicion that an e-crime has been committed, the Coordinator will report it to the police. Where there is further reasonable suspicion that evidence of a crime, such as an assault, is contained on a mobile phone or other electronic device, the device will be confiscated and handed to the investigating police officer. The electronic device should not be tampered with.

Educator Responsibilities

Educators will ensure their own practices role model appropriate safety measures when researching information, either individually or with the children.

Educators will endeavour to ensure children are only able to access the internet at the service through authorised computers and/or mobile devices that have been fitted with appropriate security and filtering software.

Educators will encourage children to follow service guidelines and strategies for dealing with instances of cyber-bullying, as detailed in the McDowall OSHC Online Safety Agreement.

Educators will encourage children's safe use of the internet, through implementing the following cyber-safe practices whilst participating in service related activities:

- Never posting personal information such as address or telephone number online
- Never posting photos of themselves (such as 'selfies') online
- Not responding to any messages that are mean or in any way make them feel uncomfortable.
- Not sending any messages that may be mean or make another person feel uncomfortable
- Never agreeing to meet any person they have met online
- Never giving their internet user name or passwords to another person (even best friends)
- Checking with an educator before downloading or installing any software or games
- Informing an educator if they access information that makes them feel uncomfortable
- Educators are not to have contact by way of adding, friending, following etc. with children on social media sites such as Instagram, Facebook, etc. Educators are to block/deny any requests from children via these sites until that child is 18 years of age. This responsibility does not cover any family members of educators who attend the service.

Family Responsibilities

To read through the services 'user agreement' with your child and ensure they have an understanding of the guidelines.

Informing the service coordinator of any concerns you may have in regards to cyber-safety and your child, whether it is happening at the service or not.

Be aware of your child's access to data on devices, whether securely connected through the service or accessible on their own device.

Encouraging your child to share information, including social networking sites (Facebook) with you as a 'friend' to monitor their safety online.

References

- Dept of Education, Training and Employment. (2013). *Cybersafety and Cyberbullying - A guide for parents and caregivers*. Retrieved from www.education.qld.gov.au
- South Australian Government. (2009). *Cyber Safety - Keeping Children Safe in a Connected World*. Retrieved from Department of Education and Childrens Services:
<http://www.decd.sa.gov.au/docs/documents/1/CyberSafetyKeepingChildre.pdf>

2.19 Children's Media Viewing Policy

The service recognises and acknowledges that technology and media viewing form part of a varied and balanced program, relevant to the needs and interest of children attending McDowall OSHC. Therefore this policy aims to establish guidelines for children's media viewing while at McDowall OSHC.

Definitions

'Media': refers to the communication channels through which news, entertainment, data or promotional messages are disseminated. Media includes every broadcasting medium such as newspapers, magazines, TV, radio, billboards, direct mail, telephone, fax and internet. 'Media' also includes data storage material recorded on disks, tapes, CD's, DVD's and SD cards.

'Copyright' is the legal right granted to an author, composer, playwright, publisher, or distributor to exclusive publication, production, sale, or distribution of a literary, musical, dramatic, or artistic work.

Service Responsibilities

To ensure compliance with the relevant Copyright Laws, the service will ensure they hold current licences for:

- The 'public' viewing of films, DVDs, videos and television; and
- The 'public' performance, broadcast or communication of music

The Service will ensure that children's media viewing is incorporated as part of a varied and balanced program designed to enhance children's learning and experiences while at McDowall OSHC.

The service will ensure that all material viewed by children as part of the educational program is age appropriate and consistent with the Australian Film and Literature Classifications:

- (G) - the content is **very mild** in impact and is for general viewing. However, some G-classified films or computer games may contain content that is not of interest to children; or

- (PG) – the content is **mild** in impact, however films and computer games may contain content that a parent or caregiver might need to explain to younger children as it may be confusing or upsetting to them.

Through the family enrolment process, written permission will be sought from parents/guardians relating to the classification of media viewing material accessible to their child/ren whilst in care at the service.

Educator Responsibilities

Educators will ensure that all material viewed by children, whether provided as part of the service program or bought from a child's home, is age appropriate and consistent with the Australian Film and Literature Classifications (G) or (PG).

Educators will encourage children to only bring videos, DVDs, games or music that are suitable for McDowall OSHC.

Family Responsibilities

Parents/guardians will ensure that all videos, DVDs, games or music bought to the service by their children are consistent with the Australian Film and Literature Classifications (G) or (PG). Screen time at McDowall OSHC is kept to a minimum and children are actively encouraged, when and where possible, to participate in other activities even when movies are being shown.

References

- APRA/AMCOR. (2013). Retrieved from <http://www.apra-amcos.com.au/MusicConsumers/Findalicensetosuityourneeds.aspx>
- Australian Copyright Council. (2012, February). *Films, DVDs, Videos & TV; Screening in Public*. Retrieved from Australian Copy: <http://www.copyright.org.au>
- National Childcare Accreditation Council (NCAC). (2009, June). *Using television in child care*. Retrieved from Australian Children's Education and Care Quality Authority: [http://ncac.acecqa.gov.au/educator-resources/pcf-articles/using TV in child care Jun09.pdf](http://ncac.acecqa.gov.au/educator-resources/pcf-articles/using-TV-in-child-care-Jun09.pdf)
- Raising Children Network. (2012, February). *Screen Time and Children*. Retrieved from Raising Children Network - the Australian Parenting Website: [http://raisingchildren.net.au/articles/screen time.html](http://raisingchildren.net.au/articles/screen-time.html)

2.20 Supervision of Children Policy

The service acknowledges that the safety of children is paramount and therefore takes a proactive approach, through the implementation of specific policies and procedures, to ensure the adequate and appropriate supervision of children whilst enrolled and attending the service program.

Definition

'Supervision of children': Knowing and accounting for, the activity and whereabouts of each child in care and the proximity of educators to children at all times to ensure the immediate intervention of educators to safeguard a child from risk of harm.

Supervision is provided by McDowall OSHC educators during the service operating hours and once children are signed in to the program. If children are signed out of the program and remain on the premises, the parent/guardian is responsible for them however, if the child is observed displaying inappropriate behaviour an educator may still apply the service behaviour management guidelines.

Supervision of children by McDowall OSHC educators is not provided in the McDowall OSHC (Metro St) carpark. Children are encouraged to stay within the service approved area to wait for arriving parents/guardians.

The service adheres to the educator ratios as prescribed in the *Education and Care Services National Law Act 2010 and Regulations 2011*, ensuring that educators counted in the educator/ratios are directly working with children.

To ensure the safety and wellbeing of children and educators, there will be at least two educators at all times on the premises whilst children are in care, one of who will be a delegated responsible person for the service (unless the service is operating under Policy 10.24 – Single Educator on Duty).

The service is committed to ensuring children are supervised at all times, therefore when planning activities and the necessary supervision requirements, the coordinator/responsible person in charge will ensure consideration is given to the design and arrangement of the indoor and outdoor environment to ensure it supports active supervision by educators.

The number of supervising educators for activities will be determined through the completion of a risk assessment and will be based on:

- The type of activity (e.g. excursion, swimming); and
- The age and capabilities of the children undertaking the activity; and
- The area the activity will be conducted; and
- The age and skill of educators supervising.

Personal mobile phones are not permitted to be used by educators when supervising children, without prior arrangement with the coordinator.

All children will be actively supervised whilst accessing the toilet facilities. Children will be required to inform an educator when they need to access the toilet. Educators shall use appropriate communication methods to monitor children accessing the toilets.

The coordinator/responsible person in charge will ensure that educators receive regular instruction in effective supervision techniques including:

- Scanning – regularly looking around the whole area to observe all the children in the vicinity;
- Positioning – physically positioning themselves in order to observe the maximum area possible;
- Listening – will assist in supervising areas where children may be playing in corners, behind trees or play equipment;
- Being 'with it' – ensuring they are aware of the children in their area as well as the children's skills and capabilities in interacting with others. Actively engaging with children and involving them in positive experiences whilst at the same time providing a safe play environment through managing and being actively aware of their surroundings through active supervision. Educators will be required to do regular head counts and use educator communication methods when supervising activities outside or away from the McDowall OSHC indoor area.

The coordinator will be made aware of children involved in behaviour incidents who may require further support, consistent with the service's Behaviour Support and Management Policy. Children will be directed to a quiet area and supervised by the coordinator (or other educator) until such time as they are ready to re-join the activity.

To ensure effective supervision of all children participating in their area/activity, educators will be:

- Given guidance and instruction when setting up the environment and/or activities;
- Instructed on the use of various staff communication methods (e.g. use of walkie talkie);

- Aware of the procedures for children accessing the toilet;
- Made aware of children's individual health and or medical needs and any relevant emergency management plans;
- Made aware of any identified hazards and/or risks to children and the control measures in place;
- Made aware of the children in care, the group dynamics and behaviour strategies that may be useful;
- Made aware of any children in care with special/additional needs.

Risk assessments will be developed for activities, excursions and incursions which specifically identify the number of supervising educators required for the relevant activity. All risk assessments must be read and signed off by educators to acknowledge their understanding of supervisory requirements.

For all water and/or swimming excursions, educators will be placed both in and out of the water for effective supervision of children in the water.

Educators under eighteen years of age who are supervising children will be fully supervised by a qualified educator who is eighteen years or over.

During excursions, educators will supervise children, ensuring educator/child ratios are maintained at all times. This includes in toilets and change rooms. Educators will first confirm that it is safe for the child/ren to access the toilets and will remain outside the toilet area until all child/ren have returned. If the facilities are not safe then alternative arrangements will be made.

During excursions, children will not be left in the sole care and custody of bus drivers or any other persons; educator ratios for the Service will continue to apply during excursions.

References

Queensland Children's Activities Network. (2013). *PANOSH Fact sheet #3 - Adequate supervision*. Retrieved from PANOSH - Physical Activity Outside School Hours: www.panosh.com.au

Please refer to the Policies and Procedures Manual to view the following policies in detail. These are located on the parent sign in desk.

- 3.1 Educational Program Planning Policy
- 3.2 Program and Documentation Evaluation Policy
- 3.3 Educators Practice Policy
- 3.4 Homework Policy
- 3.5 Excursions & Incursions Policy
- 3.6 Transport for Excursions Policy
- 3.7 Physical Activity Policy
- 3.8 Extra-curricular Activities Policy
- 3.9 Creative and Expressive Arts Policy
- 3.10 Observational Recording Policy
- 3.11 Escorting Children Policy
- 3.12 Sustainability Practices Policy
- 3.13 Water Safety Policy
- 3.14 Valuing Diversity, Culture and Reconciliation Policy
- 3.15 Cooking with Children Policy

3.4 Homework Policy

To support families and children, the Service will endeavour to provide adequate time, quiet space and supervision to enable children to do their homework as necessary; with the express understanding that time in school age care may be the optimal opportunity for homework completion.

The Director will create and keep a homework list with the names of children who are to do homework each day. Any other child who wishes to do homework that isn't on the list can also do their homework.

Children doing homework will be supervised in the homework room.

Educators will assist children with projects and homework to the extent possible, taking into consideration supervision and duty of care issues in relation to the other children in care.

Educators will not be responsible for monitoring and signing off on homework.

Children will be directed to leave the Homework Room if they are disruptive.

Homework will be from 3:45pm to 5pm Monday to Friday during the school terms

3.5 Excursions & Incursion Policy

This Service will include excursions as a valuable part of its overall program. Excursions and incursions will provide enjoyment, stimulation, challenge, new experiences and a meeting point between the Service and the wider community. Maximum safety precautions will be maintained and parent permission will be obtained before a child is taken on an excursion.

This Service will include excursions as a valuable part of its overall program. Excursions and incursions will provide enjoyment, stimulation, challenge, new experiences and a meeting point between the Service and the wider community. Maximum safety precautions will be maintained and parent permission will be obtained before a child is taken on an excursion.

Children's age, interests and abilities will be taken into consideration when planning excursions. Comments and suggestions from children and families will also be taken into account.

When planning excursions, venue and transport costs will be considered, to ensure that excursions are financially accessible to all families.

Alternative arrangements will be planned in case an excursion needs to be cancelled.

The McDowall State School P&C Association will approve all excursions and incursions.

When planning an excursion that includes water-based activities, the Director will conduct a risk assessment including strategies and procedures for managing children whilst undertaking such activities. Strategies could include the involvement of qualified educators and supervision management plans.

Limited bookings impacting viability may result in the excursion or incursion being cancelled. The Bookings and Cancellations Policy (see policy 2.14) will apply to all excursions.

Alternate care arrangements are not provided within the Service if you choose for your child/ren not to attend an excursion. However, alternate arrangements can be made by the family with other services.

Prior to excursion

The Director, or nominated person will contact by phone or visit the excursion venue and perform a risk assessment or obtain a copy of the venue's risk assessment. As per the National Regulations, the risk assessment must consider:-

- The proposed route and destination for the excursion;
- Any water hazards and/or risks associated with water-based activities; and
- The transport to and from the proposed destination for the excursion; and
- The number of adults and children involved in the excursion; and
- Given the risks posed by the excursion, the number of educators or other responsible adults that is appropriate to provide supervision and whether any adults with specialized skills are required (e.g. lifesaving skills); and
- The proposed activities and duration of the excursion; and
- A list of items that should be taken on the excursion (e.g. mobile phone, emergency contacts).

Parent permission forms will be required to be signed by a parent/guardian prior to every excursion. The permission form will contain the following information as a minimum:

- Excursion date;
- Destination;
- Method of transport and approximate travel time;
- Number of accompanying educators and/or volunteers;
- Departure and return times, and;
- An expected itinerary of the activities to be undertaken.

There will be no changes to the notified itinerary except in an emergency and in particular to ensure the well-being and safety of the children.

Adequate steps will be taken when selecting transport. (See Policy 3.6 – Transport for Excursions).

All Educators attending the excursion must read and sign off on the relevant and specific excursion risk assessment/s, prior to attending on the day.

The Director will ensure the excursion checklist is completed prior to departing for the excursion.

During the Excursion

The following items will be taken on all excursions and be readily accessible to Educators at all times:

- First aid kit and medical devices as required;
- Emergency contact numbers and permission slips;
- A telephone or access to one.

The service camera will be taken on the excursion for educators to record and document children's experiences.

Head counts will be made at regular intervals and when moving from one area to another.

Educators will supervise children, ensuring educator/child ratios are maintained at all times. This includes in toilets and change rooms.

Educators will satisfy themselves that the environment is safe for use before allowing the children access to it.

Children will not be left in the sole care and custody of bus drivers or any other persons during excursions; educator ratios for the Service will continue to apply during excursions (see Policy 2.3 – Educator Ratios).

In the event of injury occurring during an excursion, procedures as set out in the Illness and Injury Policy (see Policy 4.5) will be followed.

Incursions

Providers shall provide the service with a risk assessment of their proposed activity, if available.

Prep children

Prep children will not be able to attend excursions during the January holidays; this is for Health and Safety reasons. You are able to use other McDowall OSHC facilities if you need care for your Prep child during the January holidays on excursion days as we do not offer an alternate program.

3.6 Transport for Excursions Policy

Children have the right to be safe while travelling in transport provided by the Service. All vehicles used need to comply with the appropriate legislation and regulations and *Transport Operations (Road Use Management) Act, 1995*. Maximum safety precautions will be maintained and parent permission will be obtained before a child travels on any type of transport.

Selecting Transport

All vehicles used must be registered in Queensland.

Drivers are to be licensed to carry the required number of passengers for the purpose. The Service will request the transport company to provide confirmation and evidence of this fact before engaging the company for the excursion.

Educators generally will not be permitted to transport children, but if permitted in any circumstances, the requirements of paragraphs above apply in relation to that educator and the transport used.

"A" Class vehicles will not be used to transport children except in an emergency situation.

In selecting transport, the Service will ensure that a communication system is available for use in the event of emergency.

The Service will in all cases check prior to the excursion what alternative arrangements are available in the event of breakdown.

The Service will use buses with seat belts fitted on all trips.

Children will not be left in the sole care and custody of bus drivers or others. Educator ratios for the Service will continue to apply during transportation (see Policy 2.3 – Educator Ratios).

Excursion Educator/child ratios will apply during transportation.

Vehicle breakdown/accident

In the event of injury occurring during transporting to an excursion, procedures as set out in the Illness and Injury Policy (see Policy 4.5) will be followed.

While waiting for replacement transport/repairs, children will be kept safe, comfortable and occupied with suitable activities.

In the event of a late return to the Service, every effort will be made to notify parents eg. to arrange for a notice to be displayed at the Service or to contact parents individually.

3.8 Extra-curricular Activities Policy

The Service recognises that extra-curricular activities provide opportunities for children to engage in enriching extension programs which support their growth and development. Where possible, the service will work with local and wider community groups to support the provision of such activities within the legislative framework for OSHC.

The Service understands, from time to time, extra-curricular activities may be provided within or close to the school grounds and that some families may wish to access these for their children who are attending OSHC. It is therefore essential to implement practices which support the needs of children and families without compromising the capacity to provide quality care for all children attending the service.

The family shall be responsible for informing the OSHC service of any extra-curricular activities that the child/ren may be involved in whilst enrolled and registered to attend the service. This may be done by completing the extra-curricular permission slip.

In making an appropriate decision, the Director shall be required to consider:

- The accessibility and availability of educators to fulfil such functions;
- Legislative implications for the service such as maintaining ratios;
- Any financial implications or impacts on the service;
- Any negative impacts on other children attending the service who are not directly involved in the extra-curricular activity;
- Manageability.

The Director shall maintain the right to make an appropriate decision regarding possible arrangements.

The family shall maintain the right to appeal the decision of the Director through the service's grievance procedure. This should be directed to the Management Committee following procedures set out in the service Complaints Handling Policy (see Policy 9.5).

3.11 Escorting Children Policy

The service seeks to maintain the health, safety and wellbeing of children and educators by ensuring that appropriate procedures are implemented with regards to escorting children between the McDowall OSHC service, school and/or any other designated activity/venue.

The service also acknowledges that, from time to time, families may arrange for their child to participate in extra-curricular activities whilst enrolled at McDowall OSHC. Any arrangements for escorting to and/or collection from these activities will be in accordance with this policy.

The service will seek written permission from a parent/guardian (or authorised nominee) for any activity requiring their child/ren to be escorted to/from the McDowall OSHC premises, including for the purposes of excursions (see activities escort and excursion permission forms in Appendix D).

If the excursion/outing is a regular one, written permission is only required to be obtained once in a 12 month period, unless there is significant change (i.e. building works).

Parent/guardian permission shall be obtained prior to the planned excursion or activity. Information included as part of the parent permission will include, but not be limited to:

- Reason for excursion or planned activity;
- Date and description of planned activity;
- Method of transport and proposed travel time;
- Ratio of educators to the number of children attending.

The service shall develop a risk assessment and implement a management plan to ensure the safety and wellbeing of all children and staff during excursions/escort periods. All educators will need to read and sign off on risk assessments prior to excursions or escorting of children.

The service shall maintain an appropriate ratio for excursions and/or activities where children are required to be escorted to another area.

The service shall ensure confidential storage and maintenance of parent/guardian permission relating to excursions and/or escorting of children.

Children in Prep will be taken to their classrooms by a staff member at 8:30am and collected from their classrooms at 2:30pm and brought back to the McDowall OSHC building to be signed in.

Staff will supervise children at all times.

In the event of an injury occurring away from the McDowall OSHC building, all procedures will be adhered to as per Policy 4.5 Illness & Injury Policy.

3.14 Valuing Diversity, Culture and Reconciliation Policy

The Service supports, respects and actively promotes principles of diversity and equity. These principles are seen as integral to embedding culture within the service's day to day program experiences for children. Educators, children and families are encouraged to share relevant aspects of their culture with the service enabling the service to make informed and appropriate responses to the multiple ways of being and belonging.

All staff shall be committed to providing a service which embraces children and their families holistically. They will be active, focused and reflective in embracing these principles and demonstrate sensitivity and respect for cultural differences.

Co-ordinators and educators support children's cultural experiences through:

- Talking about culture with children;
- Responding to children's curiosity about culture with thoughtful and appropriate experiences;
- Encouraging children to value the multiple ways of seeing, being and belonging;
- Actively challenge bias through conversations;
- Demonstrate principles of equity and anti-bias through their own behaviour and interactions with others.

Co-ordinators and educators will actively seek opportunities to develop their own knowledge and skill demonstrating their commitment to cultural competence.

All staff will collaborate with families and explore opportunities to embed culture within the program's experiences and activities.

All staff will demonstrate value and respect for Australia's Aboriginal and Torres Strait Islander cultures and collaborate on the development of a reconciliation plan which includes:

- Identifying the local elders within the community;
- Building a relationship with local elders and exploring ways in which these elders can share in the service's plan for reconciliation;
- Including an 'Acknowledgement to Country' in appropriate ceremonies and events;
- Other aspects as seen relevant to supporting the local needs of the service.

Please refer to the Policies and Procedures Manual to view the following policies in detail. These are located on the parent sign in desk.

- 4.1 General Health and Safety Policy
- 4.2 Infectious Diseases Policy
- 4.3 Hygiene Policy
- 4.4 Preventative Health and Wellbeing Policy
- 4.5 Incident, Illness, Injury and Trauma Policy
- 4.6 Medication Policy
- 4.7 Animals Policy
- 4.8 Sun Safety Policy
- 4.9 Children's Toileting Policy
- 4.10 Anaphylaxis Management Policy
- 4.11 Emergency Health and Medical Procedure Management Policy
- 4.12 Non Smoking Policy
- 4.13 First Aid Waste Management Policy
- 4.14 Infectious Diseases Response Strategy Policy
- 4.15 Asthma Management Policy
- 4.16 Vehicle Restraint Policy
- 4.19 Childhood Immunisation Policy

4.1 General Health and Safety Policy

This Service strives, through the following specific policies and procedures, to provide a safe, clean and healthy environment where safety and hygiene procedures are practised at all times to promote and support the health, wellbeing and safety of children, recognising particular needs of children in this respect, and of educators, staff members, parents and others coming to the Service.

The enrolment procedures (see Policy 9.2) will include the requirement that parents advise any particular health issues (including medications, special dietary or other requirements) and any other specific needs of their children.

The Director will ensure that all educators and other staff members are aware of all such specific notified needs.

The Director will ensure that educators have appropriate education or training to enable them to undertake basic support of the health needs of children, including administering medications, allergic reactions, basic first aid and special dietary requirements.

The Director requires all educators to complete and maintain a current first-aid qualification and CPR qualification, anaphylaxis management and emergency asthma management training as required by the *Education and Care Services National Regulations 2011 (Part 4.4, 136(1))*. These Educators will be in attendance at any place children are being care for, and immediately available in an emergency, at all times that children are being cared for (i.e. children go to oval or park, then a qualified first aid person must go with them).

To ensure the environment is safe for children, the Director will be responsible to ensure that the relevant daily safety checklists (see Appendix D) are completed, prior to the children having access to those areas.

Educators will ensure that equipment is:

- cleaned as per the cleaning checklist;
- used safely by the children, and is used for its correct purpose.

Risk assessments will be conducted for high risk activities and/or events including excursions.

Educators will actively supervise children within their area.

Educators will ensure that they, and the children, have applied a SPF30+ sun screen and wear a board brimmed hat, prior to outdoor play. Timing of outdoor activities will be guided by the Sun Safety Policy (see Policy 4.8), specifically the UV rating for the day.

Children who are unwell will be isolated from other children in a quiet area, until a parent or caregiver can come to collect them.

Educators will ensure that all food handling and storage procedures are followed to prevent the risk of contamination.

4.2 Infectious Diseases Policy

The Service strives to remove immediate and/or serious risks to the health of the children, from possible cross-infections, by adopting appropriate procedures for dealing with infectious diseases*, whilst respecting the rights of individual privacy. Accordingly, all people, including children, educators and parents, with infectious diseases will be excluded from attending the Service to prevent the diseases spreading to others.

* When **infectious disease** is referred to in these policies and procedures, it means communicable diseases and notifiable diseases (see Commonwealth Department of Health at www.health.gov.au)

Monitoring

The Service will subscribe to available alert services through the Commonwealth Government Department of Health and Ageing (see www.health.gov.au) and Queensland Health (www.health.qld.gov.au) to keep up to date information on infectious diseases within the community.

The NHMRC resource 'Staying Healthy in Childcare' will be referred to when making any decisions in regards to communicable diseases and/or exclusion periods. Fact sheets may also be accessed through the Queensland Health website <http://access.health.qld.gov.au/hid/>

Reporting

It is the responsibility of parents/guardians to inform the Director of any infectious disease that their child, or other immediate family members may be suffering.

Parents/guardians will be advised through the enrolment procedures and the Family Handbook that children who are ill are not to be brought to the Service.

It is the responsibility of educators to inform the Director of any infectious disease that the staff member, or their other immediate family members, may be suffering.

This Service is responsible for reporting to the State Health Authorities all notifiable diseases (as per requirements of the Commonwealth Government Department of Health) and also to report this to parents of other children in this Service as appropriate, but having regard to the privacy of individuals concerned.

The Director will notify the P&C Executive Committee, via the P&C President (Approved Provider) in writing when report of notification has been made to the Department of Health.

Records in regard to infectious disease will be maintained by the Director. These records will include the child's name, age, symptoms, date and time when educators first noticed the illness and any action taken. This record will not be available to other parents/guardians in view of the sensitive nature of a child's health information (see Policy 10.8 – Information Handling (Privacy and Confidentiality)).

A notice will be posted and attention drawn to it when there has been a report of an infectious disease at the Service.

The rights of individual privacy will be respected at all times, and in particular the Privacy Policy of the Service (see Policy 10.8 – Information Handling (Privacy and Confidentiality)) will be observed by all staff implementing these procedures relating to infectious diseases.

Exclusion

All people, including children and educators, who are suffering from any infectious diseases need to be excluded from the Service to prevent others from being introduced to the infection. When any such person is found to be showing signs of any infectious disease:-

- For children, their parents/guardians will be asked to immediately collect their child and seek medical advice;
- For educators and staff, they will immediately be released from work in order to seek immediate medical attention and for the period of the infectious disease;
- For parents or other adults, they will be required to leave the premises of the Service immediately and not re-enter the premises unless and until they are no longer suffering from the infectious disease

If a duly qualified and registered medical practitioner diagnoses an infectious disease, the child/educator shall be excluded for the recommended period (as per NHMRC guidelines).

For diseases which are from time to time published as requiring a doctor's certificate clearing the child/educator, the doctor's certificate will be required before the child/educator is re-admitted to the Service. Information can be obtained from the Department of Health at www.health.gov.au and the National Health and Medical Research Council at www.nhmrc.gov.au.

IMMUNISATION

Children who are younger than seven must meet the Australian Federal Governments immunisation requirements, or have an approved exemption from the requirements for the family to be eligible for Child Care Benefit (CCB).

NON IMMUNISATION

Children and educators will be excluded from the service if there is an outbreak of an infectious disease against which they have not been immunised. The period of exclusion will be in accordance with the National Health and Medical Research Council's recommendations (www.nhmrc.gov.au).

4.3 Hygiene Policy

For the ongoing and general health and safety of the children, the Service strives to ensure, for its children and educators, a standard of general hygiene which complies, as a minimum, with legal requirements and, as far as reasonably possible, with the standards expected in the wider community.

Use of gloves

When preparing food, cleaning, or otherwise having contact with bodily fluids (e.g. blood, mucus, vomit, urine, faeces, etc), disposable gloves will be worn.

Used gloves are to be carefully disposed of, immediately after use, in such a way that they would reasonably be expected to be secure from children or others.

Educators are responsible to advise the Director (or other responsible staff member) to ensure that there is an adequate store of disposable gloves available at all times.

Hand Hygiene

The best way to prevent the transmission of disease is through effective hand hygiene, which removes both dirt and germs from the hands. This can be done with soap and running water, or by using a hand rub.

Soap and Water

Educators will wash their hands, and ensure that children wash their hands, thoroughly with soap and water: -

- before handling, preparing and eating of food;
- prior to and after giving First Aid;
- after toileting, handling of animals or other activities which could lead to the spread of infection;
- after contact with/cleaning of body fluids (blood, mucus, vomit, urine, faeces etc).

Hand Rubs

Hand rubs do not replace soap and running water however, they are effective in certain situations, such as when soap and running water are not available. To use a hand rub:

- Apply the recommended amount onto dry hands;
- Rub hands together so the hand rub comes in contact with all parts of the hands;
- Keep rubbing until the cleaner has evaporated and hands are dry.

Children with visible dirt, grease or food on their hands should be encouraged to clean their hands with soap and water, rather than use a hand rub.

Hand rubs will be kept out of reach of children and only used with adult supervision.

Noticeable signs/posters will be placed around the service to alert children to the need for effective hand hygiene.

4.5 Incident, Illness, Injury and Trauma Policy

The Service proactively strives to avoid injuries or trauma occurring at the Service, and to minimise the impact of injuries, illnesses and trauma by responding appropriately and as quickly as possible. The rights and responsibilities of parents with respect to injuries, illnesses or trauma of their children is acknowledged and will be taken into account in administering all procedures.

Definitions

Incident: Any unplanned event resulting in or having potential for injury, ill health, damage or other loss.

Injury: Any physical damage to the body

Trauma: An emotional wound or shock that often has long-lasting effects or any physical damage to the body

Minor incident: An incident that results in an injury that is small and only requires minor medical attention (e.g. a bandaid)

Under the *Community Ambulance Cover Act 2003*, all Queensland residents are covered for ambulance transport services anytime, anywhere across Australia. Families who are not Queensland residents must seek cover at their own cost.

Parental Permission

Written consent from the child's parent/guardian will be sought through the enrolment process for the coordinator (or, in absence of the coordinator, a staff member qualified in first aid) to obtain medical attention, in keeping with the Policies and Procedures of the Service, if required.

On occasion, it may be necessary for a child to have an Individual Medical Action Plan. These plans must be provided by the parent/guardian and be developed in collaboration with the family medical practitioner. Information contained may relate to management plans surrounding conditions such as anaphylaxis, asthma or epilepsy. Permission will be obtained from the parent/guardian to display this where staff can easily familiarise themselves with the health issue.

Written consent will also be obtained from the parent/guardian for the use of all health and other personal information which the Service has relating to the child, for the purpose of enabling the Service to:

- Administer care and assistance to the child, including by obtaining emergency or other medical assistance or care for the child in accordance with this policy; and
- Report any injury, illness or trauma as required by law.

First Aid

At least one educator with a current first-aid and CPR qualification, anaphylaxis management and emergency asthma management training as required by the *Education and Care Services National Regulations 2011*, will be in attendance at any place children are being cared for and immediately available in an emergency, at all times children are being cared for by the Service.

Disposable gloves will be worn when administering first-aid, and will be disposed of immediately after use, in a way that they are reasonably secure from children and others.

The coordinator will, or delegate a qualified educator to, ensure that the following are kept at the Service at all times, and are accessible to the educators but not to children:

- A fully maintained and equipped first aid kit, adequate for the number of children attending the Service;
- A recognised and current first-aid manual; and
- A cold pack and ice ready for use in the administering of first aid;
- A store of disposable gloves;
- Current emergency contact telephone numbers.

Immediate procedure upon injury, illness or trauma

If a child is involved in an incident, becomes ill, injured or suffers a trauma while attending the Service:

- Staff will comfort and calm the child;
- Minor head injuries will be reported to the coordinator, monitored for safety and recorded on the relevant form if deemed necessary. Parents/guardians may be contacted at the coordinators' discretion.

- Significant head injuries will be reported to the parent/guardian via phone, notifying of the circumstances including:-
 - The treatment administered; and
 - Whether the child has returned to normal activities as deemed appropriate by coordinator or first aid qualified educator.
- An educator, qualified in first aid, will administer appropriate first aid and assess the child's condition in conjunction with the coordinator;
- Non-prescribed oral medications will not be administered to any child;
- If necessary, the coordinator, or qualified educator, will ensure that the child is separated from the other children and made as comfortable as possible in a quiet, well ventilated area;
- If necessary, the coordinator, or qualified educator, will contact the parents/guardians to collect their child as soon as possible;
- The child will be kept under adult supervision and their condition monitored until the parent's arrival.

If the child's condition is assessed as serious or deteriorates and emergency medical attention is necessary:

- If a child requires emergency medication (epipen, ventolin etc), the coordinator will attempt to obtain verbal consent from the parent/guardian, prior to calling for an Ambulance;
- The coordinator, or qualified educator, will call an ambulance;
- All attempts will be made to notify the parents; and
- If parents are unable to accompany the child to the hospital, the coordinator, or qualified educator who administered the first aid, will accompany the child provided that they leave at least one educator who is qualified in first aid at the Service and that the Service ratios are still met.

All costs incurred in obtaining medical attention for a child will be met by the parents/guardians.

Recording and reporting incidents, injuries, illness and trauma

An incident, accident, injury or trauma report must be completed, as soon as reasonably possible after a child suffers an injury, illness or trauma, by the educator who administered care or first aid to the child.

The information which must be included on the report after a child suffers an injury, illness or trauma at the Service is:

- The child's name;
- Date and time of accident/incident;
- Details of accident/incident;
- Parents/guardians contacted;
- Treatment and outcome of accident/incident;
- Staff signature and witness signature; and

- Parent's signature confirming knowledge of accident.

The information contained in the incident, accident, injury or trauma report forms must not be used for any purpose except strictly in accordance with this Policy, the Privacy Policy (see 10.8 – Information Handling (Privacy and Confidentiality) and any other relevant policies of the Service.

For incidents that may require minor first aid (e.g. bandaids), an entry must be made in the first aid record book, located with the service first aid kit. Information to be included in the first aid record book may include:

- The child's name,
- The reason for and location of bandaid (on their person), and
- Educator signature.

The coordinator will ensure that the parent of a child who is involved in an incident, is injured, ill or suffered trauma at the Service is informed of the situation, and the treatment given, on collection of the child.

The coordinator is responsible for the obligation under section 174 (4) of the *Education and Care Services National Law Act 2010* to report to the relevant Regulatory Authority if a child dies, or suffers an injury at the Service for which treatment from a medical practitioner was obtained, or ought reasonably to have been sought.

4.6 Medication Policy

In the interests of health and wellbeing of the children, the Service will only permit medication to be given to a child if it is in its original packaging with a chemist label attached. The chemist label must state the child's name and dose of medication required.

The service recognizes and acknowledges the skill and competence of children in working collaboratively with families to enable children to self-administer medications, with prior parent authority.

See procedures under Policy 4.1 – General Health and Safety, regarding obligations for parents/guardians to advise the Service of particular health needs, including medication, for their children.

Parents/guardians will be requested, through the Family Handbook (see Policy 9.3 – Communication with Families) and initial enrolment procedures (see Policy 9.2), to respect this Medication Policy and, wherever possible, to administer any prescribed medication to their child before or after attending the service, rather than requesting the service to do so, unless absolutely necessary.

Educators will only be permitted to administer medication to a child if it is:-

- In its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date; and
- Accompanied by a medication authority form (see appendix d), completed by the parent/guardian.

All medication will be stored in a locked cupboard or similar storage receptacle. Storage should prevent unsupervised access and damage to medicines e.g. some may require refrigeration.

All medication will be administered by the coordinator (or an educator nominated by the coordinator who is duly qualified in first aid) and witnessed by another educator. Administration of medication will be recorded in a medication administration register (see Appendix D). The coordinator and educator witness must fill out and sign the register with the parent signing acknowledgement at the end of the day.

All unused medication will be returned to the parent on collection of the child.

Individual medical management plans will be developed if necessary in conjunction with the coordinator or a qualified first aid educator, parent/guardian, child and other health/educational professionals if required.

Children self-administering medication

The service permits children over preschool age to self-administer medication however the relevant authority form must be completed by the parent/guardian, prior to the child administering the medication.

This information will be detailed in the child's medical conditions management plan and the medical conditions risk minimisation plan if appropriate, and the location of the child's medication for self-administration must also be noted and made available to educators.

Educators will supervise children who are self-administering medications and to promote consistency and ensure the welfare of all children using the service, educators will ensure each child follows all administration of medication, health and hygiene policies and procedures.

Should educators feel that the child is not able to successfully administer the medication then they reserve the right to administer it on behalf of the child.

The service will record all instances of supervised self-administration of medication as per the procedures articulated within this policy

For children with asthma, diabetes or other similar ongoing medical conditions requiring medication, parents/guardians will be required to advise the coordinator in writing whether their child will be responsible for administering their own medication as well as full details of how, when (i.e. at what intervals) and by whom all such treatment is to be administered.

****Please Note**** The Education and Care National Regulations 2011 (part 4.2, 90 (2)) states that "*The medical conditions policy of the education and care service must set out practices in relation to self-administration of medication by children over preschool age if the service permits that self-administration.*"

4.8 Sun Safety Policy

Rationale

Queensland has the highest rate of skin cancer in the world. Of all new cancers diagnosed in Australia each year, 80 per cent are skin cancers. Given that children in childcare are there during peak ultraviolet radiation (UVR) times throughout the day, early childhood settings play a major role in both minimising children's UVR exposure and providing an environment where policies and procedures can positively influence long-term behaviour.

Skin damage, including skin cancer, is the result of cumulative exposure to the sun. Research shows that sunburn contributes to skin cancer and other forms of skin damage such as sunspots, blemishes and premature ageing. Most skin damage and skin cancer is therefore preventable.

Ultraviolet radiation (UVR) levels are highest during the hours that children are at childcare settings. As children will spend a portion of their day outdoors, we are committed to protecting them from harmful effects of the sun.

The rationale for this policy was provided by the Queensland Cancer Council and is consistent with their Sun Smart Policy Guidelines for Early Childhood Settings

The purpose of this Sun Safety Policy is to ensure that all children, staff and visitors attending our service are protected from skin damage caused by harmful UVR from the sun.

The service will provide a SunSmart environment that support Sun Safe practices and create an awareness of the need to reschedule outdoor activities to support Sun Safe practices.

Sun safety will be practiced at our service throughout the whole year.

The service will provide a sun safe hat for each child to wear while in the care of the Service. These hats will be washed daily after use. Parents may alternatively provide a broad brimmed SunSmart hat which protects the face, neck, ears and crown of the head for their child and encourage them to wear it. No caps will be accepted. The children will only be allowed to wear McDowall OSHC hats on excursions.

Parents will be asked to provide appropriate SunSmart clothing that protects as much of the skin as possible. Loose fitting clothing and darker colours will be more comfortable and effective.

Educators will ensure that all children, staff and visitors attending McDowall OSHC are protected from the harmful UV effects of the sun during the recommended times of the day. The Co-ordinator will:-

- Inform Parents of our Sun Safety Policy when children are enrolled. The Sun Safety Policy will be included in the enrolment package information.
- Ensure all sun protection measures are applied to children, staff and visitors while outside when the UV level is 3 or above, which in Queensland, is all year round including:-
 - Wearing adequate SunSmart clothing and use shaded and/or covered areas;
 - Wearing broad brimmed hats that protect the face, neck and ears;
 - Applying SPF 30+ broad-spectrum, water-resistant sunscreen 20 minutes before going outdoors and reapply every 2 hours (with parent permission and allergy safe as required).
- Incorporate education programs that focus on skin cancer prevention and early detection into the program.
- Ensure all staff, children and visitors act as positive role models and demonstrate SunSmart behaviour when attending the service.
- Ensure that adequate shade is provided during outdoor events including excursions.

Ongoing feedback and support will be sought from parents and the school community for the Sun Smart policy and its implementation, through newsletters, parent meetings etc.

The Sun Safety policy will be reviewed regularly (at least annually) with children, staff, parents and the McDowall SS P&C OSHC Subcommittee.

References:

Cancer Council Queensland SunSmart Policy Guidelines – Early Childhood,
http://www.cancerqld.org.au/icms_docs/54255_Early_Childhood_Settings_SunSmart_Policy_Guidelines.pdf

4.9 Children's Toileting Policy

The service recognises the need to ensure the safety of all children whilst accessing the toilet and acknowledges that in rare incidents, children may require additional support and assistance. Thus the service management seeks to ensure that the personal health, hygiene and safety of children and educators is supported, through the consistent implementation of the following procedures to protect children from risk of harm or injury. McDowall OSHC requires children to be toilet trained, and able to clean and change themselves in the instance of a toileting incident.

Educators shall check the toilet facilities for safety prior to the commencement of the daily program/s including before school, after school and vacation care.

All children shall be actively supervised whilst accessing the toilet facilities.

Children shall have access to the toilets located outside the McDowall OSHC building and the toilet located inside the OSHC building.

Adults shall only have access to the toilet located inside the McDowall OSHC building.

Due to the limited facilities offered at McDowall OSHC, all children that attend McDowall OSHC are to be able to toilet themselves and are expected to be able to clean themselves up and /or change themselves in the event of a toileting accident.

Educators shall be required to support the personal hygiene of children with toileting when it becomes known to them that a child is in need of assistance. If an educator feels uncomfortable giving toileting assistance to a child, they may ask the Director, Nominated Supervisor or another educator to assist or take over.

If a child is involved in a substantial personal hygiene incident, the Parents/Guardian will be notified immediately and shall have the opportunity to collect the child.

Children who are frequently troubled with personal hygiene and toileting needs shall be requested to provide spare clothes and pull ups if necessary.

Escorting children to the toilet

Educators shall observe practices to ensure that they are not placing themselves in a compromising situation while escorting children to the toilet area and shall ensure that a minimum of two children are escorted at any one time.

Children shall be regularly reminded to go to the toilet. Where the toilet is out of direct supervision of educators, children shall be escorted every 30 minutes or as required.

Educators will ensure that the service communication procedures are followed when escorting children to the toilet in another area.

Assisting children with toileting

Educators shall notify the Director that a personal hygiene incident has occurred and they, and where possible, a second team member shall be called to be present during the toileting support. Gender and developmental consideration should be given to the situation in ensuring the most appropriate educators manage the situation and that the process is open and transparent.

Educators shall support children's emotional needs, demonstrating empathy and compassion and should not, under any circumstances, cause further embarrassment to the child. Nor should they become forceful in their assistance to children.

Staff shall assist children to toilet and follow hygiene procedures by:

- Encouraging children to clean themselves independently through provision of suitable wipes and means of disposal (wipes are not suitable for flushing).
- Ensuring hands are cleaned and sanitized and gloves are generally worn.

Toileting on excursions

For the purposes of Excursions, the following procedures shall be implemented to ensure the health and safety of children while using the toilet:

- A risk assessment will be conducted prior to the excursion with all educators required to read and sign off.
- On arrival at the venue, the toilet cubicles shall be checked for safety by an educator before being used by the children.
- A minimum of two educators shall be present when possible to supervise children's use of the toilets.

- On excursions, one male educator must be present to ensure boys are able to use the male toilets.

4.10 Anaphylaxis Management Policy

The service recognizes the increasing prevalence of children attending services who have been diagnosed with anaphylactic reactions. Such reactions may be the result of severe allergies to eggs, peanuts, tree nuts, cow milk, shell fish, bee or other insect stings, latex, particular medications or other allergens as identified through professional diagnosis.

It is known that reactions to allergens may occur through ingestions, skin or eye contact or inhalation of food particles.

Parents/guardians will be requested, through the initial enrolment procedures (see Policy 9.2), to ensure that the service is made aware of any allergies that their child may be suffering. Information regarding the triggers and severity of allergic reactions will also be requested.

The service will ensure that at least one educator with a current first-aid qualification and CPR qualification, anaphylaxis management and emergency asthma management training as required by the *Education and Care Services National Regulations 2011*, will be in attendance at any place children are being care for, and immediately available in an emergency, at all times that children are being cared for.

The service shall take appropriate action to minimize, where possible, exposure to known allergens where children have been professionally diagnosed with anaphylaxis and this information has been presented to the service with certification from a medical practitioner.

To minimize the risk of exposure of children to foods that might trigger a severe allergy or anaphylaxis in susceptible children, our service will:

- Not allow children to trade or share food, utensils or food containers;
- Prepare food in line with a child's medical management plan
- Request families to label all drink bottles and lunchboxes with their child's name;
- Consider whether it's necessary to change or restrict the use of food products in craft activities, science experiments and cooking experiences so children with allergies may participate;
- Instruct educators preparing food about measures necessary to prevent cross contamination between foods during the handling, preparation and serving of food;
- Ensure that all food preparation areas and utensils are regularly cleaned and sanitised (as per Policy 5.5 Cleaning and Sanitising);
- Monitor attendances to ensure that meals/snacks prepared at the service do not contain identified allergens when those children are in care;
- Where a child is known to have a susceptibility to severe allergy or anaphylaxis to a particular food, the service will develop policy and implement practice for the management of children, educators or visitors to the service bringing foods or products containing the specific allergen (e.g. nuts, eggs, seafood)

All children diagnosed with anaphylaxis shall have a medical management plan outlining what to do in an emergency and developed in consultation with families, educators and the child's medical

practitioner. Each plan shall be displayed in a clearly accessible area and be approved by the child's family/guardian.

Individual children's health care and management plans shall be discussed on a regular basis with all educators at team meetings.

Each child shall have the appropriate medication including EPIPEN accessible to educators.

Appropriate medication shall be stored at the service for each child in clearly labeled and marked containers, in a location that is known to educators and easily accessible to adults but inaccessible to children.

Risk minimisation practices will be carried out to ensure that the service is, to the best of our ability, providing an environment that will not trigger an anaphylactic reaction. These practices will be documented, discussed at team meetings and potential risks reduced, if possible.

The service shall display a generic Action Plan for Anaphylaxis poster in a key location, visible to educators.

Anaphylaxis plans shall be reviewed annually or as required by governing authorities.

In the case of a child who has not been previously diagnosed with Anaphylaxis, procedures as per the Emergency Health and Medical Policy (see Policy 4.11) will be followed.

4.15 Asthma Management Policy

The service strives to provide a safe and suitable environment for all children attending the service. Children with particular health needs, such as Asthma will be supported through the creation of an Asthma friendly environment in accordance with the recommendations of the Asthma Foundation of Queensland.

The service will ensure that at least one educator with a current first-aid and CPR qualification, anaphylaxis management and emergency asthma management training as required by the *Education and Care Services National Regulations 2011*, is in attendance at any place children are being cared for, and immediately available in an emergency, at all times that children are being cared for by the Service.

The service shall provide opportunities for all staff to participate in and receive regular education on asthma and appropriate management strategies. As per the *Health (Drugs and Poisons) Regulation 1996*, a person is considered to have appropriate asthma management training if they have completed a training course, of at least one hour, and are issued with a certificate identifying the successful completion of training in the specific learning outcomes.

All children diagnosed with asthma must have a medical management plan outlining what to do in an emergency and developed in consultation with families, educators and the child's medical practitioner. Each plan shall be displayed in a clearly accessible area and be approved by the child's family/guardian.

A medical condition risk minimisation plan must be developed in consultation with the parent/guardian of a child with specific health care needs, allergies or other relevant medical conditions to identify the possible exposure to allergens and how these will be managed and monitored within the service.

The service will ensure all educators receive a copy of the Medical Conditions Policy and Asthma Policy as part of their orientation/induction to the service

Educators will be made aware of children who suffer from Asthma and the various triggers and manage the risks of this appropriately within the service's risk management plan. These triggers may be food intolerances or environmental.

The service will display a poster for asthma first aid management in prominent locations to alert educators and other participants in the service's activities.

If the procedure outlined in the child's medical management plan does not alleviate the asthma symptoms, or the child does not have a medical conditions management plan, an educator will provide first aid, which may include the steps outlined by Asthma Australia as follows:

- Sit the child upright. The educator will stay with the child and be calm and reassuring;
- Give four (4) puffs of blue reliever medication, using a spacer if there is one;
- Wait four (4) minutes. If there is no improvement, give four (4) more puffs as above;
- If there is still no improvement, call emergency services;
- Keep giving four (4) puffs every four (4) minutes until the emergency service arrive.

The service will ensure that an emergency asthma first aid kit is stored in a location that is known to all educators, easily accessible to adults but inaccessible to children. The emergency asthma first aid kit should contain:

- An emergency supply of blue or grey reliever puffer;
- A spacer device that is compatible with the puffer.

Puffers and spacers from the emergency asthma first aid kit must be thoroughly cleaned after each use to prevent cross contamination

All asthma medication provided by families and administered by educators must be in accordance with the Medication Policy (see Policy 4.6) of this service.

Risk minimisation practices will be carried out to ensure that the service is, to the best of our ability, providing an environment that will not trigger an asthmatic attack. These practices will be documented, discussed at team meetings and potential risks reduced, if possible.

References

Victoria, A. F. (n.d.). *Asthma and the Child in Care Model Policy*. Retrieved from Asthma foundation: <http://www.asthma.org.au/Portals/0/doc/Resources/2013%20Child%20in%20Care%20Model%20Policy%20%28Version%20%29.pdf>

Please refer to the Policies and Procedures Manual to view the following policies in detail. These are located on the parent sign in desk.

- 5.1 Food Handling and Storage Policy
- 5.2 Food and Nutrition Policy
- 5.3 Food Act Compliance Policy
- 5.4 Food Audit Policy
- 5.5 Cleaning and Sanitising Policy
- 5.6 Menu Development Policy

5.1 Food Handling and Storage Policy

The service recognises the need for effective food handling and storage practices to ensure that the food is not contaminated, nor allowed to become contaminated, or unfit to be eaten. All food which is handled (including preparing, eating or storing) at the Service is to be handled according to the recommended food handling and storage guidelines as set out in the Australian and New Zealand Food Standards Code.

See also Policy 4.3 regarding general hygiene policies and procedures, including relating to preparation and handling of food.

The coordinator will be responsible to ensure that all food preparation and preparation areas comply with all laws and regulations, including Local Council by-laws (or equivalent) where applicable.

The service will provide the necessary food handling equipment and/or utensils (e.g. gloves), to prevent cross contamination.

All food preparation surfaces and utensils will be kept clean and, in particular, will be thoroughly clean before use. Food preparation equipment and surfaces will be cleaned and sanitised in accordance with the service Cleaning and Sanitising Policy (see Policy 5.5).

Educators will ensure that they, and the children, use effective hand hygiene practices before handling, preparing and eating of food.

Educators will be made aware of, and kept up to date about children who may suffer dietary issues and/or allergies relating to food and/or particular food ingredients through signs in the kitchen area and regular discussions at team meetings. All care and attention will be taken when preparing, serving and storing food for children with particular dietary and/or allergy issues. Families may be requested to provide their child's food if the service is unable to cater for their specific need.

Children will not be in the food preparation area unsupervised. Food activities that require heating and/or cooking will be fully supervised by an educator.

Educators and/or children who are unwell will not be permitted to handle food, whether it is a food activity or preparation of the afternoon tea menu.

Perishable items will be covered and refrigerated after opening. Non-refrigerated items will be stored in airtight containers.

The service will ensure regular pest and vermin maintenance is conducted to prevent contamination.

Perishable food brought from home by children and/or educators will be refrigerated as soon as possible.

The refrigerator, stove/oven and microwave will be cleaned weekly.

Educators will not eat, nor permit to be eaten by any child, food that has fallen on the ground, or been handled by another child. Food that is not fit to be eaten is to be immediately disposed of, in an appropriate manner, so that it will not be eaten.

Food Recall

The Service shall monitor foods purchased to ensure recall alerts have not been enacted. Recall alerts may be distributed via television, newspaper and radio communications from the manufacturer or recognized health authority.

All foods recalled under food alerts will be repackaged and returned or destroyed according to instructions as per the food recall alert.

Please note: This policy has been developed in accordance with the recommendations of the Australia and New Zealand Food Standards. Further information can be accessed from <http://www.foodstandards.gov.au/foodstandards/foodstandardscode.cfm> Services are encouraged to access this information directly.

Any reference to the content from this site should be dated in the policy at the time it was accessed. The resource papers available from <http://www.foodstandards.gov.au/foodstandards/foodstandardscode.cfm> provide support to the service in developing and maintaining food safety standards.

5.2 Food and Nutrition Policy

This Service recognises and acknowledges the importance of providing food that is both nutritious and appropriate to the needs of the children attending McDowall OSHC. The service encourages and promotes the health and wellbeing of children through providing positive learning experiences during meal/snack times where good nutritional food habits are developed in a happy, social environment. Parents are encouraged to participate in this approach to nutrition for their children.

Recommended food

Information about healthy food choices is gathered from recognised authorities (i.e. Dietary Guidelines for Children and Adolescents in Australia (NHMR) 2003, Nutrition Australia).

Services managed by school Parents and Citizens Associations may also choose to reference the Queensland Education initiative '*Smart Choices, Healthy Foods*'.

Provision of healthy and varied food choices

Where the Service provides food, educators will seek to provide food:

- which is healthy, balanced, varied, age appropriate and consistent with Dietary Guidelines for Children and Adolescents in Australia (NHMR) 2003;
- which includes a good balance of fresh foods, as opposed to pre-packaged and prepared foods;
- which as far as reasonably possible, meets the dietary needs of children with special dietary needs of which the Service has been made aware, or becomes aware.

Service menus are planned using a checklist to ensure that food provided is varied and encompasses all the food groups. Families, children and educators are encouraged to contribute ideas for the menu.

During vacation care, children will be required to supply their own morning tea and lunch from home unless otherwise advised.

The Director/Educational Leader will discuss with all parents any food allergies and restrictions (including cultural or religious) which are required by the parent to be enforced at the Service. Details of these restrictions will be noted on the enrolment form and passed on to educators. Food allergies or restrictions which are based on health reasons should be accompanied by a letter from a medical practitioner or other health professional.

The Director (and educators) will seek to accommodate all such reasonable nutritional needs of a child by giving appropriate directions to educators in relation to that child.

Where children have special dietary needs which is not reasonable that the Service meet, the Director will consult with parents and where necessary, the meal will be supplied from home.

When parents provide food for their child, healthy food and drink choices are encouraged.

The eating environment

Social interactions will be encouraged during meal/snack times. Educators will spend this time interacting with the children and model good eating and social habits.

Children will be encouraged to use effective hand hygiene, prior to regular service meal times.

To ensure safety, children will be encouraged to sit whilst eating and/or drinking.

Children eating food at the service, outside the regular meal times of the service, will be encouraged to use effective hand hygiene and to sit while eating.

Serving of food

Independence will be fostered by encouraging children to serve themselves food, under supervision from educators, where able.

If educators need to serve food to the children, tongs and/or gloves will be used, likewise when children serve themselves.

At meal/snack times, educators will encourage children to try different foods and to take appropriate portions.

Involving children and Families

Educators involve and consult children when planning the menu and/or food activities and experiences through group meetings and/or children suggestions and surveys.

Educators will facilitate children being involved in the preparing and serving of food through 'serve-yourself' routines and activities such as breakfast meals.

Educators will encourage and involve children in conversations and routines that promote healthy eating and good nutrition.

Drinking Water

The Director will ensure that children have ready access to cool drinking water.

Educators will encourage children to drink extra water during the summer months, supplying their own water bottle if necessary.

Educators will encourage parents to provide children with extra water to take with them on excursions.

Diverse cultural experiences

Food provided includes food from various cultures particularly those represented in the service and local community.

Families from other cultures within the service or wider community may be invited to participate in the program, providing children with food experiences from their own culture.

Food awareness activities will be chosen from a variety of cultures and may include:

- Different ways of serving the food (i.e. chopsticks);
- Different varieties of foods (e.g. feta cheese instead of cheddar);
- Foods that may have significance within their culture (e.g. Anzac biscuits and their origin).

Communication with families

The food provided by the service is planned ahead and menus are displayed in a prominent place for families and children.

Where parents are required to provide food for their children, the service will provide relevant nutritional information as well as suggestions for healthy food and drink choices.

If a child has special food needs e.g. cultural requirements or food allergies, the service will work with parents to develop a plan to meet the child's needs. Parents will inform the service of any changes.

Through the Family Handbook, parents are alerted to the Service's Nutrition Policy, and invited to contact the Director at any time to discuss any comments, concerns or feedback in relation to the Nutrition Policy, and of their child's particular dietary requirements for health or other reasons.

The Director will arrange at least one opportunity every twelve months for parents to have input into the Nutrition Policy.

Professional development

Service management will ensure that educators are provided with adequate training and instruction in relation to food handling and storage procedures.

Lead Educators will be encouraged to attend professional development on food and nutritional related issues.

The service will ensure that information and/or fact sheets relating to food safety and nutrition are readily available for educators.

Food Experiences

Food will not be used in the service as punishment or reward for children.

Educators will encourage children to learn about food and nutrition through:

- Engaging children in conversations about healthy lifestyles and good nutrition;
- Inclusion of children in service meal routines.

Please note: This policy has been developed in accordance with recommendations from the *Dietary Guidelines for Children and Adolescents in Australia (NHMRC 2003)* and the *Queensland Health Panosh (Physical Activity and Nutrition in Outside School Hours Care)* resource.

5.6 Menu Development Policy

The service recognises and acknowledges the importance of providing food that is both nutritious and appropriate to the needs of the children attending McDowall OSHC. In collaboration with educators, children and families, a service menu will be developed, consistent with the Australian Dietary Guidelines and inclusive of children's health/medical issues relating to foods.

Development of the service menu will be a collaborative effort between the Educational Leader, Lead Educator – Nutrition and Sustainability, educators, children and families.

The Educational Leader, Lead Educator – Nutrition and Sustainability and Educators will guide children and families in ensuring the service menu is healthy, balanced, varied, age appropriate and consistent with the Australian Dietary Guidelines and as far as reasonably possible, meets the needs of children with special dietary requirements.

Service menus are planned on a regular basis, using a checklist to ensure that food provided is varied and encompasses all the food groups. The Co-ordinator will ensure that the menu is displayed for families and accurately describes the food and drinks being provided by the service.

Educators will be informed of children's food allergies and/or restrictions (including cultural or religious) through the staff communication book and regular team meetings.

Families, children and educators are encouraged to contribute recipes and suggestions to support a culturally diverse menu.

Educators will be provided with opportunities for professional development training relating to nutrition and food related issues.

Please refer to the Policies and Procedures Manual to view the following policies in detail. These are located on the parent sign in desk.

- 6.1 Space and Facilities Requirement Policy
- 6.2 Provision of Resources and Equipment Policy
- 6.3 Workplace Health and Safety Policy
- 6.4 Shared Facilities Policy
- 6.5 Use and Maintenance of Air Conditioning Policy
- 6.6 Management of Poisonous Plants and Fungi Policy

Please refer to the Policies and Procedures Manual to view the following policies in detail. These are located on the parent sign in desk.

- 7.1 Emergency Equipment and Facilities Policy
- 7.2 Drills and Evacuations Policy
- 7.3 Harassment and Lockdown Policy
- 7.4 Fire Safety Compliance Policy
- 7.5 Extreme Weather Policy

7.1 Emergency Equipment and Facilities Policy

Personal safety and security of children, educators and volunteers (all persons on the premises) are of prime importance whilst in attendance at the Service. The Service therefore takes a proactive approach to managing emergencies, developing emergency procedures and equipping educators and children with sound knowledge of them.

Smoke alarms are fitted in each room and the Director (or a delegate) will test them regularly in accordance with the manufacturer's instructions.

The Director in conjunction with the Health and Safety Representative (see Policy 6.3 – Workplace Health and Safety) will be responsible to ensure that:

- There is an alarm bell for sounding warnings of an emergency, which is kept in good working order, and tested regularly;
- Exits are easily opened and clearly marked with evacuation plans;
- There are appropriate fire extinguishers, properly installed and maintained and that educators have basic training in the use of the fire blankets and fire extinguishers kept at the venue. Locations will be clearly indicated by appropriate signage.

The Service calls upon the advice of the Queensland Fire Service (or another appropriate Authority) to provide up-to-date information on the appropriate measures which are required to comply with this aspect of this Policy.

7.2 Drills and Evacuations Policy

The Service acknowledges the need to ensure that educators and children are aware of, and understand, evacuation and other procedures in the case of an emergency. The service therefore takes a proactive approach through the regular implementation of practice drills and evaluations.

Emergency evacuation procedures will be clearly displayed near the entrance of each room at the Service. Evacuation plans will be child friendly and displayed at child height.

Educators must ensure that all exits are kept clear and unlocked to enable a quick departure. This will be included on the daily safety checklists and will be marked each day if compliant. Any comments or issues relating to these preventative measures will be noted on the checklist and brought to the attention of the Director.

Emergency evacuation and lockdown procedures will be carried out at least once a term and within each Vacation Care period. This drill will occur on different days of the week so that all educators and children are familiar with the procedures.

Emergency telephone numbers will be clearly displayed within the Service.

For these emergency situations, educators will have access to a telephone outside of the room.

In an emergency situation, the educator who first discovers the emergency will sound the alarm bell.

The Director, or in her/his absence the Health and Safety Representative will take charge of the situation and/or delegate others to:-

- Telephone the relevant emergency number;
- Check and evacuate all rooms including the toilets, storage rooms and near-by buildings on the premises;
- Collect daily roster to account for all employees;
- Collect sign-in sheets and parent contact numbers;
- Collect first aid kit;
- Close all doors and windows (only if able) to help to contain the fire (if relevant);
- Once at the designated assembly area, check the roll to make sure that all children and staff are accounted for.

Attempts to extinguish fires will occur only when the room is evacuated, if the fire is very small, and the person trained in using the extinguisher is in no immediate danger.

No one will re-enter, nor be permitted to re-enter, a building in which there is or has been a fire, under any circumstances, unless and until the emergency service advises that it is safe to do so.

No one will leave, nor be permitted to leave, the area in such a drill until the Director is satisfied that it is safe to do so.

Bomb Threat

In the event of a bomb threat, the following information will be recorded by the person who answers the call, on the 'bomb threat checklist':

- Time and date of the call;
- The wording of the threat;
- Other specific details.

DO NOT hang up the phone without alerting the caller. Indicate for another person to use a separate phone to call police to report the threat.

Implement an evacuation of the building according to the services' emergency evacuation procedure.

When safe, complete an incident report on the situation, attach the bomb threat checklist and forward to Management.

Evaluation

An 'evacuation drill evaluation form' is to be completed by the Co-ordinator or Health and Safety Representative as soon as possible after the drill.

Issues identified through this evaluation will be discussed at the next team meeting and referred to management if necessary. Feedback should also be provided to the children.

7.3 Harassment and Lockdown Policy

The Service acknowledges the need to ensure that educators and children are aware of, and understand, evacuation and other procedures in the case of an emergency. The service therefore takes a proactive approach through the regular implementation of practice drills and evaluations.

In the event of harassment or unauthorised persons refusing to leave the premises the Director, or in their absence, the Health and Safety Representative will initiate the following drill: -

- The educator or child (if appropriate) being harassed, or the closest observer of the child or other educator being harassed, will give a prearranged signal, which is made known to all educators, to begin the drill (e.g. code word, special song);
- The Director or other person, who receives the signal, will calmly and quietly inform other educators of the need to remove the children to safety. If the threat is inside, children will be escorted outside by educators. If the threat is outside then children will be escorted inside by educators;
- The Director/Health and Safety Representative, will immediately obtain and if possible record relevant information (e.g. physical descriptions, car registration etc) on a service incident report;
- An educator will witness and provide back-up for the Director/Health and Safety Representative, but only if it does not place that person in a position of unacceptable risk or harm to themselves, to any child or to others.

In the event of an internal threat (intruder, bomb and/or behaviour issue) where children are to be escorted to an outside area, once the prearranged signal has been acknowledged:

- An educator will telephone the relevant emergency number;
- An educator will check and evacuate all rooms including the toilets, storage rooms and near-by buildings on the premises;
- An educator will collect sign-in sheets and parent contact numbers;
- An educator will close and lock all doors and windows (only if appropriate and able to do so);

Once at the designated assembly area, an educator will check the roll to make sure that all children and educators are accounted for including children who have already been signed out and have been collected.

In the event of an external threat (intruder, fire, bomb, gas leak) where children are to be escorted inside, once the prearranged signal has been acknowledged, the following drill will be initiated:

- Educators will calmly and quietly move the children to safety inside the room, checking the toilets, storage rooms and near-by buildings;
- All doors, windows and curtains will be shut and locked (if safe to do so);
- An educator will check the roll to make sure that all children and educators are accounted for including children who have already been signed out and have been collected;
- Educators will encourage children to sit quietly.

During all such drills, educators are to calm the children and provide them with suitable games and activities as far as reasonably possible.

The Director or Health and Safety Representative will call 000 for back up if the drill is an actual emergency.

No one will leave, nor be permitted to leave, the area in such a drill until the Director is satisfied that it is safe to do so.

At no time will educators try to physically remove an unwanted visitor.

All threatening situations will be evaluated as soon as possible after the event and any necessary modifications or enhancements to these procedures made accordingly.

Please refer to the Policies and Procedures Manual to view the following policies in detail. These are located on the parent sign in desk.

- 8.1 Role and Expectations of Educators Policy
- 8.2 Educational Leader Policy
- 8.3A Recruitment and Employment of Staff Policy P&C
- 8.3B Equal Employment Opportunity Policy P&C
- 8.4 Educator Professional Development and Learning Policy
- 8.5 Volunteer Policy
- 8.5A McDowall SS P&C Association Volunteers Policy
- 8.6 Grievance Policy P&C Policy
- 8.7 Workplace Harassment and Bullying Policy
- 8.7B Workplace Bullying Policy P&C
- 8.8 Employee Performance Monitoring, Review and Management Policy
- 8.9 Employee Code of Conduct Policy
- 8.10 Employee Orientation and Induction Policy
- 8.11 Employee Leave Policy P&C
- 8.12 Employee Qualifications – Monitoring Progress Policy
- 8.13 Employee Health Policy
- 8.14 Employee Online Social Networking Policy
- 8.15 Children of Employees Policy
- 8.16 Employee Immunisation Policy
- 8.17 Fit for Work Policy
- 8.18 Employee Retention Policy
- 8.19 Employee Counselling and Disciplinary Procedures Policy
- 8.20 Workplace Sexual Harassment Policy
- 8.21 Educator Uniform and Personal Presentation Policy

8.1 Role and Expectations of Educators Policy

The Service encourages the building of skilled, qualified, motivated educators who are provided with adequate resources, training and support enabling them to engage in their role effectively as the educators of children at the Service.

****Please Note**** For the purposes of this policy document the terms Director and Nominated Supervisor have been used interchangeably as the roles and responsibilities of each position are similar.

The Service shall require that all persons employed (whether for financial remuneration or as volunteers) in the Service are fit and proper to undertake the work for which they are engaged in the Service. It shall be a condition of all employment (including for volunteers) that their employment ceases immediately if they cease to be fit and proper for any reason.

The Education and Care National Law 2010 states that an Approved Provider must not operate a service without a Nominated Supervisor for that service. Educators who hold a Supervisor Certificate are eligible, with their consent, to be the Nominated Supervisor of a service.

As the person responsible for the day-to-day management of an Approved Service, a Nominated Supervisor has a range of responsibilities including (but not limited to):

- Ensuring educational programs are delivered in accordance with approved frameworks, based on the developmental needs of children and designed to take into account the individual differences of each child;
- Ensuring children are adequately supervised, not subject to inappropriate discipline and protected from harm or hazards;

- Ensuring food and beverages provided by the service are healthy, nutritious and are chosen with regards to the dietary needs of children attending;
- Ensuring appropriate health and hygiene practices are developed, implemented and practiced by educators and children;
- Ensuring the prescribed levels of educator to child ratios are met and each educator at the service meets the qualification requirement relevant to their role.

A person is considered fit and proper if, in the reasonable opinion of the Nominated Supervisor (or other appropriate delegate of the Approved Provider of the Service) they:-

- Are capable of providing an adequate standard of child care in the school age care setting;
- Are of good character and suitable to be entrusted with the care and protection of children; and
- Have obtained and given to the Approved Provider of the Service, as appropriate, a current positive suitability notice (or copy of paid application), under the Commission for Children and Young People Act, 2000.

The Approved Provider shall ensure that all educators have a current position description detailing their role and duties as per their position.

The Director shall ensure that educators are fully informed of the Policies and Procedures of the Service, including all changes to them, by providing an Educator Handbook and appropriate forums to provide feedback and ideas to the Director for the ongoing improvement of the Service.

The Director shall ensure that there is an up-to-date copy of the *Education and Care Services National Law 2010 and Regulations 2011* at the Service (refer to www.acecqa.gov.au to obtain a copy) for reference by educators and so that educators are made and kept aware of its relevance and application to them.

The Director shall convene regular meetings with educators to keep them informed of all matters of concern relating to the Service which it is relevant or necessary for them to know in order to do their job confidently. Minutes of these meetings will be recorded.

Educators will not be permitted to consume alcohol, drugs or cigarettes, or be affected by them during the hours children are in their care.

Educators who require regular medication will hold a medical certificate that confirms their ability to care for children.

Educators have a responsibility to:

- adhere to the Policies and Procedures of the service as well as any direction given by the Director in relation to their job role;
- Actively supervise children in all areas of the service by being within sight and/or hearing distance;
- Respect the diversity of all children's backgrounds and abilities and accommodate the individual needs of each child;
- Foster all children's self-esteem and confidence, empowering them to make choices and guide their own play;

- Promote children’s sense of belonging, connectedness and wellbeing by interacting in a consistently positive and genuinely warm and nurturing manner;
- Treat all children equitably and respond positively to all children who require their attention;
- Communicate with children respectfully, taking the time to listen and value what they say;
- Work collaboratively to challenge, support, reflect and learn from other educators in order to further develop own skills and practices;
- Consistently implement and reflect on individual practices as documented in the ‘My Time, Our Place’ Framework for School Age Care:
 - Holistic Approaches;
 - Collaboration with Children;
 - Learning Through Play;
 - Intentionality;
 - Environments;
 - Cultural Competence;
 - Continuity and Transitions;
 - Evaluation for Well-being and Learning.

Educators have a right to:

- Be respected;
- Be treated courteously by children, parents and other educators;
- Work in a safe, clean and supportive environment;
- Be valued and supported as a professional;
- Be offered professional development opportunities;
- Have ideas and opinions valued.

8.9 Employee Code of Conduct Policy

The service expects that all employees conduct themselves in such a way that is professional and in accordance with the philosophy and goals of the service. Employees are expected to actively demonstrate a positive attitude towards their work, the service and the service’s clients. The service requires that all employees abide by the code of conduct at all times during their interactions with children, families, community members, management and other employees.

Employees shall be expected to read the document and indicate that they have understood all of the conduct requirements by signing the agreement.

Educators shall be expected to consistently uphold the agreement during their employment with the service.

Breaches to the agreement shall be taken seriously which may result in appropriate action taken on behalf of the employer/service.

All educators, volunteers and ancillary staff members agree to:

- Abide by any relevant legislative and National Quality Standard requirements as well as understand and actively implement the policies, procedures and rules of the service;
- Value the different perspectives of educators, supporting and working collaboratively to maintain the philosophy and goals of the service;
- Contribute to creating a positive atmosphere of trust and openness through modelling respectful and courteous language and behaviour;
- Maintaining a safe environment for all including active supervision of children, compliance with Workplace Health and Safety requirements and ensuring all necessary documentation is completed;
- Treat children, families, educators, other employees, members of the McDowall SS P&C McDowall OSHC Subcommittee, P&C Executive, Committee or visitors to the service with courtesy, respect and consideration at all times. This includes communicating with families in a professional manner including use of calm voice.
- Only discuss confidential information or issues of the service with appropriate people within the service and not with any person outside the organisation, unless required by law;
- Resolve any conflicts with other employees or members of the McDowall OSHC Subcommittee using the policy and procedures developed within the service;
- Represent the Service in a positive way;
- Act positively on complaints and provide services to the best of their ability;
- Strive to build a harmonious, equitable and non-discriminatory workplace;
- Wear clean, neat clothes, professionally appropriate to the type of work to be undertaken and not offensive to the children, families, other employees, Committee members or visitors of the service.
- It is unacceptable for any employee to use any form of harassment, physical, verbal or emotional punishment when carrying out their duties with children, families, other employees or other visitors to the Service.
- Offensive comments are not to be made about fellow employees online. This will be viewed as cyber bullying. Even if comments are not made directly, they may still be viewed indirectly by multiple people;
- The service name shall not be mentioned in online posts and statuses. This is the best way to ensure that the service's reputation is safeguarded. If it is necessary for an employee to speak about their place of employment online, they are to refer to 'work' and not to the service name;
- Work-related problems, tasks and ventures should not be discussed online. Confidentiality must be maintained at all times;
- Be clear that your personal views are yours, and not necessarily the views of the service management and/or stakeholders;
- Photos of employees in work uniform are not to be placed online;

- If anything is posted online by others which may harm the reputation of the service, its employees or stakeholders, and you have the capacity to delete such information, the Approved Provider asks that you do so immediately.
- When possible the Social Networking page should be made 'Private' to avoid being viewed by children and families, and other various stakeholders.

If something potentially dangerous to the image or people of the service is found online, bring this to the attention of the Director. This should be done immediately and the information should not be shared with others.

8.15 Children of Employees Policy

The Service strives to provide a supportive environment for all families and children using the service. This is extended to children of employees who attend the service however, the service also acknowledges the complexities that may arise when children of employees are participating in the service's program and activities. This policy strives to articulate a model for best practice when employees are providing direct care to their own children in the course of their employment within the service.

Children of McDowall OSHC employees and teachers of McDowall SS shall be permitted to be enrolled in and attend the service using the priority of access guidelines as defined in this policy and procedure document.

Children of McDowall OSHC employees and teachers of McDowall SS must be eligible to attend a school age care program as described by relevant legislative instruments, namely the *Education and Care Services National Law 2010 and Regulations 2011*.

Employees shall be expected to professionally carry out all duties while they are employed in the service regardless of the attendance of their own children.

Children of employees shall be provided with consistent care, consideration and involvement in the service as any other child participating in the program. The behaviour of children of employees shall be managed as it would any other child participating in the program.

For services located on a school site, if the child has been excluded from the school, the Director will:

- Contact the school to confirm exclusion;
- Contact the P&C Executive Committee to advise that the child's exclusion will carry through to McDowall OSHC;
- Contact the employee to confirm exclusion from the service.

Children of permanent McDowall OSHC employees or teachers at McDowall SS are entitled to a 25% fee discount.

Please refer to the Policies and Procedures Manual to view the following policies in detail. These are located on the parent sign in desk.

- 9.1 Access Policy
- 9.2 Enrolment Policy
- 9.3 Communication with Families and Staff Policy
- 9.4 Communication with Community Policy
- 9.5 Complaints Handling Policy
- 9.6 Parent and Community Participation Policy
- 9.7 Management of Intoxicated or Persons Under the Influence Policy
- 9.8 Parent, Guardian & Authorised Nominee Conduct Policy
- 9.9 Priority of Access Policy
- 9.10 Acceptance and Refusal of Authorisations Policy

9.1 Access Policy

This Service is available to all school age children and is primarily for those whose parents work or study. The program is designed to include children from various backgrounds eg cultural, religious, gender, disability, marital status and income. All areas/members of the community are respected, valued, catered for and encouraged to be involved in the operation of the Service.

If demand for places provided at this Service exceeds those available, priority of access will be given based on guidelines provided by the Department of Employment, Education and Workplace Relations (DEEWR) through the current Child Care Services Handbook.

The service and its employees will promote equality, cultural diversity and will be actively encouraged to understand individual children's backgrounds and provide opportunities being sensitive to their needs.

To enable children with special/additional needs to attend, the service will facilitate access to inclusion and support assistance as necessary.

To enable children to participate in the range of activities at the Service, the Director will invite and encourage all parents/guardians and their child to meet with educators regularly to review and evaluate how the Service is meeting the needs of the particular child.

9.2 Enrolment Policy

This Service is a Priority of Access Centre. This means that our Centre is governed by a set of criteria, as is issued by the Government used to assess families before confirming the placements of the children in our care. We acknowledge the need to ensure accurate and relevant information relating to the specific needs of each child is available and uses effective enrolment procedures to obtain such information and to impart appropriate information to parents/guardians.

The enrolment process as well as the updating of existing parents are all done online using My Family Lounge. *(It will commence with parents/guardians signing up on the P&C Association Website by going onto the following website: McDowall State School P&C Association. Once you are on the page, find the "SERVICE" button in the green area at the top of the page. When you hover over this, a list of options will appear. Select the option for OSHC and click on it. A new page will now open. Register on "My Family Lounge" from this page to complete the online enrolment form)*

Attendance at this Service for children over pre-school age, but not yet started prep, is available from the beginning of the calendar year in which they will attend school, although the enrolment for the child

may be done earlier. Families may need to provide documentation relating to proof of age prior to enrolment being accepted.

Strictly for the purposes of enabling the Service to fulfill its Duty of Care responsibilities to the child and comply with these policies and procedures, all parents/guardians need to complete the online enrolment form. All mandatory fields are to be completed. Thereafter the completed form needs to be submitted online, but a HARD COPY needs to be signed off and handed in at the OSHC-office to be received by the coordinator on/or before the last day of the dates communicated to the parents for the enrolments and/or updates. These forms are kept on file as reference documents.

The enrolment form shall also include the written consent of the parent/guardian signing the form to the use of the information by the Service in keeping with the Information Handling Policy (Privacy and Confidentiality), (see Policy 10.8) and the other Policies and Procedures of the Service from time to time.

The Service cannot provide its services to a child, and may refuse to do so, if the parent/guardian refuses to give any or all of the information asked on the enrolment form, as the Service will not be able to discharge its "Duty of Care" and other responsibilities to the child without this information.

Failure to provide the child's immunisation history statement, within the requested timeframe, may result in the child's enrolment being:

- Accepted, however attendance would be refused until proof of up-to-date immunisation status is provided; or
- Conditionally accepted as per the service's Child Immunisation Policy. In this case, parents need to be aware that no CCB/CCR will be paid out. This particular child would also not be allowed to attend if there is an outbreak of an infectious disease against which they have not been immunised.

The service will, on a regular basis, request families to update children's enrolment forms to ensure all parent/guardian and emergency contact information is current. Parents will not need to re-enroll at the end of every year, but need to update their Personal Details, Priority of Access and Bookings for the year. This will occur on their existing profiles and no changes will be made to the status of existing parents until their children leave the service or if otherwise instructed by the family. These updates will be at the end of every year for the new year to come. Parent are also allowed to make any changes and updates during the course of the year and need not wait only until the end of the year.

All information obtained through the enrolment and/or updating procedures will be kept in strictest confidence and used only for the purposes for which it is obtained (see also Policy 10.8 Information Handling [Privacy and Confidentiality]).

9.3 Communication with Families and School Staff Policy

The Service recognises and acknowledges the importance of effective communication with families and the school staff and strives to encourage their participation to enhance the service provided. Families and school staff are welcome to attend the Service or talk to educators during operation. We encourage families and school staff to voice any concerns in a way that will assist us to provide a better service.

For new families at the Service, the first point of contact will be the Director, who will meet with the parents/guardians and the child to discuss the Service and the child's needs and to answer any questions.

On enrolment, a Family Handbook will be provided as part of the Service enrolment package. The information contained in this handbook is based on the Service policies and procedures and should be used as a reference.

Parents/guardians will have access to meet with the Director by appointment, to discuss any issues or concerns with respect to their child and/or the Service.

School staff will have access to the Director and Educators to discuss a child's needs which could include medical information, behavioural issues, school needs and any other information relevant to provide care to a child whilst at the Service.

Information provided by families relating to their child's participation in the program will be documented and stored as appropriate.

Before entering the premises all persons will need to be identified by the Director, or other educators. An approved person is a person who has been given permission by the parent/guardian, Director/Educators or Management Committee.

The Director will treat all enquiries and concerns, and the persons making them, seriously and with respect and will endeavor, wherever possible, to answer questions and provide required information.

Any deficiencies in the Service which are identified through this process, and can be rectified, will be taken into account by modifying or enhancing these Policies and Procedures, or the program, as appropriate.

The Director may refer families to information relating to appropriate community support and resource agencies that are accessible and available at the parent sign in/notice board area.

Information for parents will also be communicated through:

- emails; and/or
- McDowall OSHC notice board area; and/or
- regular meetings between Director/educators and parents/guardians; and/or
- notices written by the Director, and approved by the Management Committee, being given to parents/guardians when there are matters of changed policy and it is important for the changes to be communicated before the next newsletter or monthly meeting.

9.5 Complaints Handling Policy

To ensure service provision is in keeping with these Policies and Procedures and other applicable requirements, the Service invites comments and complaints from children, parents/guardians, employees and the community. The Service respects and considers all complaints, which require a resolution, seriously and attempts to find a satisfactory resolution wherever possible.

The Co-ordinator shall be the first contact for all comments and/or complaints. However the complainant will have direct access to the Management Committee, and the Co-ordinator will permit and, if appropriate, encourage the complainant to do so, if:

- the complaint is about the conduct of the Co-ordinator;
- the complainant is not comfortable to take the complaint to the Co-ordinator;
- the complainant is not satisfied with the Co-ordinator's handling of the complaint;
- the complaint is about a matter of Management and Administration Policy.

For this purpose, parents and others will be kept informed of the Approved Provider's current contact details through the Family Handbook, newsletter or other appropriate form of communication, and otherwise will be available on request.

Using the Complaint Record Form (see Appendix D), the Co-ordinator will record all details of the complaint, any relevant discussions, and if appropriate, the resolution of the complaint. Both the Co-ordinator and complainant should sign this form with a copy provided to the complainant on request.

The Co-ordinator will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant. Discussions with the complainant are not to be conducted in presence of the children, other employees or parents, and heated discussions are to be avoided as far as possible.

To protect the privacy of all individuals, and encourage openness and honesty in the handling of complaints, the complaints record form is a confidential document, which will not be accessible to any person, provided that the Co-ordinator will provide copies of relevant entries only to a complainant on request.

Any matters of complaint can be referred to the Approved Provider or the relevant Regulatory Body for further guidance and/or assistance.

9.6 Parent and Community Participation Policy

The Service values the important role that parents and the community take in the overall development, understanding and awareness of children. For this reason, the service shall endeavour to encourage parent participation and engage with the local and wider community in mutually beneficial and supportive relationships in an effort to support children's lifelong learning and recreational enrichment.

Parents

The Service shall develop and implement strategies and processes that identify:

- Parent skills and interests suitable to the program;
- How such parent involvement will support the overall objectives of the service and in particular program delivery; and
- When such parent skills and interests may be utilized as part of the program throughout the year.

Parents will be encouraged to participate in the service through attendance at management meetings and/or service events.

Community

The Service shall develop and implement strategies and processes that identify:

- Accessible Community Resources;
- The methods in which such resources can be utilised e.g. excursions, incursions, support activities etc;
- How such Community engagement will support the overall objectives of the service and in particular program delivery; and
- When such Community resources may be utilised throughout the year.

The Director, and employees shall identify local and wider community resources, where mutually beneficial and supportive relationships require establishment or enhancement.

Families of the service will be encouraged to suggest suitable and appropriate community venues that may be considered for excursions, incursions etc.

9.8 Parent, Guardian & Authorised Nominee Conduct Policy

The Service strives to provide a safe and healthy workplace for employees and a caring and supportive environment for children and families. The service expectations of parent conduct whilst attending the service are clearly explained in the parent information package and are further supported by this policy.

Parents shall be expected to communicate appropriately with all educators whilst dropping off or collecting their children, or other children as permitted, to and from the service.

Parents and Guardians have rights and responsibilities associated in their involvement with McDowall OSHC. This includes:

- Encourage positive behaviour habits in their children and ensure that their child adheres to the services behaviour management policy;
- Support the efforts of educators in maintaining a safe and respectful environment for all children, and
- Teach their child the importance of honesty, respect for property and respect for the rights of others;

When parents work diligently towards the fulfilment of these obligations, each individual benefits;

- Parents and Guardians have a right within the service to:
- Be respected and recognised as the major influence upon their child's development,
- Be able to express themselves on matters of the service policies, and
- Be offered the same courtesy and respect within the service.

McDowall OSHC expects parents and/or guardians to:

- Complete an enrolment form every year only to UPDATE their details,
- Pay accounts on time,
- Notify the service of any bookings, cancellations and alterations,
- Promptly notify the service of any absences due to illness,
- Follow the services absence and cancellation procedures,
- Work collaboratively with educators to resolve any behavioural problems which may arise,
- Follow the services grievance procedure when expressing concerns or complaints to the centre Director,
- Never use a raised voice, including swearing or shouting; or speak in an aggressive manner towards educators or children,
- Parents shall not be permitted to discipline verbally or in any other way the children of other families. Should a parent have an issue or concern regarding the conduct of another child, family or staff, they shall follow appropriate grievance procedures as outlined in this manual,
- Always speak in respectful tones and use positive language in conversation, emails and on the phone,
- Refrain from the mental or physical intimidation or harassment of Educators,
- Refrain from smoking anywhere on the school grounds,
- Parents shall not be permitted to use personal mobile phone cameras or cameras to take photos or videos of children or staff, and
- The centre Director and/or the Nominated Supervisor present at the time has the right to ask a person to leave the premises if they feel intimidated in any way.

Parents, guardians or authorised nominees who breach the conduct expected of them whilst engaging with the service may result in the suspension or expulsion of their family's enrolment with the service. One (1) written warning shall be given to the parent, guardian or person authorised if they breach the Parents, Guardians and Authorised Nominees Code of Conduct before they are indefinitely suspended from the service at the discretion of the Director and/or Management Committee. If the offense is serious, the Parent, Guardian or the authorised person may be immediately expelled from the service at the discretion of the Director and/or Management Committee.

Harassment and bullying of staff members by a parent, guardian or authorised person will not be accepted and may result in the family's expulsion from the service in consultation with the Management Committee and Industrial Relations Representative in accordance with Policy 8.6 Workplace Harassment and Bullying Policy; Queensland Workplace Health and safety Act, Division 2, Obligations of a Particular Person (Section 28 & 29) and the Prevention of Workplace Advisory Standard 2004.

The Police may be notified if Parent conduct within the service is threatening or violent.

Please refer to the Policies and Procedures Manual to view the following policies in detail. These are located on the parent sign in desk.

- 10.1 Quality Compliance Policy
- 10.2 Role and Composition of P&C Executive Committee & Director Policy
- 10.3 Budgeting and Planning Policy
- 10.4 Fees Policy
- 10.5 Approval Requirements under Legislation Policy
- 10.6 Service Supervisor Certificate Policy
- 10.7 Insuring Risks Policy
- 10.8 Information Handling (Privacy and Confidentiality) Policy
- 10.9 Risk Management and Compliance Policy
- 10.10 Managing Compliance within the Service Policy
- 10.13 Purchasing Policy
- 10.14 Record Back-up and Off-site Information Policy
- 10.15 Asset Management Policy
- 10.16 Intellectual Property and Copyright Policy
- 10.17 Strategic Planning Policy
- 10.18 Court Orders and the Release of Children in Care Policy
- 10.19 Policy Development, Sourcing and Review Policy
- 10.21 Service Closures Policy
- 10.22 Determining the Responsible Person Policy
- 10.23 Provision of Information Policy
- 10.24 Privacy Policy
- 10.25 Single Staff Member Policy

10.2 Role and Composition of P&C Executive Committee & Director Policy

The P&C Executive Committee has written Operating Guidelines and Code of Conduct which will be made available to all interested persons associated with the Service.

In addition to anything else provided in the Role Statement from time to time, the P&C Executive Committee is responsible to ensure that:

- The philosophy and goals of the service are developed and update as appropriate;
- The service philosophy and goals are available to all through the Family Handbook, the Educator Handbook and other publications of the Service;
- The performance of the Director is monitored and reviewed; (see also Policy 8.8)
- The budgeting and planning process for the Service is approved and monitored; (see also Policy 10.3)
- They are available to be contacted by families and/or employees regarding grievances and/or complaints

The Service regularly publicises details of the role, operation and composition of the P&C Executive Committee and the right of parents and community members to stand for election/appointment to the McDowall SS P&C OSHC Subcommittee, where required.

The P&C Executive is responsible to monitor the Director and other employees in implementing these policies and procedures.

McDowall OSHC Subcommittee Responsibilities

The McDowall SS P&C OSHC subcommittee is responsible and accountable to the McDowall State School P&C. It is governed by the same rules as any other subcommittee of the McDowall State School P&C and must comply with all requirements set down in the Association's constitution and the *Accounting Manual for P&Cs*.

A key responsibility is ensuring that the McDowall OSHC has a sustainable, well thought-out strategic plan that will carry the business successfully into the future. This strategic plan should be developed in consultation with key stakeholders, through a collaborative process to form a common direction for the McDowall OSHC.

The McDowall OSHC subcommittee must be appointed by the McDowall State School P&C and all members must be members of the McDowall State School P&C. Following the decision to continue with the McDowall OSHC subcommittee, nominations for officers for the subcommittee should be put to the AGM of the McDowall State School P&C for consideration and appointment.

The McDowall State School P&C must appoint a Chairperson, Secretary and Treasurer to the McDowall OSHC subcommittee from the members elected and can be based on recommendations from the subcommittee.

Any or all of the officers of the McDowall State School P&C can be appointed by the McDowall State School P&C as the officers of the subcommittee.

The McDowall OSHC subcommittee MUST function in accordance with the written operating guidelines developed by the McDowall State School P&C and these guidelines should be reviewed annually.

All employees, volunteers (including subcommittee officers) and P&C Executive members must be made aware of confidentiality issues within their role in the service. Confidentiality agreement will be included in all employment agreements signed by staff and volunteers at time of employment. A confidentiality agreement should also be presented to officers of the subcommittee and McDowall State School P&C Executive members to be signed when they have been elected.

10.4 Fees Policy

This Service aims to provide a quality service to families at an affordable price. The Management Committee will set fees based on the annual budget required for the provision of quality childcare in keeping with the Service's Philosophy Statement and other goals, and these Policies and Procedures. Child care benefit is available to all families who meet residency and immunization guidelines.

A permanent booking shall be defined by a regular pattern of attendance throughout each term on one or more occasion per week.

Prep bookings for BSC and ASC shall attract a higher fee, as set by the Management Committee, due to the nature of the longer hours required for Prep children.

Fees will be paid to the service on a weekly basis. Fees will be for all the days booked and are payable 7 days from the date of the statement. Statements will be emailed to all account holders on a weekly basis.

McDowall OSHC fees will be reviewed by the McDowall OSHC subcommittee and McDowall State School P&C Committee annually, and changes, if any, it will come into effect from the 1st January the following year, or as stated in special circumstances.

Payment Methods *(Kindly note we are in the process of reviewing our payment methods and changes should take effect from January 2018. This will be communicated in advance to our families)*

Accepted payment methods include EFTPOS, cheque, direct debit or internet transfer.

- Amex and Diner's Club are not accepted.
- Fees will be paid within 7 days from the date of the statement each week.

Cheque - Payment is accepted by cheque or direct debit in the Service's bank account. Cheques are to be made payable to the McDowall State School P&C Association Outside School Hours Care.

Direct Debit - The procedure on how to arrange for payment of fees by direct debit through the internet will be available from your bank. This direct debit transaction can be set up for a regular amount deduction or one off payment to the McDowall OSHC bank account.

BSB: 064-110 Account: 10038682 Reference: Account name

EFTPOS - EFTPOS payments can be made through staff at the McDowall OSHC office.

Credit Card - Credit Card payments can be made at the McDowall OSHC Office. Alternatively a Credit Card Authorisation form can be filled in and payment can be deducted by the Administration Officer on a weekly basis.

All monies will be banked on behalf of the Service as soon as possible after receipt.

Childcare Benefit

The Director will keep parents informed about the availability of Childcare Benefit (**CCB**) by:-

- advising all parents of the ability to apply for Childcare Benefit through the Family Assistance Office when the Director initially meets with parents and also through the Family Handbook;
- keeping a stock of information brochures available for parents.

Families are required to provide all Centrelink information, as requested on the enrolment form, to be eligible for reduced fees. Full fees will be charged until the service receives current and correct information from the family.

Credit for fees already paid will be made in accordance with the Department of Education, Employment and Workplace Relations (DEEWR) Child Care Service Handbook.

All CCB records will be kept for 3 years from the last entry on the record in accordance with the Department of Education, Employment and Workplace Relations (DEEWR) Child Care Service Handbook.

Late Fees

Closing time of this Service is 6.30pm. Parents who collect their children after this time will incur a late fee of \$25 per child for any part of the first 10 minutes and \$2 per minute per child thereafter (this is to compensate employees for overtime rates as required by relevant industrial instruments.) This fee is not subsidised.

Non Cancellation Fee

This is applied when McDowall OSHC is not advised of a child's absence from the afternoon session, requiring us to call ascertain the child's whereabouts and to ensure they are safe. The non-cancellation fee is \$20:00. This fee, which is over and above the session fee, is not subsidised.

If we are unable to contact parents/caregivers to ascertain your child's whereabouts, we will have to call the Police (see policy 2.4 Arrivals and Departures of Children). If we have to call the police, you will be charged a \$50:00 fee. This fee is not subsidised.

Overdue Fees

If there are outstanding fees:

- in the first instance, the Coordinator/Administrator/Operations Manager will remind the parent verbally, and will issue the parent/guardian with a first overdue reminder letter;
- if no payment has been received within seven (7) days, the Coordinator/Administrator/Operations Manager will remind the parent in writing and will issue the parent/guardian a final overdue reminder letter requesting payment within three (3) days;
- if no payments have been received within three (3) days of the final overdue letter the Coordinator/Operations Manager/P&C Association Executives may, in its discretion, exclude the child temporarily or permanently from further attending the Service, if the parents have not met the requirements as advised to them by the Coordinator/Operations Manager/P&C Association Executives under the previous paragraph.

Cancellations and Refunds

There shall be no refunds given for late cancellations.

Cancellations of bookings will be made in accordance with the Bookings and Cancellations Policy (see Policy 2.14) and will incur any relevant fees and charges according to such policy.

Registration Fees are non-refundable and are as follows:

Annual Registration Fee: \$25.00 per family

- The annual registration fee will be due when registering at the Centre and the registration takes effect immediately, if the year has commenced, or will apply from the commencement of Term 1 of the next year to the commencement of Term 1 the following year if registering for the next year. This fee covers registration for all sessions and is charged on receipt of application and non-refundable. This fee is payable on submission of the registration form, regardless of whether your children are allocated a position or not.

Half – yearly Registration Fee: \$12.50 per family

- On commencement of Term 3 the family registration fee will be \$12.50 and will remain current until Term 1 the following year.

Before School Care Daily Fee:

- \$15 per School child per morning OR \$16 per Prep child per morning

After School Care Daily Fee:

- \$19 per School child per afternoon OR \$20 per Prep child per afternoon

Vacation Care and Student Free Day's Daily Fee:

- \$50.00 per child per day - excursion/incursion prices will vary depending on excursion/incursion and will be automatically added to the family's account. Please do not send the child/ren with cash.

Vacation Care and Student Free Day's 4 Hour Block:

- \$30 child any 4-hour block. This may not be available during excursions.

If a family has permanently cancelled care and their account is in credit, they must provide written instructions to the service indicating.

10.18 Court Orders and the Release of Children in Care Policy

The Service recognizes and acknowledges the diverse and changing circumstances of children's families and shall endeavour to implement a best practice approach to managing the duty of care, whilst respecting the needs of parents and the legal environment surrounding family obligations.

The service shall request that all families provide, upon enrolment of their child, certified copies of any legal documents and orders which may impact on the service to implement a duty of care.

The service shall request that all families, upon changing circumstances within the family unit, update their enrolment and provide certified copies of any legal documents and orders which may impact on the service to implement a duty of care.

The service shall inform all employees of the intent of the court orders whereas it applies to them and impact on their capacity to manage their own duty of care and that of the service towards the child/ren and family.

The service employees shall take a best practice approach to managing the needs of children and families with care and sensitivity and work with families to support them in the provision of care for their children.

Families with children attending McDowall OSHC who have custodial or parenting plans in place are responsible for ensuring they comply with set requirements. The service shall endeavour to release children within the conditions as outlined in the certified documents and/or orders. However, should the safety of other children or educators be at risk, children will be released and the custodial parent and/or police contacted immediately.

The service employees shall respect and maintain the confidential nature of the documents through application of privacy laws.

Information requested by parents relating to a child under a court order or parenting plan will be subject to the conditions as per the court order/parenting plan.

10.21 Service Closures Policy

The Service acknowledges that there may be times when the service is required to close due to planned or unforeseen circumstances. The service recognises that effective communication procedures must be in place to ensure all families are notified if closure of the service is expected.

The service will operate as per the approved and advertised opening hours for each session of care where Child Care Benefit is claimed unless approval is given by the regulatory authority (Office for Early Childhood Education and Care (OECEC)) and the Australian Government Department of Education and Training.

The service will not close early due to children being collected prior to the approved and advertised closing time, unless prior approval has been granted by the regulatory authority (Office for Early Childhood Education and Care (OECEC)) and the Australian Government Department of Education.

Closure of the service may occur in the following instances:

- Extreme weather conditions;
- Emergency situation, such as fire or other external threat;
- Loss of power and/or water.

Determination for closure will be made in consultation with management and/or other emergency services personnel, if relevant.

In the case of closure of the service, the coordinator will:

- Contact families to collect the children from the service; and
- Ensure the safety of all children and educators involved.

McDOWALL OUTSIDE SCHOOL HOURS CARE PROGRAM

Alternative Care Options List 2016/2017



Name of Service and address	Contact No
Albany Hills State School OSH Program Keong Road, Albany Creek	3325 3204
Eatons Hill OSH Club Marylin Terrace, Eatons Hill	3264 8500
Helping Hands Ferny Grove Ferny Grove State School Finvoy Street, Ferny Grove	3851 2196
Ferny Hills OSH Combined OSH Illuta Avenue, Ferny Hills	3851 1573
Jabiru Kids Club Petrie Terrace OSH Charlotte Street, Petrie Terrace	3269 0044
Milton State School OSHC Bayswater Street, Paddington	3369 3917
Patricks Road State School OSH Patricks Road, Ferny Hills	3851 2107
PCYC Hills District – Stafford Heights School Age Care 95 Redwood Street, Stafford	3359 6899
Prince of Peace Lutheran College OSH 20 Rogers Parade West, Everton Park	3872 5740
St Andrews OSH 89 Hogarth Road, Ferny Grove	3851 0043
St Williams OSH 67 Dawson Parade, Keperra	3354 3904
Windsor School Age Care Centre 12 Bonython Street, Windsor	3357 9848
YMCA Bray Park State School OSHC Cnr Sparkes Road and Houptoun Streets, Bray Park	3205 4639
YMCA Enoggera OSH 235 Strathpine Road, Enoggera QLD	3355 3870
YMCA Kedron OSHC Lecke Road, Kedron	3285 1000
YMCA Mitchelton Outside School Hours Care 47 Glen Retreat Road, Mitchelton	3355 6016

For up to date information including fees, please refer to this comprehensive website:
<http://www.careforkids.com.au>