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# McDowall State School

Parents and Citizens Association

ABN 55 267 229 753

OUTSIDE SCHOOL HOURS CARE

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## Family Handbook 2018 - 2019



McDowall State School P&C Association

Outside School Hours Care

1018 Rode Road, McDowall QLD 4053

Phone: (07) 3353 5755

Email: [admin@mcdowallos.org.au](mailto:admin@mcdowallos.org.au)



**Service operation Monday – Friday:**

Before School Care: 6:30am-8:30am  
After School Care: 2:30pm-6:30pm  
Vacation Care/Pupil Free Days: 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](mailto:president@mcdowallss.com)

**Operations Manager and Nominated Supervisor:**

Manie van Tonder  
Contact Details: (07) 3353 5755 or [opsmanager@mcdowallss.com](mailto:opsmanager@mcdowallss.com)

**Coordinator and Nominated Supervisor:**

Lara Douglas  
Contact Details: (07) 3353 5755 or [coordinator@mcdowallos.org.au](mailto:coordinator@mcdowallos.org.au)

**Educational Leader:**

Lisa Kavanagh  
Contact details: (07) 3353 5755 or [edleader@mcdowallos.org.au](mailto:edleader@mcdowallos.org.au)

**Assistant Coordinator/Lead Educator:**

Jo Plummer  
Contact Details: (07) 3353 5755 or [led@mcdowallos.org.au](mailto:led@mcdowallos.org.au)

**Educators:**

For an up to date list of Educators and their qualifications please see the parent information area at OSHC or contact the office on the above details.

**Accounts:** Manie van Tonder

**Administration Assistants:** Karen Kocer & Melanie Kirkhope

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

**Complaints, Grievances & Compliments contact:**

1. Lara Douglas: [coordinator@mcdowallos.org.au](mailto:coordinator@mcdowallos.org.au)
2. Manie van Tonder: [opsmanager@mcdowallss.com](mailto:opsmanager@mcdowallss.com)
3. John Bradley: [president@mcdowallss.com](mailto:president@mcdowallss.com)
4. Office of Early Childhood Education and Care (07) 3028 8064 or [metrocity.ecec@qed.qld.gov.au](mailto:metrocity.ecec@qed.qld.gov.au)
5. Queensland Ombudsman on (07) 3005 7000 or 1800 068 908
6. The Australian Children's Education & Care Quality Authority (ACECQA) 1300 422 327 or [enquiries@acecqa.gov.au](mailto:enquiries@acecqa.gov.au)

**Regulatory Authority:**

Metro City Regional Office  
Early Childhood Education and Care  
Department of Education and Training  
P: (07) 3028 8064 or E: [metrocity.ecec@qed.qld.gov.au](mailto:metrocity.ecec@qed.qld.gov.au)

## Contents

McDowall OSHC Statement of Philosophy:.....	4
Goals .....	4
McDowall OSHC Management .....	5
Policies and Procedures .....	5
Enrolment Process .....	5
Fee Structure .....	6
Child Care Subsidy.....	8
Payments .....	8
Arrivals and Departure .....	9
Cancellations .....	10
Service Closure .....	10
Positive Behaviour Guidance.....	11
Healthy Eating.....	12
Medication.....	12
Incidents, Injury, and Illness.....	13
Photos .....	14
Sun Safety.....	14
Local Resources and Contacts.....	15
References.....	16

## 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.

### 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 modelling 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.

### **McDowall OSHC Management**

McDowall Outside School Hours Care is operated by the McDowall State School P&C Association. We are a community-based service that runs primarily on the needs of the families and the children in our care. This means that input from our families is highly valued and that we strive to be inclusive of the different needs, cultures, and interests of each individual. We have an ongoing confidential feedback form that can be accessed any time at <http://mcdowallss.com/services/outside-hours-school-care/> - alternatively you are always welcome to use our suggestion box at the sign in desk, or of course, speak with our Coordinator or Educators.

### **Policies and Procedures**

This family handbook is intended to be a snapshot of our policies and procedures in order to help families familiarise themselves with our service and to understand how and why we work the way we do. You can find a full copy of our policies and procedures at our Parent Information desk, on our website at [Policies and Procedures Manual 2018 2019](#) or you are welcome to request a copy to peruse online or in person. These policies are subject to change based on the needs, input, and requests of our families and governing bodies; all information within this handbook is accurate at the time of printing and families will be notified before any policy changes are made so that their feedback can be included.

### **Enrolment Process**

McDowall OSHC is a large service that caters for up to 120 children in before school care, vacation care and pupil free days, and up to 238 children for after school care. Due to the high demand, we have for care we cannot guarantee a place for every family that requests one. We also can only accept bookings from children who are currently attending McDowall State School – unfortunately, this means we are unable to take children who have left McDowall State School to attend high school. If you believe you have special circumstances and need to utilise McDowall OSHC for a child that does not currently attend McDowall State School, please see management to discuss.

We prioritise spaces based on the priority of access as defined by the Department of Education and Training (DET) through the current Child Care Services handbook. Please note that this means that at times families may be asked to vacate their place for a priority one family in urgent need of care. Should this need to occur you would be given a minimum of 14 days' notice.

All families wishing to enrol with McDowall OSHC will need to complete an enrolment form using My Family Lounge. All (existing and new) of our families need to submit enrolment forms for 2019. Any families who have submitted enrolment forms for 2019 prior to the 1st of September 2018 will need to resubmit new signed enrolment forms.

Please use the following link to start your enrolment process: <http://mcdowallss.com/services/outside-hours-school-care/>

Click on the link “Enrol in OSHC” or alternatively click on “if you would like to register for the first time, please Enrol in OSHC here”. Follow the prompts on your screen. Kindly note that our enrolments for 2019 will only open on 1st of September 2018.

- Our enrolment period will be from the 1st of September 2018 to the 30th of September 2018. All existing families should retain their existing placements if they submit their enrolment forms during our enrolment period. Families who do not submit their forms by the 30th of September 2018 will forfeit their current permanent bookings. Please note there will be no leverage given to our existing families if they do not submit their forms before the closing date.
- New prep families with no siblings currently enrolled have an extended enrolment period, which is the 1st of September 2018 to the 31st of October 2018.
- For all families, only once an original signed enrolment form has been received a family will be allocated placements and/or be added to our waiting list.
- Any existing families who enrol a new sibling will be allocated the same permanent placements as their current existing child/ren’s booking. Kindly note existing child/ren and their new sibling must submit an original signed enrolment form before the closing date.
- All enrolments will be allocated in accordance with our policies and in line with the Priority of Access Guidelines provided by the Department of Education. When families need to amend their priority of access status, an updated enrolment form would need to be completed, signed, and submitted. We reserve the right to request parents to provide proof of their priority status as and when required.

We anticipate having our enrolment process and placements finalised by the 30th of November 2018. After this date, enrolments will still be accepted but will be placed on our waiting list based on their priority of access and date/time the physical form is submitted.’

### **Casual Bookings**

Casual bookings will be only offered to families when the service has the space available. All bookings must be made using My Family Lounge – should places not be available a phone call can be made to the OSHC admin in order to check for additional cancellations that may free up space, however, should this be the case the admin office will direct the family to use My Family Lounge to create the booking. Any family who would like to utilise the service on a casual basis must have a current Enrolment Form filled out and submitted using the above process, however, no places will need to be offered for casual bookings to commence. Casual bookings once entered on My Family Lounge, are subject to the cancellation policy and its contained fees.

### **Fee Structure**

**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:**

\$16.50 for Prep students and \$15.50 for Year 1 to 6 students per morning

**After School Care Daily Fee:**

\$21 for Prep students and \$20 for Year 1 to 6 students per afternoon

**Vacation Care and Student Free Day's Daily Fee:**

\$50.00 per student 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 per student any 4-hour block. This may not be available during excursions.

**Late Collection Fee**

The 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.

**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;
- when a third party collection agency are used to collect outstanding fees all costs incurred by McDowall State School P&C Association (including costs that McDowall State School P&C Association may be contingently liable) in any attempt to collect any outstanding fees owed by you under this Agreement including debt collection agent costs, repossession costs, location search costs, process server costs and solicitor costs on a solicitor/client basis will be paid by you/the account holder.

### **Late Cancellation Fees**

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 or the Cancellation section of this handbook) and will incur any relevant fees and charges according to such policy.

### **Child Care Subsidy**

The Coordinator will keep parents informed about the availability of the Child Care Subsidy by:

- advising all parents of the ability to apply for the Child Care Subsidy through the Family Assistance Office when the Coordinator 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 DET Child Care Service Handbook. All CCS records will be kept for 3 years from the last entry on the record in accordance with the DET Child Care Service Handbook.

### **Payments**

Our preferred payment method is Debit Success; authorisation forms are available upon enrolment.

Our banking details are:

Account Name: McDowall State School OSHC

BSB: 064 110

Account Number: 1003 8682

Please note that no cash is accepted.

Statements are sent each Thursday. Direct debits will be taken out each Friday, one day after the statement is sent. Should a public holiday fall on a Friday, your payment will come out the following business day, eg. the following Monday.

Accounts are payable on presentation of your statement; please ensure prompt payment of your account. Kindly note that your statement will include all payments up to the end of the statement date, which means it will be assumed that your direct debit payment will go through correctly the day after statements are sent. Should there be an error and we do not receive your funds this will be reflected on your next statement. Any payments made after statements are sent will be reflected on your next statement.

It is beneficial to note that all statements will show the current week of bookings as well as the week prior. This is so you can see any changes that may have been made after the previous statement was sent such as payments.



## **Arrivals and Departure**

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.

All Children will be signed in and out by the parent/guardian or another 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/guardian 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.

If at the closing time children have not been collected or parents have not arranged 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.

## **Cancellations and Absences**

For all cancellations and absences, we require a minimum of seven days' notice via My Family Lounge. We offer families 5 free cancellations per child per year that may be utilised for any reason; please note that this will only apply when the full 7 days' notice is given. After the 5 free days have been used any family that gives 7 days' notice will be charged at 50% of the normal rate for the session.

If you would like to cancel your permanent booking we do still need the 7 days' notice. Once your cancellation has been accepted your place will be offered to another family and therefore for any changes of mind or decision to re-book you will be placed on the waiting list and reallocated a space if and when it becomes available based on the priority of access guidelines.

Any cancellations that occur 6 days or less prior to the beginning of the session will be charged the full session fee. Should we not receive notification of absence for after school care sessions prior to the session beginning, we will need to contact the family in order to ascertain the child's whereabouts and the family will be charged a \$20.00 non-refundable fee in addition to the full fees of the session. While the session will be rebated as per the Child Care Subsidy guidelines, the additional fee will not be subject to any rebates. This is to help ensure the safety of the children in our care as time spent locating children who have been safely collected may jeopardise the safety of another child who has a genuine need for care that has not yet arrived at OSHC.

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.

Should families come across technical difficulties in notifying us of absences via My Family Lounge, it is up to them to contact the service in writing regarding their child's absence and the reason for using the alternative method of communication so that the error can be investigated.

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.*

*Please note that by notifying the school of your child/ren's absences you have not fulfilled your requirements to notify OSHC.*

## **Service Closure**

McDowall OSHC is closed for all public holidays and no fees will be charged for families whose care would normally fall on the day of the public holiday.

We are closed for a period of two weeks over Christmas; precise dates will be communicated to families as soon as is practicable.

There are times when the service may have to close due to unforeseen events such as extreme weather events, emergency situations, loss of power and/or water, etc. The service will endeavour to give families as much notice as possible if the closure is required due to these events. In the case of closure due to these events, the Coordinator will contact the families in order to arrange collection of children in care, and ensure the safety of all Educators and children involved in the process.

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.

### **Positive Behaviour Guidance**

This Service recognises the wide range of age groups that access School Age Care, as well as the different 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 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 behaviour 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 Coordinator. Support plans will be developed collaboratively with the Coordinator, 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 behaviour incidents and/or issues. Parents are to discuss any incidents and/or issues with the Coordinator.

## **Exclusion from Care**

The service has a duty of care to all families, employees, and children that attend or 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 Coordinator's reasonable opinion, the behaviour amounts, or may amount, to a threat to the safety or wellbeing of any child or another person in the service; and
- The behaviour 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, then the Approved Providers will be notified and a letter will be sent to the parent/guardian detailing the child's behaviours, exclusion time, and expected return date.

Any child suspended from care will not be charged the fees for the days that they would usually attend care, however, any siblings of the child will still be subject to the usual fees and cancellation process. Siblings of children who have been suspended are still welcome to use care as per normal.

Prior to the child's return, a meeting will be held between the Coordinator, 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 may be excluded permanently from the Service.

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 service effective immediately and the lifting of the exclusion will be at the discretion of the Coordinator and Approved Provider.

If the Coordinator becomes aware of any child, who usually attends the service, being excluded from the school, they will:

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

## **Healthy Eating**

At McDowall OSHC we promote healthy eating through a collaborative and nutritious menu. We provide breakfast and afternoon tea during both term time and vacation care and offer occasional lunches during vacation care. All feedback on our menu is highly appreciated and will be used to inform our menu choices.

We are an allergy-aware service and have many children enrolled with varying dietary requirements. We ask that any food sent to be eaten while at the service is nut-free and nutritious. Due to workplace health and safety requirements, we are unable to heat or reheat any food sent with children.

It is the family's responsibility to notify OSHC of any dietary requirements or allergies.

If your family has any cultural dishes or favourite foods and would like to share the recipe with OSHC it will be highly appreciated and included as part of our cooking experiences with the children.

## **Medication**

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 a 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.

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, the 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.

### **Incidents, Injury, and Illness**

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 attend any place children are being cared for and immediately available in an emergency, at all times children are being cared for by the Service.

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 the 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:

- 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.

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.

Please note that we follow the exclusion guidelines as required by the Public Health Act 2005. For full details of illnesses and symptoms that will cause your child to be excluded from care, as well as exclusion timeframes, please see the Parent Information area.

## **Photos**

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, photo books 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 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.

## **Sun Safety**

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 encourages 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 Coordinator 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.

## **Local Resources and Contacts**

### **McDowall State School**

<https://mcdowallss.eq.edu.au/Pages/default.aspx>

(07) 3872 5333

### **McDowall Uniform Shop**

<http://mcdowallss.com/services/uniform-shop/>

### **Triple P Positive Parenting Program**

<https://www.triplep-parenting.net.au/qld-uken/triple-p/?itb=efb3d8be0319721ef751da0b05d9f6a5>

### **Raising Children Network**

<http://raisingchildren.net.au/>

### **ParentLine**

<https://www.parentline.com.au/>

1300 30 1300

### **Eat for Health**

<https://www.eatforhealth.gov.au/guidelines/australian-guide-healthy-eating>

### **Brisbane Kids Community Resources**

<https://www.brisbanekids.com.au/activities/brisbane-community-resources/>

### **Kids Helpline:**

<https://kidshelpline.com.au/>

1800 55 1800

### **Family and Child Connect**

<http://familychildconnect.org.au/>

13 32 64

### **SNAICC**

<https://www.snaicc.org.au/>

### **NWAICA**

<https://www.nwaica.org.au/>

### **Family Assistance/Centrelink**

13 61 50

## References

### [Policies and Procedures Manual 2018 2019](#)

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.

[http://www.cancerqld.org.au/icms\\_docs/54255\\_Early\\_Childhood\\_Settings\\_SunSmart\\_Policy\\_Guidelines\\_.pdf](http://www.cancerqld.org.au/icms_docs/54255_Early_Childhood_Settings_SunSmart_Policy_Guidelines_.pdf)

[https://www.health.qld.gov.au/\\_data/assets/pdf\\_file/0022/426820/timeout\\_poster.pdf](https://www.health.qld.gov.au/_data/assets/pdf_file/0022/426820/timeout_poster.pdf)