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# **CLIFTON SPRINGS PRIMARY SCHOOL OUTSIDE SCHOOL HOURS CARE PROGRAM**

## **Policy & Procedure Document**



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## 1 PHILOSOPHY AND GOALS

The Clifton Springs Primary OSHC program aims to provide high quality childcare in a safe, enjoyable and caring environment. This OSHC program is provided at minimal cost and enables parents to pursue options leading to employment, training, recreation and the pursuit of personal interests.

The Clifton Springs OSHC program includes a wide variety of activities that are prepared and implemented in a friendly environment, taking into account children's social, emotional, intellectual, language, physical and creative needs.

*The Clifton Springs Primary School Outside School Hours Care Program aims to provide a quality **primary school-aged childcare service for children who currently attend Clifton Springs Primary School and other nearby primary schools** which is community-based, flexible and meets each child's need for care in a creative, stimulating, safe and secure environment before and after school and on curriculum days.*

The philosophy is implemented by the following goals:

### SERVICE GOALS

- To provide a service which is flexible and responsive to community needs, and is supportive of family needs
  - Is both safe and challenging
  - Fosters individuality, recognizing their needs and interests
  - Promotes the physical health and well being
  - Acknowledges the importance of the middle years of child development
  - Values the benefit of play in both structured and self directed experiences
  - Fosters a spirit of equity and inclusion
  - Reflects and promotes mutual respect and co-operation
  - To provide a service which is accessible, equitable and affordable for families
  - To create an environment that reflects the diverse social and cultural backgrounds of our society
  - To encourage the development of children's independence, self-esteem and life skills
  - To be inclusive of all children and families of the service
  - To provide opportunities to meet children's individual needs and be responsive to the interests of children from diverse backgrounds
  - To promote non-discriminatory behavior by providing a non-biased program based on inclusive practices
  - To maintain a commitment to best practice by regularly participating in professional development and reviewing, evaluating and updating service policies and procedures
  - To comply with the Children's Services Act (1996) and Children's Services Regulations (2009).
  - To continually meet the standards and employ practices as required by the National Childcare Accreditation Council Quality Assurance system.
- 
- To ensure that the service accurately reflects the needs of children and parents by:
    - acknowledging the importance of parents in providing direction for the service
    - encouraging comments and feedback from all parents
    - acknowledging and being sensitive to the cultural backgrounds of families

## 2 INTRODUCTION

### 2.1 SERVICES PROVIDED

The Clifton Springs Primary School Outside School Hours Care Program operates on a non-profit basis. The Clifton Springs Primary School Council is the sponsor of the service however the management of the service lies with the Outside School Hours Care (OSHC) Management Team. A Coordinator is employed to operate the program on a day to day basis.

The OSHC Service provides the following components of care:

#### BEFORE SCHOOL CARE

The Before School Care Service operates from 6.45am to 8.45am each weekday during school terms for 41 weeks of the year. **Our Before School Care Program is only available to children attending Clifton Springs Primary School.**

This service is approved by the Commonwealth Government to provide Child Care Subsidy to families.

#### AFTER SCHOOL CARE

The After School Care Service operates from 3.30pm to 6.15 pm each weekday during school terms for 41 weeks of the year. A nutritious snack is provided after school as part of the service. The service also provides an extensive program of creative and recreational experiences for the children. **Our After School Care Program is only available to children attending Clifton Springs Primary School.**

This service is approved by the Commonwealth Government to provide Child Care Subsidy to families.

#### CURRICULUM DAYS & VACATION CARE

If numbers warrant, care on curriculum days are available for children who attend Clifton Springs Primary School. Hours of operation are 7:15 am to 6.00pm.

**Our Vacation Care Program is only available to children currently enrolled at Clifton Springs Primary school and children currently enrolled in other primary schools in the surrounding area.** The program is offered for two weeks each term break and for two and a half weeks in the Christmas/New Year vacation period.

This service is approved by the Commonwealth Government to provide Child Care Subsidy to families.

#### EARLY SCHOOL FINISH

The service operates from 2.30 pm on the last day of term.

The Management team and staff have developed this Policy and Procedures Document to provide families with information regarding the operation of this service. The Document includes policies

established in line with State and Commonwealth Guidelines, legislation and quality assurance systems relating to OSHC. The outlined policies will be reviewed by management and staff on an annual basis to ensure relevance to the service and families.

A Parent Handbook is also available which provides information on the operation of the Service and outlines parent, staff and child responsibilities.

## **THE PROGRAM**

### **Policy Statement**

The Clifton Springs Primary School Outside School Hours Care Program (OSHC) will provide a program developmentally appropriate to the leisure needs of the children attending the service, and will provide for the development of each child's social, physical, emotional and intellectual potential, including language skills and creativity, without substituting for the care they receive from their parents. Children will be actively involved in all program planning, implementation and evaluation processes.

### **Procedure**

- The OSHC Coordinator and staff will be responsible for the development of the program and for creating an atmosphere and environment responsive to the needs of each individual child and the group as a whole, which reflects the philosophy and goals of the service.
- The OSHC Coordinator and staff will insure the program meets the National Standards (June 1995) and the Children's Services Regulations 2009 and the Children's Services Act 1996 and endeavor to achieve a high quality standard.
- Staff will be provided with opportunities to further their knowledge of child development theories and practice.
- All staff will be encouraged to explore and use good quality resources and training to offer fresh experiences for children and to further their own professional development and skills.
- The programs will be balanced, providing a range of indoor/outdoor experiences, quiet/active times and settings, structured/unstructured activities, and opportunities to learn and practice life and social skills.
- Programs will include opportunities that foster and enhance:
  - Friendships between children
  - Individual child/staff interactions
  - Cooperative and responsible behaviours among children
  - Individual and group interests
  - The special needs interests and talents of every child.
- Programs will be flexible enough to allow for spontaneity, enjoyment and the unexpected. An approach to activities that values both processes and end products will be encouraged.
- Written programs will be displayed where parents are able to see them and can discuss any aspect of the program with staff. Parents will be encouraged to have input into program development. Parent evaluations of the program will be encouraged and considered. The extent to which parents wish to be involved will be respected.
- Children's programs will be inclusive of the cultural and linguistic diversity of all families using the service. They will support children to explore a range of cultural experiences in an environment free from racial prejudice and harassment.
- The service will provide a variety of equipment, toys and materials for all children to play with and use regardless of gender.
- The program will be child-centered and will allow children to experience a variety of experiences and pursue their own interests. There will always be a range of activities that children can choose to participate in.
- Staff are responsible for implementing the planned activities and modifying or changing them if necessary (to suit the needs of individual children and groups). There are opportunities during each day for staff and children to implement their own games and activities. This is a

necessary part of the program as it offers children greater choice and enjoyment and gives them a sense of ownership of the program.

- Children will be actively involved in programming processes through discussions and conversations, group sessions and planning; their suggestions and opinions will be listened to and acted on.
- Children will be appropriately supervised at all times.
- Staff will join in the children's activities where appropriate and encourage them to try new experiences.
- Staff will be supportive and encouraging and communicate with children in a friendly, positive and courteous manner. They will form warm relationships with each child in their care. When communicating with children, staff will ensure they do so at the child's level.
- All staff will be responsible for working cooperatively with each other and the children to plan for the needs of the children, and for evaluating programs in relation to the stated philosophy and goals.
- Staff will regularly talk to parents concerning their child's interests and activities and respond to suggestions from parents.
- When children first attend the service the needs of both parents and children will be respected. The parent may telephone the service during the session for reassurance that their child has settled in. Staff will provide information to the parent regarding the children's participation and wellbeing.
- Where possible, new children will be encouraged to visit the service with their parents before enrolment to facilitate the child's orientation into the service.
- Structured activities and routines will be built around the regular events of the day (i.e. arrivals and departures, snacks/drinks) and will take into account the developmental needs of individual children, children's attendance patterns, the weather and physical environment, the numbers and ages of children in a given group, children with additional needs, new children entering the group and the expectations of parents.
- Activities that are planned for the Outside School Hours Care Program include art/craft, sports and games, cooking experiences, dramatic play as well as the option for free play.

Special group activities for older children may be organised from time to time. Staff, children and parents will plan these collaboratively. Considerations will include the:

- Enthusiasm of the children
- Availability of suitable indoor and outdoor space or an excursion venue
- Transport, materials or equipment required
- Staffing levels and required staff: child ratio
- Cost
- Number and ages of children
- Service philosophy and policies.

Excursions will be organised on Vacation Care Programs and give a variety to the program. Children benefit from experiences in the local and wider community (see Excursions policy for specific policies and procedures).

### **EXCURSIONS**

**When going on excursions staff must take with them:**

1. Attendance roll.
2. Contact details for all children attending the excursion.
3. List of children's additional needs including allergies, medical conditions, dietary needs, disabilities, etc.
4. First Aid kit (main and bum-bags) including sunscreen, and medications
5. Mobile phone
6. Sports equipment etc for lunch time play (if applicable)
7. Staff to complete Risk Assessment paper work.



## 8. Staff work on a ratio based on the Excursion Risk Assessment

- Between September and May Sunscreen is to be applied to all children before leaving the centre if going to be outdoors and re-applied every two hours. Keep children in the shade where possible when outside between September and April.
- Ensure children have appropriate clothing, sunsmart hats, footwear, food and drink for the day before the parent leaves when dropping off the child/ren in the morning.
- Check to make sure a child has not left behind a bag, their lunch, or jumper as you are leaving the program venue to go on the excursion.
- Staff must ensure that all children are accounted for before leaving the excursion venue.

### 3 MANAGEMENT

#### POLICY STATEMENT

The service will ensure that the financial, administration and accounting reporting processes and tasks are completed to the satisfaction of the funding body, the sponsor, parents and staff.

#### 3.1 MANAGEMENT OF THE SERVICE POLICY

##### POLICY

The Clifton Springs Primary School is the sponsor of the service.

The Clifton Springs Primary School Council will ensure that the day to day management of the service meets with the requirements set by the Commonwealth's Department of Education, Employment and Workplace Relations (DEEWR) and legislation set by State and Commonwealth Governments under the direction of a management team made up of school, parents and staff representation.

##### MANAGEMENT STRUCTURE

##### PROCEDURE

**The sponsor has responsibility to ensure that:**

- All aspects of the service, including policy, program and budget development, approval of all expenditure of the budget, staffing decisions and management of staff.
- The incorporated status is maintained including updating rules of association and having a certificate of incorporation.

**The Management Team:**

- Is made up of representatives from the sponsor body, staff, the parent group and other interested parties.
- The primary role of the management team is to operate the OSHC service and to implement the school policy in relation to the service.
- Other roles and responsibilities are as follows:

To encourage participation and suggestions from parents and staff regarding decisions to be made about the service operation, its policies and the fulfillment of its philosophy and goals.

To regularly review parent and staff needs in relation to service operation and where appropriate to lobby groups to ensure that these needs are met.

To be actively involved in staff recruitment and the development of a positive work environment.

To develop and manage the finances of the service and to be responsible to the Department of Family and Community Services for funding.

To meet on a monthly basis. All meetings are open to the school community

To report directly to the School Council.

To ensure that meeting agendas and minutes are displayed on the parent notice board at the service.

To ensure that the service meets all legislative requirements as set by the State and Commonwealth Governments in relation to child care services, staff, financial management and health and safety.

**The Coordinator has responsibility for:**

- The day to day operation of the service and its programs

**Relevant Policies:**

[Financial Management Policy](#)

[Insurance Policy](#)

[Policy Development Policy](#)

**References:**

FACS - Quality Practices Guide 1st Edition 2003 – Quality Area 8 - Managing to Support Quality – Principal 8.1- Management ensures the service operates within relevant legislation.

Child Care Services Handbook 2007-2008

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

### **3.2 INSURANCE POLICY**

#### **POLICY**

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

#### **PROCEDURE**

**The sponsor has the responsibility to ensure that:**

- Commencement and payment of all relevant insurances is undertaken.
- Allocations will be made in the budget for all relevant insurances.
- Insurance will be paid on time.

#### **Relevant Policies:**

[Management of the Service Policy](#)

[Financial Management Policy](#)

[Venue Policy](#)

#### **References:**

DHS - Implementation Guidelines for National Standards for Outside School Hours Care – Page 37  
- 5.2 Insurance

FACS - Quality Practices Guide 1st Edition 2003 – Quality Area 8. Principal 8.1 Management  
Ensures the service operates within relevant legislation.

Child Care Services Handbook 2007-2008

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

### 3.3 FINANCIAL MANAGEMENT POLICY

#### RATIONALE

*"Good financial management is the responsibility of all management committee members."*  
FACS (2000)

#### POLICY

The Grovedale West Primary School Council is responsible for the financial planning and management of the OSHC service. The OSHC service will operate within the constraints of the financial budget.

#### PROCEDURE

**The Clifton Springs Primary School Council is responsible to ensure that:**

- A budget is prepared annually outlining the anticipated income and expenditure of the service.
- Past financial year records are used as a basis for developing the new budget.
- In the case of a surplus of funds, this money will be accrued to the following year and considered when developing the financial year budget.
- All financial records will be audited at the completion of the financial year and findings presented at the Annual General Meeting (AGM).
- A cash flow will be developed to ensure the ongoing financial monitoring of the budget.
- All expenditure will be approved by the Management.

**The Coordinator and School Business Manager are responsible to ensure that:**

- The day to day financial management is undertaken in line with the service policies and procedures i.e. payment of accounts, collection and banking of fees.
- All costs associated with staffing i.e. Superannuation, WorkCover etc are paid.

#### Relevant Policies:

[Management of the Service Policy](#)

[Insurance Policy](#)

[Banking Policy](#)

[Petty Cash Policy](#)

[Fundraising Policy](#)

#### References:

Child Care Services Handbook 2007-2008

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

### **3.4 BANKING POLICY**

#### **POLICY**

All money received by the service is banked at least weekly.

#### **PROCEDURE**

**The Coordinator is responsible to ensure that:**

- Prior to banking, all money will be held in a secure place under their direct control. Families will be encouraged to pay by direct bank transfer to avoid having cash at the service.
- A reconciliation of fees paid, receipts issued, fee records completed and a bank deposit slip will be completed when monies are prepared for banking.

#### **Relevant Policies:**

[Financial Management Policy](#)  
[Handling of Fee Income Policy](#)  
[Receipting Policy](#)

#### **References:**

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

### **3.5 DISHONORED CHEQUES POLICY**

#### **POLICY**

The service is unable carry fees and charges for dishonored cheques.

#### **PROCEDURE**

- Any cost incurred to the service due to dishonoured cheques will be charged to the parent the following week.

#### **Relevant Policies:**

[Financial Management Policy](#)

#### **References:**

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2018**

### **3.6 REIMBURSEMENT OF STAFF EXPENSES POLICY**

#### **POLICY**

Due to school policy, a petty cash float is unable to be allocated. Any expenses incurred by staff can be reimbursed.

#### **PROCEDURE**

**The School Bursar has the responsibility to ensure that:**

- All expenses incurred by staff are promptly reimbursed by cheque.
- All reimbursements are accounted for in the annual budget in accordance with the line item it represents.

**The Coordinator has the responsibility to ensure that:**

- All receipts for reimbursement will be attached to the correct form and presented to the School's Business Manager.
- Requests for large items are made directly to the Management Team.

#### **Relevant Policies:**

[Financial Management Policy](#)

[Management of the Service Policy](#)

#### **References:**

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**



### **3.7 FUNDRAISING POLICY**

#### **POLICY**

1. Fundraising is an additional aspect to the financial management of the service.
2. All fundraising activities will have a specific purpose which stakeholders will be notified of.
3. No family will be placed under pressure to participate in the fundraising activities of the service.

#### **PROCEDURE**

**The Management Team has the responsibility to ensure that:**

- All fundraising income is used in the way it is advertised to the families.

**The School Business Manager has the responsibility to ensure that:**

- Financial aspects of fundraising activities are reported to the Management Team upon completion of the activity.

**The staff are responsible to ensure that:**

- Fundraising activities are promoted and supported.
- Families are notified of all fundraising activities, the aim of the activity and that participation is voluntary.

#### **Relevant Policies:**

[Financial Management Policy](#)

#### **References:**

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

### **3.8 MARKETING AND SERVICE PROMOTION POLICY**

#### **POLICY**

Clifton Springs Primary School OSHC Program will be promoted to the school and local community on a regular basis to ensure that all relevant parties are aware of the service and its activities.

#### **PROCEDURES**

**The Coordinator is responsible to ensure that:**

- A range of marketing methods are used for the service including: school newsletter, brochure and information in the local paper.
- Marketing material is designed to target children and parents separately.
- Marketing material is promoted in community languages.
- The service participates in community events and includes community visitors to the service.

#### **Relevant Policies:**

[Management of the Service Policy](#)

#### **References:**

FACS - Quality Practices Guide 1st Edition 2003 – Quality Area 3 - Partnerships with Families and Community Links – Principal 3.2 – The service actively seeks to build links with the community.

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

### **3.9 POLICY DEVELOPMENT POLICY**

#### **POLICY**

Clifton Springs Primary School OSHC Program maintains a policy and procedures document which is regularly reviewed in line with State and Commonwealth legislation, industry practice and current research on child development.

#### **PROCEDURES**

**The Management Team is responsible to ensure that:**

- All policies are reviewed every three years in line with the schools policy review.
- The policy and procedure document is displayed prominently in the service.
- A small working party is created to develop or review policy for the service.
- Draft documents are presented to the Management Team for feedback.
- Any policy changes are in line with the service philosophy.
- Policies are ratified at School Council meetings.
- Families are consulted when policies are developed or altered.
- Families are notified of final changes to policy via newsletter and notice board.

#### **Relevant Policies:**

[Management of the Service Policy](#)

#### **References:**

DHS - Implementation Guidelines for National Standards for Outside School Hours Care, Pg 31-4.1 Policy

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

### 3.10 RECORD KEEPING POLICY

#### RATIONALE

*"The service should keep accurate records covering all aspects of its operation. Records must be retained for at least 36 months from the date of the last entry."* FACS, 2000

#### POLICY

All legally required records will be maintained in a system that complies with requirements of the Department of Family and Community Services, The Privacy Act 1988 and Department of Education and Training.

#### PROCEDURE

The Coordinator is responsible to ensure that:

- A bound daily record of each child's attendance is maintained by the service. This will include the provision of a sign in and out register. These records will be kept by the service for a period of 3 years.
- A bound accident, illness and medication book is maintained by the service. These documents will be kept by the service for a period of 21 years. (Please note individual child accidents records must be kept until the child has turned 24 years of age)
- Records of permission to attend excursions is kept on children's files.
- A record is kept of each family's fees paid and fees outstanding, in a form approved by the Management Team which complies with funding requirements.
- Statistical data is maintained and kept regarding the utilisation levels of the service.
- All financial records, including records required for Child Care Benefit financial accountability are maintained by the service for a period of 3 years, from the date of the last entry.
- Staff attendance records outlining sign in and out times are maintained.
- Administration records will be stored in lockable filing cabinets at all times.
- Staff will not take administration records home without the permission of the Coordinator.

#### Relevant Policies:

[Arrival and Departure Policy](#)

[Accident Policy](#)

[Illness Policy](#)

[Medication Policy](#)

[Receipting Policy](#)

[Child Care Benefit Policy](#)

[Excursion Policy](#)

[Privacy Policy](#)

#### References:

DHS - Implementation Guidelines for National Standards for Outside School Hours Care, Pg 38-5.3 Maintenance of Records, Pg 34 – 4.7 Excursions  
FACS - Quality Practices Guide 1st Edition 2003 - Quality Area 6 Health, Nutrition and Wellbeing. Principal 6.4 The Service plans to meet the individual health requirements of children, Quality Area 7 Protective Care and Safety. Principal 7.1 The service has effective policies and procedures on protective care.

DHS & Victoria Legal Aid, Legal Aspects of Child Care, Page 26 - Records

Child Care Services Handbook 2007-2008

Public Record Office – [www.vicnet.net.au/~provic](http://www.vicnet.net.au/~provic)

Privacy: [www.privacy.gov.au](http://www.privacy.gov.au)

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

### **3.11 CHILDREN'S RECORDS POLICY**

#### **POLICY**

1. Each child has an individual file that is maintained in a system compliant with requirements of the Privacy Act 1988.
2. Families are advised of the type of information collected in regard to their child and the purpose of this.
3. The service is required to report to various government departments in order to meet funding and service requirements. All information regarding children is provided in a non-identifying way except in the case of Child Care Benefit funding.

#### **PROCEDURE**

##### **The Coordinator is responsible to ensure that:**

- Documentation of children's health and development is kept in individual child files.
- Families are notified of the contents of children's files and the purpose of collecting this information. This is done through the parent handbook.
- Records are secured in a locked cupboard or filing cabinet.
- Records of permission to attend excursions are kept on children's files.
- Court orders are held in the child's individual file.
- Individual medical plans are kept in children's files.
- Only staff working directly with a child have access to their file.
- All information kept on a child's file is to be treated with the highest level of confidentiality.
- All documentation is kept up to date on children's files.

##### **Relevant Policies:**

[Excursion Policy](#)

[Children's Individual Medical Plan Policy](#)

[Access to Children Policy](#)

[Privacy Policy](#)

[Child Care Benefit Policy](#)

##### **References:**

DHS - Implementation Guidelines for National Standards for Outside School Hours Care, Pg 38-5.3 Maintenance of Records

FACS - Quality Practices Guide 1st Edition 2003 - Quality Area 6 Health, Nutrition and Wellbeing. Principal 6.4 The Service plans to meet the individual health requirements of children, Quality Area 7 Protective Care and Safety. Principal 7.1 The service has effective policies and procedures on protective care.

DHS & Victoria Legal Aid, Legal Aspects of Child Care, Page 26 - Records

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

### 3.12 NATIONAL STANDARDS POLICY

#### RATIONALE

*All staff at our outside school hours care services are encouraged to become familiar with the national standards and to work to adhere to them to the fullest extent possible."*

#### POLICY

Clifton Springs Primary School OSH Program aims to meet the National Standards at all times.

#### PROCEDURE

**The Coordinator has the responsibility to ensure that:**

- All new staff are provided instructions on accessing the ACQUCA website where they can review information about the National Standards as part of their orientation package. New staff will be given access to My Time Our Place at the service.
- National Standards are mentioned when making decisions or discussing relevant aspects of the daily program and service operation.

#### Relevant Policies:

[Induction/Orientation Policy](#)

#### References:

DHS – Implementation Guidelines for National Standards for Outside School Hours Care, May 1996

Child Care Services Handbook

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

### **3.13 QUALITY ASSURANCE POLICY**

#### **POLICY**

Clifton Springs Primary School OSHC Program will strive to meet the highest level of Quality Assurance with the National Childcare Accreditation Council (NCAC).

#### **PROCEDURE**

**The Management Team has the responsibility to ensure that:**

- The service is registered with the NCAC for the Quality Assurance System.
- Any fees required by the NCAC are paid on time.
- Staff are supported in the implementation of the Quality Assurance System.

**The staff team has the responsibility to ensure that:**

- The service is prepared for the Quality Assurance Audit within the timelines set by the NCAC.
- Self assessment processes are undertaken prior to the NCAC visit.
- Required processes are followed up in line with the recommendations outlined by the NCAC
- Staff meetings are used as an opportunity to discuss and complete Quality Assurance matters and tasks.
- Tasks allocated to each member of the team are undertaken.

**Relevant Policies:**

[Management of the Service Policy](#)

**References:**

[www.ncac.gov.au](http://www.ncac.gov.au)

Quality Practice Guide 1<sup>st</sup> Edition 2003.

Quality Area 8 – Managing to Support Quality. Principal 8.3 – Management has effective strategies for communicating with families.

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**



# Clifton Springs PS OSHC – Determining Responsible Person Policy 3.14

## Mandatory – Quality Area 4

1. **OBJECTIVE:** This policy will outline how Clifton Springs PS OSHC will determine the Responsible Person at each of its children's service.

2. **SCOPE:** This policy applies to the Approved Provider, Nominated Supervisor, educators, bus drivers, staff, students on placement, volunteers, parents/guardians, children and others attending the programs and activities.

3. **POLICY :** Clifton Springs PS OSHC is committed to meeting legislative requirements for a Responsible Person to be on each service premises at all times. Clifton Springs PS OSHC will not operate a service unless there is a Nominated Supervisor appointed for that service. The Nominated Supervisor does not have to be in attendance at the service at all times, but in their absence, a Responsible Person, such as a Person in day-to-day Charge must be present.

4. **RESPONSIBILITIES:** Clifton Springs PS Oshc Management is responsible for:

- ensuring there is a Responsible Person on the premises at all times the service is delivering education and care programs to children.
  - nominating sufficient Nominated Supervisors to meet legislative requirements for a Responsible Person at the service at all times, including during periods of leave or illness.
  - ensuring that a person nominated as a Nominated Supervisor or a Person in day-to-day Charge:
    - is at least 18 years of age
    - has adequate knowledge and understanding of the provision of education and care to children
    - has the ability to effectively supervise and manage an education and care service
    - has not been subject to any decision under the National Law, or any other children's services or education law, to refuse, refuse to renew, suspect, or cancel a licence, approval, registration, certification or other authorisation granted to the person
    - has a history of compliance with the National Law and other relevant laws
  - ensuring that the name and position of the Responsible Person in charge of the service is displayed and easily visible from the main entrance of the service.
  - ensuring that the service does not operate without a Nominated Supervisor (s), and that the Nominated Supervisor (s) has given written consent to be in the role.
  - ensuring that the name of the Nominated Supervisor is displayed prominently at the service
  - ensuring that information about the Nominated Supervisor, including name, address, date of birth, evidence of qualifications, approved training, a Working With Children's Check or teaching registration, and other documentary evidence of fitness to be a Nominated Supervisor is kept on the staff record.
  - notifying the Regulatory Authority if there is a change to the name and contact details of the Nominated Supervisor or if there is any matter or incident which affects the ability of the Nominated Supervisor to meet minimum requirements of the role.
  - ensuring that, when the Nominated Supervisor is absent from the premises, an alternative Responsible Person is on site
  - ensuring that the Nominated Supervisor and Person in-day-to-day Charge have a sound understanding of the role of Responsible Person.
  - ensuring there is record maintained at the service of the name of the Responsible Person for each time that children are being educated and cared for by the service
  - ensuring that the Nominated Supervisors and Person in day-to-day Charge have successfully completed child protection training.
- The Nominated Person is responsible for:
- providing written consent to accept the role of Nominated Supervisor
  - ensuring they have a sound understanding of the role of Responsible Person
  - ensuring that, in their absence from the service premises, a Responsible Person is present

- ensuring that the name and position of the Responsible Person in charge of the service is displayed and easily visible from the main entrance of the service
- notifying their Supervisor within 7 days of any changes to their personal situation, including a change in mailing address, circumstances that affect their status as fit and proper.

All Educators are responsible for:

- meeting the qualifications, experience and other requirements to be nominated as a Person in day to-day Charge
- providing written consent to be the Person in day-to-day Charge
- ensuring they have a sound understanding of the role of Responsible Person

5. LEGISLATION AND STANDARDS Relevant legislation and standards include but are not limited to:

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- Child Safe Standards
- National Quality Standard, Quality Area 4: Staffing Arrangements
- National Quality Standard, Quality Area 7: Leadership and Service Management Determining Responsible Person Policy This policy was adopted by Clifton Springs OSHC 20/12/18
- Working with Children Act 2005 (Vic)

• Working with Children Regulations 2006 (Vic) 6. DEFINITIONS The terms defined in this section relate specifically to this policy. Person in day-to-day Charge A person who is placed in day-to-day charge of an education and care service by an Approved Provider and who has consented to the placement in writing Responsible Person Services must have a Responsible Person present at all times that the service is delivering education and care. The responsible person is the Person in day-to-day Charge at the service and can be the Nominated Supervisor or a Person in day-to-day Charge of the service Nominated Supervisor A person who has been nominated by the Clifton Springs PS OSHC Management and who has consented to that nomination in writing can be the Nominated Supervisor. All services must have a Nominated Supervisor (s) with responsibility for the service in accordance with the National Regulations (Section 5 and 161)

7. ROLES AND RESPONSIBILITIES Department/Area Role/Responsibility Educators, Supervisors, Directors and Coordinators

- Supervisors, Directors and Coordinators will oversee the implementation and service adherence to this policy

- All Educators and Bus Drivers are responsible for the daily implementation of the policy when directly supervising children. Community Services Manager

- Is responsible for ensuring suitable resources and support systems to enable compliance with this policy.

- Drive the consultation process and provide leadership and advice on the continuous improvement of the policy. Seek individual community feedback and facilitate an active consultation process with service users as appropriate. CEO

- Policy Approval

8. MONITORING, EVALUATION AND REVIEW by Clifton Springs PS management team is responsible for formally reviewing and updating this policy every twelve months, in consultation with representatives from key stakeholder groups and in accordance with current legislation, research, policy and best practice. Small changes and additions may be made outside of the formal review to ensure the policy remains relevant and current. We retain records of each review undertaken. Such records may include minutes of meetings and documentation of changes to policies and procedures that result from a review.

## 4 ENROLMENT, ADMINISTRATION & FEES

### 4.1 ENROLMENT POLICY

#### POLICY

All children must be enrolled before receiving care and completed an online service enrolment form. Families must advise staff of changes to any details relevant to their child's enrolment in writing. **Children MUST be currently enrolled in primary school and be between the ages of 5 -12 years old to attend the program.**

#### PROCEDURE

**The staff have the responsibility to ensure that:**

- An enrolment form is completed for each child who attends the service. The details on this form must be kept up current and up-dated as necessary. The following information is required on the enrolment form:

Child's name, address and date of birth

Custody/court orders relating to custody or access

Name, address, date of Birth, and contact numbers (home and work) of parents/guardians/authorised persons

Details of authorised persons able to collect the child

Medical details of the child including any action plans that have been developed and name, address and contact number of child's doctor

Special considerations or needs relating to the child

Details of authorised persons able to be contacted in an emergency

Written authorisation to seek emergency medical, hospital and ambulance services.

Written permission to take photographs of child, apply sunscreen, insect repellent and watch "pg" movies and video games.

**Children's Enrolment forms must be completed online by linking our Service to a My Family Lounge account. The "MY FAMILY LOUNGE" widget can be found in the OSHC section of our school website.**

**Parents/Guardians have a responsibility to ensure that:**

- The policy document of the service has been read.
- The enrolment form section regarding service policy has been signed which states that they have read and agree to abide by the conditions outlined in the policy document.
- Any changes to their child's enrolment are communicated to program staff in writing as soon as possible.

#### Relevant Policies:

[Medication Policy](#)

[Privacy Policy](#)

[Children's Records Policy](#)

[Access to Children Policy](#)

#### References:

DHS, May 1996, Implementation guidelines for National Standards for Outside School Hours Care – Page 38, 5.3 - Maintenance of Records.

Date approved: August 2016

To be reviewed: August 2019

Approved by: School Council

## 4.2 WAITING LIST – PRIORITY OF ACCESS POLICY

### RATIONALE

Outside School Hours Care services provide child care for children attending primary school.

### Policy Statement

Clifton Springs Primary School OSHC Program will maintain a waiting list for care in application date order and in accordance with the Commonwealth Government's Priority of Access Guidelines listed in the Child Care Services Handbook.

### POLICY

#### PRIORITY OF ACCESS - GUIDELINES

Priorities as indicated in the Child Care Services Handbook:

- Priority 1 – A child at risk of serious abuse or neglect
- Priority 2 – A child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the *A New Tax System (Family Assistance) Act 1999*
- Priority 3 – any other child

*"Where demand exceeds supply, it is important for services to allocate available places to those families with the greatest need for child care support."*

#### PRIORITY OF ACCESS

##### Evidence of Priority of Access

When a family seeks to establish priority, the service should satisfy themselves that a child fits in the priority of access. Where this is not clear, the service should consider requesting documents as evidence of priority, such as:

- Disability of parent or child - medical certificate or other formal assessment, or
- Risk of serious abuse - confirmation from social worker, State Welfare Department or doctor, Court or Intervention Orders.

Once a vacancy arises, the Co-Ordinator will contact the next family on the list.

##### Relevant Policies:

[Enrolment Policy](#)

[Child Care Subsidy Policy](#)

##### References:

CCMS Child Care Services Handbook  
Child Care Services Handbook

##### Relevant Policies:

[Enrolment Policy](#)

[Child Care Subsidy Policy](#)

Date approved: August 2016

Approved by: School Council

To be reviewed: August 2019

### **4.3 COMMENCEMENT OF CARE POLICY**

#### **POLICY**

Clifton Springs Primary School OSHC will ensure that all children are made welcome and oriented to the service and its routines upon commencement.

#### **PROCEDURE**

**Family members have the responsibility to ensure that:**

- When making bookings, parents must inform the Coordinator that their child is new to the service or is in prep and which class they are in.

**The staff team has the responsibility to ensure that:**

- .
- All new children are instructed as to which areas they may play in whilst at the service.
- New children are oriented to the program including where bags are kept, snack times, expectations and are linked with other children in the program if they do not know anyone else.

**Relevant Policies:**

[Enrolment Policy](#)

**References:**

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## **4.4 BOOKING POLICY**

### **POLICY**

1. Permanent bookings are required to be made in advance.
2. Casual users must contact the service prior to 3.00pm in order to ensure a place is available.

### **PROCEDURE**

#### **Staff have a responsibility to ensure that:**

- The School Office and Message Bank are checked prior to the session to confirm booking and cancellation of care arrangements.
- Parents/Guardians are contacted as soon as possible if care is not available.

#### **Parents/Guardians have a responsibility to ensure that:**

- Cancellations, changes or additions to bookings are made on their "My Family Lounge" Account or if this is not possible to the co-ordinator between the hours of 6.45am - 9am and 3.00p.m. – 6.15p.m. or by leaving a message on the mobile phone on 0417 598 904.
- If requiring emergency or casual care due to unexpected circumstances they contact the service by 3.00p.m. and/or leave a message on the mobile phone or at the general office.

#### **Relevant Policies:**

[Enrolment policy](#)

[Fee policy](#)

#### **References:**

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

#### **4.5 CHILDREN WHO DO NOT ATTEND POLICY**

##### **POLICY**

The staff will endeavor to ensure that children booked into the service arrive as intended.

##### **PROCEDURE**

**Staff have the responsibility to ensure that:**

- Children's names are marked on the roll during a roll call at the service.
- The roll is checked at 3.40pm to determine whether there are children booked into the service that have not yet arrived.
- The child's teacher (or school) will be contacted to confirm that any missing children attended school on that day.
- The school office staff is requested to put a message over the intercom/speaker requesting that the missing child/ren in question go immediately to the service.
- If missing children have not arrived by 3:45pm they will attempt to contact the parent to determine whether the child/ren has been collected or another arrangement has been made.
- If the parent cannot be contacted or the missing child/ren is supposed to be attending the service the staff will contact the Principal or Committee to determine the next course of action.
- If the child's whereabouts can not be established the local police station will be notified and a notification will be made to the regulations authority.

##### **Relevant Policies:**

[Attendance Policy](#)

##### **References:**

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## **4.6 ATTENDANCE POLICY**

### **POLICY**

Clifton Springs Primary School OSHC Program is available to children whose parents have not arrived after 3.45pm to protect their safety and well being.

### **PROCEDURE**

**The school principal and teachers have the responsibility to ensure that:**

- All families within the school will receive a copy of the school policy regarding this matter and will sign a permission form to acknowledge this policy and enrol them in the service.
- Appropriate information regarding any child remaining at the school after 3.45pm will be passed onto the OSHC service by the School Office to enable care to be provided.
- Children remaining in the school grounds after 3.45 will be taken to the service by school staff.
- Families will be contacted to inform them of the children's attendance at the OSHC service.

**The staff have the responsibility to ensure that:**

- Families are charged a session fee for the child's attendance.
- Families need to complete an OSHC service enrolment form before they can attend the service.

**Self Referred Children: Those who arrive at the service without being enrolled:**

- Every effort should be made to contact the parents and seek their permission for the child to be there.

### **Relevant Policies:**

[Enrolment Policy](#)

[Fee Policy](#)

### **References:**

Child Care Services Handbook 2007-2008

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**





## **4.7 NON COLLECTION OF CHILDREN POLICY**

### **POLICY**

Clifton Springs Primary School OSHC Program will ensure the safety of children not collected from the service by the closing time.

### **PROCEDURE**

- Clifton Springs Primary School OSHC closes at 6.15pm. (6pm Vacation Care)
- The following procedure will be followed for children remaining at the service after this time.
- The staff will attempt to contact the parents/ guardians/authorised persons at 6.20pm.
- If not contactable, staff will immediately contact the emergency contact numbers on the enrolment form.
- If not contactable, the staff will wait for the parents until 6.30 p.m.
- The children will be reassured and made comfortable whilst staff are trying to contact the parent.
- If by 6.45p.m., the parent/guardian/authorised persons have not been contacted, staff will contact the Department of Human Services for direction. Regional Office Telephone Number- 5226 4540.
- The staff may consider calling the police for a welfare check of the family home.
- Management is contacted so that they can be advised of the action offered by police and the Department of Human Services.

### **Relevant Policies:**

[Late Pick Up Fees Policy](#)  
[Child Protection Policy](#)

### **References:**

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## **4.8 ARRIVAL AND DEPARTURE POLICY**

### **POLICY**

All children attending Clifton Springs Primary School OSHC Program must be signed in and/or out by the parent/ guardian/ authorised person every session (signing in and out includes the time of arrival and departure printed name and signed).

### **PROCEDURE**

#### **Staff have the responsibility to ensure that:**

- For all programs:

Parents/guardians/authorised persons have undertaken their responsibility of signing the attendance register.

- For the Before School Care Service:

The child is signed out of the service when leaving for school by staff.

- For the After School Care Service:

The child is signed into ASC upon arrival to the service by staff.

- Hand written and signed notes from the parent/guardian/authorised person must accompany a request to leave the service alone.
- Authorised persons who are unknown by staff are asked to provide photo proof of identification when collecting the child from care.
- No child is permitted to leave the centre unless with a person who is authorised by the parent/guardian.
- Children may not be collected by persons other than those that appear on the enrolment form, or by anyone under the age of 18.
- For children leaving the service during a session to attend another service/activity

Children attending another service e.g. sport, music etc, are signed in and out of the book by staff.

Children attending activities within the school grounds are signed out of the service by staff and on their return children are required to notify the Coordinator of their arrival.

Children attending activities out of the school grounds are signed out of the service by staff and where reasonable, ensure that they arrive at the designated destination safely. The service cannot accept responsibility for the child once he/she has left the service.

- "If a parent continually fails to complete the attendance register the service can refuse fee relief. The parent is to be notified that this action will be taken". FACS, 2000

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

- For the Before School Care Service:

The child is signed into the service on arrival by authorised persons (Staff will sign the child out of the service).

- For the After School Care Service:

The child is signed out of the service by authorised persons when collecting their child.(Staff to sign child into the service)

- For the Curriculum Day Service

The child is signed into the service on arrival and when collecting their child from the service.

- Written permission is provided to service staff to allow another person to collect their child from care.
- Verbal permission over the telephone may be provided to Service staff to allow another person to collect their child from care, but must be followed up with written permission.

**Relevant Policies:**

[Access to Children Policy](#)

Collection of Children Policy

**References:**

Quality Practices Guide 1st Edition 2003 – Quality Area 7 - Protective Care and Safety – Principle 7.1- The service has effective policies and procedures on protective care.

Child Care Services Handbook 2007-2008

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## **COLLECTION OF CHILDREN POLICY**

### **RATIONALE**

*"To ensure that a child is collected from a children's service by people who have the legal responsibility for caring for the child, it is important that child carers are aware of the different responsibilities that adults may have regarding a child.."*

DHS & Victorian Legal Aid (1999)

### **Policy Statement**

All parents and authorised persons have access to Clifton Springs Primary School Outside School Hours Care Program and their children at all times, unless relevant Court Orders are held by the service that specify otherwise.

### **Procedures**

**The staff have the responsibility to ensure that:**

- A copy of all court orders in relation to residence and specific issues orders must be provided to the service upon enrolment or as obtained by the parent/guardian. These documents will be attached to the child's records and treated confidentially.
- Parents need to notify the service of any changes to these documents as soon as they occur.
- 
- All parents/ Guardians need to show photo ID to staff upon the first time they come in to collect their children. If the staff member does not know the parent, they may ask the coordinator or ask to see photo ID. All parents/Guardians must make sure ID is on them at all times, and must be prepared to show ID in the case of new staff members, and a coordinator is unable to assist.
- 
- On enrolment parents are to provide the names of people who are allowed to have contact with their children, and who can collect them from the service. This is done to ensure the safety of all children.
- 
- Staff members are to check the name on the photo ID against the list of approved persons to collect a child. If there is a person who is trying to collect a child without the correct ID or authorization, then the Coordinator is to be notified immediately, while the staff will attempt to stall the person from taking the child.
- If the Coordinator cannot confirm that the person trying to collect the child is allowed to have access to the child, the Principal be notified immediately, and under the Coordinator's discretion the police may be contacted.

**Parents have a responsibility to ensure that:**

- The service is provided with a copy of all current court orders in relation to their child.
- The Program Team Leader is notified if there are any changes to these orders as soon as they occur.

### **Relevant Policies:**

[Emergency Management Policy](#)

### **References:**

NCAC Quality Practices Guide 1st Edition 2003 – Quality Area - Protective Care and Safety – Principle 7.1 – The service has effective policies and procedures on protective care.

DHS & Victorian Legal Aid, January 1999, Legal Aspects of Child Care. – can be obtained on DHS web site [www.dhs.vic.gov.au](http://www.dhs.vic.gov.au)

Date of last review:

December 2016

To be reviewed: December 2019

## **4.9 CANCELLATION OF CARE POLICY**

### **POLICY**

Families are required to notify the service of any changes to booking arrangements.

### **PROCEDURE**

- One days' notice is required in writing for cancellation of permanent booked care or change of booking for Before School Care and After School Care.
- Vacation Care cancellations must be made one week prior to the commencement of the program. All fees and Excursion costs will apply after this date unless a medical certificate is supplied to the service. Where a medical certificate is, supplied families are asked to contact the service ASAP to inform the service of the dates covered by the certificate to allow the service to reallocate the place to other families in need of care.
- Families who do not notify the service of intention to cancel will be charged the full session fee for booked care.
- Families accessing casual care are required to notify the service if possible prior to 6.45am for Before School Care and 3.00pm for After School Care to establish the availability of a place. Fees are charged for all booked care whether permanent or casual.

#### **Relevant Policies:**

[Fee Policy](#)

[Booking Policy](#)

#### **References:**

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## 4.10 CHILD CARE Subsidy POLICY

### DEFINITION

*Child Care Subsidy (CCS) is a payment made to reduce out of pocket fees for child care. The payment is made directly to the service based on a families CCS entitlements.*

### POLICY

All families will be notified of the availability of Child Care Subsidy (CCS) and how to complete an application

### PROCEDURE

**The Coordinator has the responsibility to ensure that:**

- At enrolment families are provided with information about applying for CCS. Families can call the Family Assistance Office (FAO) on 13 61 50 to ascertain eligibility.
- The service displays up to date information regarding CCS on the parent notice board and in the newsletter.
- Families are informed of their responsibilities in terms of access to CCS. This includes:

Completing and lodging the CCS application for CCS.

Confirming their Child's Attendance and the Child Care Written Agreement with the service on their MY GOV.

Paying their portion of the service fee by the end of each claim period

Signing attendance records daily stating time in and out

Families are responsible for ensuring they apply for all components of care required.

- Parents also need to inform the service if the child enrolled attends any other Before, After of Vacation Care service as each child is only entitled to 50 allowable absence days across all services attended. The service no longer needs to get parents to sign for allowable absences if the service has other procedures in place to notify parents. Parents will be informed when an allowable absence is being claimed on their behalf by the total printed on their weekly accounts.
- Special Child Care Payment will be made available to families experiencing major difficulties.
- Access to Special Child Care Payment will be at the discretion of the Coordinator and Management Team.
- Submit rolls weekly for Childcare Subsidy processing
- Records are to be kept for 3 years from the end of the financial year. They must be safely stored, easily accessible, in original form and preferably in numerical or date order. The following documents must be kept:

Details of fees

Hours of care charged

Attendance and absence records

Assessment notices

Copies of documentation for approved absences

Details of parent payments

Certificates of approval

**Relevant Policies:**

[Management of the Service Policy](#)

[Waiting List – Priority of Access Policy](#)

[Late Payment/Non Payment of Fees Policy](#)

[Record Keeping Policy](#)

[Children's Records Policy](#)

**References:**

Child Care Services Handbook 2007-2008

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**



#### **4.11 ALLOWABLE/APPROVED ABSENCES POLICY**

##### **POLICY**

Clifton Springs Primary School OSHC Program will comply with the requirements of the funding guidelines as outlined in the Community Based - Outside School Hours Care Handbook for allowable absences.

##### **PROCEDURE**

**The Coordinator has the responsibility to ensure that:**

- Families are informed of their responsibilities in regard to absences from care.
- The service completes the following administrative tasks:

Advise Parents when an allowable absence is being claimed.

Obtain documentation to support Approved Absences being claimed

Medical certificates and written statements are to be retained for at least 3 years from the end of the financial year in which the care was provided.

**Parents have a responsibility to ensure that:**

- Written notification of Approved Absences is provided to the service.

##### **Relevant Policies:**

[Child Care Benefit Policy](#)

[Record Keeping Policy](#)

##### **References:**

Child Care Services Handbook 2007-2008

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## 4.12 FEE POLICY

### RATIONALE

Clifton Springs Primary School OSHC Program operates on a non-profit basis. Any surplus will be expended on equipment and resources for the children's program, minor upgrades and service improvements as specified by the Management Team. Clifton Springs Primary School OSHC Program aims to provide a quality service which is accessible and affordable to families.

*"The service must not charge a fee for a child for whom CCB is being paid that exceeds the fee charged for another child in the same circumstances, who is receiving that same care, and whom CCB is not being paid."* *"The service must charge separate fees for before and after school care."*  
FACS, 2000, Community Based – Outside School Hours Care Handbook, July 2000

### DEFINITIONS

Permanent Booked Care	Regular bookings used each week
Booked Care	Any booking for care made in advance
Casual Care	Care used on a daily basis (no booking)

### POLICY

1. Fees will be set annually by the School Council prior to the commencement of the school year. Fees are set to cover the cost of the service and to meet the projected budget for the service. They are subject to change.
2. Clifton Springs Primary School OSHC Program aims to provide a quality service which is accessible and affordable to families.

### PROCEDURE

**The Committee of Management has the responsibility to ensure that:**

- Fees will be set on an annual basis by the School Council when establishing the budget parameters.
- Fees are charged on a per session basis per child.
- 

**Parents have a responsibility to ensure that:**

- All families are required to pay fees for the care of their children.

#### Permanent and Booked Care

- Families will be charged fees weekly in arrears with an invoice issued on the a three weekly basis Fees are to be paid weekly or fortnightly. Failure to pay fees may mean exclusion of children from the service until they have been paid.

#### Casual and Emergency Care

- Fees must be paid for on the day of care.

A fee schedule is attached as *Appendix 2*.

#### Relevant Policies:

[Booking Policy](#)

#### References:

Child Care Services Handbook 2007-2008

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

### **4.13 ACTIVITY AND EXCURSION COST POLICY**

#### **POLICY**

In order to meet the developmental needs and interests of school aged children incursions and excursions will form part of the program. Parents may be asked to contribute to the cost of these extra activities.

#### **PROCEDURE**

**The Coordinator has a responsibility to ensure that:**

- Parents will be notified in advance of any additional charges.
- The cost of these additional charges with a families CCS entitlements applied.
- Parents will be invoiced for these additional activities within the normal billing period.

#### **Relevant Policies:**

[Financial Management Policy](#)

[Child Care Susidy Policy](#)

#### **References:**

Child Care Services Handbook 2007-2008

**Date approved: August 2016**

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#### **4.14 LATE PICK UP FEES POLICY**

##### **RATIONALE**

This policy has been put into place to prevent any family from continually attending the service after the advertised closing time. The policy ensures that staff are paid for the additional hours they are required to work due to the late pick up of children.

##### **POLICY**

A late fee will be charged for children remaining in care after the advertised closing time.

##### **PROCEDURE**

**The Coordinator has the responsibility to ensure that:**

- The service charges the family \$1.00 per minute or part thereof.
- The late fee is added to the child's weekly invoice for care.
- The family is notified that payment of this fee is required by the end of the following week.
- Additional time worked is documented and passed on to the Management Team. The additional time matches the time documented in the arrival and departure book as signed by the child's carer.

**The Management Team has the responsibility to ensure that:**

- Staff are paid for additional hours worked due to late collection of a child.

##### **Relevant Policies:**

[Non Collection of Children Policy](#)

##### **References:**

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

#### **4.15 HANDLING OF FEE INCOME POLICY**

##### **POLICY**

The OSHC staff are the only people who will accept payment from families for care.

##### **PROCEDURE**

Payments will be accepted through the following methods:

- Payments may be made at the school office
- By direct bank deposit into the school's account
- If parents wish to pay by EPTPOS they can do so by taking their account to the school office and paying there.
- Cheques must be made out to Clifton Springs Primary School.
- All payments must be made in an envelope marking with the child's name, date of payment, amount enclosed.
- The person who receipts the fees is not responsible for the physical banking of money.
- No cash will be accepted at the program by program staff

##### **Relevant Policies:**

[Financial Management Policy](#)

[Banking Policy](#)

[Record Keeping Policy](#)

[Receipting Policy](#)

##### **References:**

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

#### **4.16 RECEIPTING POLICY**

##### **POLICY**

1. All families will be provided with a receipt as soon as is practicable after payment is made.
2. All receipts will be provided in a format that meets the requirements of the FACS – Outside School Hours Care Handbook Section 9.3.5 Receipts.

##### **PROCEDURE**

- All Payments will be acknowledged as soon as possible with a receipt (place in parents pocket) which is signed and dated.
- Receipts will be in line with the requirements of the FACS – Community Based - Outside School Hours Care Handbook.

##### **Relevant Policies:**

[Handling of Fee Income Policy](#)

##### **References:**

Child Care Services Handbook 2007-2008

**Date approved: August 2016**

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**To be reviewed: August 2019**

#### **4.17 LATE PAYMENT/ NON PAYMENT OF FEES POLICY**

##### **POLICY**

All fees for care must be either weekly or fortnightly.

##### **PROCEDURE**

**The Coordinator is responsible to ensure that:**

- Payment arrangements are negotiated with families experiencing difficulties.
- Accounts falling more than 2 weeks in arrears are to be sent notification to pay as soon as possible. This letter will state date payment is required and process which will be followed if payment is not received.
- Accounts falling more than 3 weeks in arrears (who have not contacted the service or arranged alternative payment arrangements) receive a phone call from the Coordinator excluding the child from care until payment is made.
- Families excluded from the service due to non-payment of fees will be provided with information regarding family support and financial advising services available in the local community.
- The Management Team has the ability to waive fees under special circumstances or arrange a period of Special childcare Benefit.

##### **Relevant Policies:**

[Fee Policy](#)

[Dishonoured Cheques Policy](#)

##### **References:**

Child Care Services Handbook 2007-2008

**Date approved: August 2016**

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**To be reviewed: August 2019**

## 5 WORKING WITH FAMILIES

Clifton Springs Primary School OSHC Program is committed to working with families in a collaborative manner in order to provide a high quality child care service that meets the needs of children, families and the community. Parent participation and communication is critical to the success of the service and its programs. *"Services should provide for adequate parent and staff participation in the management and in the development of the services policies and programs."* FACSIA, 2000

### 5.1 FAMILY INVOLVEMENT POLICY

#### POLICY

Clifton Springs Primary School OSHC Program actively encourages family involvement in the development of the program and Management of the service.

#### PROCEDURE

**The Management Team is responsible to ensure that:**

- Parents/guardians are invited to attend meetings and/or contribute as much as they feel comfortable with.
- Sub Committee's are developed to address specific issues relating to the service as required.
- Families are encouraged to participate in fundraising and accreditation activities and processes.

**The Coordinator has the responsibility to ensure that:**

- Annual evaluations are conducted to allow families to have input into the future planning of the service.
- Informal evaluations of the service occur throughout the year.
- Parents are encouraged to attend the service to observe and participate with their child.
- Families are encouraged to participate in ways that acknowledge and value diversity.
- Special events that complement the children's program are held throughout the year to enable parents to attend and view the service and meet the staff.

**The staff team has the responsibility to ensure that:**

- All family members names are known
- Family members are welcomed upon arrival.

#### Relevant Policies:

[Access to Service Policy](#)

#### References:

FACS, 2002, Quality Practices Guide 1st Edition 2003 – Partnerships with families and Community Links – Quality Area 3. Principle 3.1 – The service is responsive to the interests of families and encourages participation in the operation of the service.  
Child Care Services Handbook 2007-2008

**Date approved: August 2016**

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**To be reviewed: August 2019**



## **5.2 PARENTAL REQUESTS POLICY**

### **POLICY**

1. Staff will consider all requests from families in regard to their children.
2. Where a parental request cannot be fulfilled explanation will be provided.

### **PROCEDURE**

- Discussions will be held with families in regard to the benefits of the experiences provided to the children in the service.
- Developmental disadvantages are explained to families when a request is made regarding their child to enable them to make an informed decision.
- Respect is given to families in regard to their right to make decisions on behalf of their child.

#### **Relevant Policies:**

[Family Involvement Policy](#)

#### **References:**

Quality Practices Guide 1<sup>st</sup> Edition 2003 – Quality Area 3 – Partnerships with Families and Community Links – Principle 3.1 – The service is responsive to the interests of families and encourages participation in the operation of the service.

AECA Code of Ethics

UN Declaration on the Rights of the Child

**Date approved: August 2016**

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**To be reviewed: August 2019**

### **5.3 ACCESS TO SERVICE POLICY**

#### **POLICY**

Families are welcome to attend the Clifton Springs Primary School OSHC Program at any time.

#### **PROCEDURE**

- Staff will ensure that the service is accessible to families at all times.

#### **Relevant Policies:**

[Family Involvement Policy](#)

[Security Policy](#)

#### **References:**

FACS – Quality Practices Guide 1st Edition 2003 – Quality Area 7 - Protective Care and Safety,  
Principle 7.1 – The service has effective policies and procedures on protective care.

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## 5.4 ACCESS TO CHILDREN POLICY

### RATIONALE

*"To ensure that a child is collected from a children's service by people who have the legal responsibility for caring for the child, it is important that child carers are aware of the different responsibilities that adults may have regarding a child.."*

DHS & Victorian Legal Aid (1999)

### DEFINITIONS

#### Old Terminology

Access  
Custody  
Guardianship

#### New Terminology

Contact  
Residence and Specific Issues Order for day-to-day care and control  
Specific Issues Order gives responsibility for long term care & welfare

### POLICY

All parents and authorised persons have access to the Clifton Springs Primary School OSHC Program and their children at all times, unless relevant Court Orders are held by the service that specify otherwise.

### PROCEDURE

#### The staff have the responsibility to ensure that:

- A copy of all court orders in relation to residence and specific issues orders must be provided to the service upon enrolment or as obtained. These documents will be attached to the child's records and treated confidentially.
- Parents need to notify the service of any changes to these documents as soon as they occur.
- If the service does not have a copy of the court order it will assume that both parents have equal custody of the child therefore both have access.
- In the event that a parent breaks a Court order and seeks access to the child, the parent with custody entitlements will be contacted immediately, the staff will attempt to stall the parent from taking the child and then the police will be contacted.

#### Parents have a responsibility to ensure that:

- The service is provided with a copy of all current court orders in relation to their child.
- The Coordinator is notified if there are any changes to these orders as soon as they occur.

**Relevant Policies:**

[Emergency Management Policy](#)

**References:**

Quality Practices Guide 1st Edition 2003 – Quality Area - Protective Care and Safety – Principle 7.1 – The service has effective policies and procedures on protective care.

DHS & Victorian Legal Aid, January 1999, Legal Aspects of Child Care. – can be obtained on DHS web site [www.dhs.vic.gov.au](http://www.dhs.vic.gov.au)

**Date approved: August 2016**

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## 5.5 PROTECTIVE CARE POLICY

### RATIONALE

*"Children have the right to protection from physical, emotional, verbal and sexual abuse and neglect" FACS 2000. "Children have the right to be physically and emotionally safe at all times" (Responding to abuse – DHS July 2003) Staff working with children take on a duty of care to ensure that all children are safe from harm.*

### Policy Statement

The Clifton Springs PS Outside School Hours Care Program is committed to supporting the health and well-being of all children and staff at the OSHC Program. The health and welfare of all children and staff in the OSHC Program is paramount. OSHC will act on behalf of children to protect their rights to safety and security in accordance with Section 64 of the Children and Young Persons Act 1989.

*"From a child protection perspective, using the term 'harm' instead of 'abuse' helps to focus on the effects on the child rather than the actions of the adult. This distinction becomes important when undertaking an assessment of the child's ongoing safety and wellbeing, as well as the parents' capacity to protect the child." (Responding to Abuse – DHS July 2003)*

### What is Child Abuse?

An act by parents/guardians which endangers a child or young person's (a person under seventeen years of age) physical or emotional health and well-being.

- **Physical harm** – is a non-accidental injury to a child by a parent/guardian. The injury may take the form of bruising, cuts, burns or fractures.
- **Sexual harm** – when an adult, someone bigger and/or older than the child uses power, authority or force over the child to involve him/her in sexual activity. Including fondling the child's genitals, masturbation, oral sex, vaginal or anal penetration by a penis, finger or other object or exposing pornography to the child.
- **Emotional harm** – when a child is repeatedly rejected or frightened by threats, involving name-calling, being put down or continual coldness from the parent/guardian to the extent it has an effect on the child's physical and emotional growth and development.
- **Neglect** – the failure to provide the basic necessities to the child such as food, clothing, shelter, supervision to the extent that the child's health and development are at risk.

### What to look for

Physical Abuse – Bruises, burns, sprains, dislocations, bites, cuts, fractured bones, especially in infants where accidental fractures are unlikely to occur, poisoning, and internal injuries. These are all physical indicators.

**Reasonable grounds is when a child tells a staff member they have been or (know of someone who has been, often themselves) physically or sexually abused, when someone else, such as a relative, friend, acquaintance, sibling of the child discloses a belief that the child has been abused, staff's observations of the child's behaviour or development indicates suspected abuse, signs of physical or sexual abuse.**

Although it is not a legal requirement that OSHC staff report suspected harm, any concerns staff have will be forwarded to the Co-Ordinator in writing, who will then decide the appropriate course of action. All written concerns will be kept confidential.

OSHC staff who work with children and their families occasionally come into contact with children who have been harmed, or who staff suspect of being harmed.

### Helping the Child

Staff need to remain calm and in control when a child discloses that they have been abused, as they will feel angry, hurt, scared or ashamed. It is important to listen to and believe the child and to let them know you are willing to help stop the abuse, and ensure them that they are not responsible for the abuse (it is not their fault). It is imperative that staff show care and concern to the child and let them know that something will be done to keep them safe.

This protocol has been developed as a guideline for staff, however it is recognised that no guidelines can provide answers to every possible situation. Children being harmed present special problems that require specialist intervention.

The Child Protection unit of the Department of Human Services provides specialist child protection services designed to safeguard children at risk and to protect the rights of the child. This service can be supported by Police action if necessary.

Local Government's role is to provide a coordinated and integrated range of children's services and family support programs, which may help, prevent child maltreatment and harm.

Council staff who do come in contact with a child that has been deemed 'at harm', will have a reporting role as it is a prime responsibility of workers to share their information and concerns so that appropriate action can be taken.

A child's rights to protection are of paramount importance at all times.

Children and their parents have the right for all information regarding their family to be kept confidential, however, the rights of the parents to confidentiality may be of secondary importance where the physical, emotional and social development of a child is at risk.

Every child has the right to be given the opportunity to develop to his/her full potential.

Council staff working with children or their families should not contribute to any risk to a child either by their own actions or by ignoring or failing to report instances of harm.

Even where council staff suspect harm is occurring, every attempt should be made to maintain a constructive relationship with the parents. Recognising their rights to respect, and honesty in communication.

### PROCEDURE

#### In cases of actual or suspected child harm:

1. Any case of actual or suspected harm is reported **immediately to the Program Co-Ordinator**.
2. Detailed records of staff concern to be kept with specific details of incidents, injuries, suspicions, conversations with child / parent / others and any other relevant information. You can never keep too much information.
3. A case meeting will be held within 24 hours of a report where possible. In cases that require urgent attention a case meeting will be held immediately.
4. Case meetings will include the staff member making the report, the Program Co-Ordinator, Management Team, Principal and any other persons who have relevant information or knowledge of the family.
5. Any discussion of information relating to a family is to be treated as confidential except where such information forms part of a report to Child Protection or to the Police.
6. The Principal will convene the case meeting.
7. The case meeting will decide what actions are to be taken. If the meeting decides that reporting to Child Protection or the Police is warranted then this step will be taken by the Principal or the nominated case manager.
8. All issues and decisions taken at the case meeting will be documented and kept in a confidential file by the Case Manager. All relevant staff will be notified of the case plan.

**Important**

- Staff do not need to prove that abuse has or is taking place. Staff can act on good faith or reasonable grounds as sufficient information for reporting and staff cannot be held legally liable for the outcome of the notification.
- According to the Children and Young Persons Act, it is a requirement that the notifier remain confidential. However, staff can give written permission to Child Protection Victoria for identification purposes for the child and family if they wish.

If the report becomes the subject of a Protection Application, staff may be required to give evidence to the Court. It is therefore difficult to remain anonymous as the notifier.

**How to Notify**

This procedure has been developed as a guideline for staff, however, it is recognized that no guidelines can provide answers to every possible situation. Child abuse presents special problems, which require specialized intervention.

**Any cases of actual or suspected abuse must be reported immediately to:**

**The Co-Ordinator**

**When making a notification, staff will need to provide the following information to the OSHC Co-Ordinator:**

- Child's name, age and address
- Reason for suspecting abuse
- Assessment of danger to the child
- Description of the injury/behaviour observed
- Current whereabouts of the child
- Any other relevant information about the family

If staff are unsure about what constitutes reasonable grounds to notify, contact Child Protective Services, Geelong on (03) 5226 4540 and discuss concerns with an intake worker.

**References:**

NCAC Quality Practices Guide 1<sup>st</sup> Edition 2003 – Quality Area 7 - Protective Care and Safety – Principle 7.1 – The service has effective policies and procedures on protective care.

Child and Young Persons Act 1989 – Section 64

DHS – January 2002, Responding to Child Abuse

Fascia, 2000, Community Based – Outside School Hours Care Handbook, July 2000

Original Protocol developed, at a CLAC in-service with the Department of Human Services, May 1999

Review source: Responding To Child Abuse. Department Of Human Services, July 2003.

Protecting Children. Department Of Human Services, November 2001.

**Date Approved: August 2016**

**Approved by: School Council**

**To be Reviewed: August 2019**

## 5.6 COMMUNICATION POLICY

### RATIONALE

The role of the family in the Outside School Hours Service is paramount to its success and outcomes for children. Family members have a great deal of knowledge about their child which can be shared with the service. Communication must be two-way in order to ensure maximum benefit to the child and family. Staff will tell families about their child's day in return families will share relevant changes, issues, needs and interests of the child with the staff. This two-way communication should occur on a regular basis.

*"Parents need specific information to enable them to make informed decisions and be reassured that their children are in good hands."* FACSIA 2000

### POLICY

Clifton Springs Primary School OSHC Program will provide information to families on a regular basis via a range of methods including: newsletter, notice boards and face to face communication with staff.

### PROCEDURE

**The Coordinator is responsible to ensure that:**

- All families will be provided with a copy of the Clifton Springs Primary School OSHC Program Handbook upon enrolment.
- Newsletters and notices are issued to families, as they become available.
- The Coordinator is available to discuss centre Programs and activities at any time.

**The staff team has the responsibility to ensure that:**

- Parents are requested to read the notice boards and program plans displayed at the service in order to keep informed of activities at the service.
- Families wishing to discuss matters of a more confidential nature are encouraged to make an appointment with the Coordinator.
- Clifton Springs Primary School OSHC Program accesses the translation and interpreter service for families who cannot speak or read English.
- They initiate and facilitate regular communication with parents/guardians.
- Parents are provided with feedback regarding their children's progress.
- All communication occurs in a respectful and courteous manner.

**Families have a responsibility to ensure that:**

- Staff are notified of any relevant information about their child's health, development and personal/family matters.

### Relevant Policies:

[Family Involvement Policy](#)

### References:

FACS – Quality Practices Guide 1st Edition 2003– Quality Area 3 - Partnerships with Families, Principle 3.1 – The service is responsive to the interests of families and encourages participation in the operation of the service.

Child Care Services Handbook 2007-2008

**Date approved: August 2016**

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**To be reviewed: August 2019**



## 5.7 PRIVACY POLICY

### RATIONALE

Clifton Springs Primary School OSHC Program is committed to protecting the rights of children and families.

### Policy statement

The OSHC Program considers that the responsible handling of personal and health information is a key aspect of democratic governance and is strongly committed to protecting an individual's right to privacy. OSHC will comply with the Information Privacy and Health Privacy Principles as set out in the *Information Privacy Act (2000)* and *Health Records Act (2001)*. OSH has in place a policy that sets out the requirements for the management and handling of personal and health information.

### Procedure

- Personal information will only be collected when it is necessary for the function or activity of the OSHC Program and will only be collected by lawful and fair means. Sensitive information will only be collected where the individual has consented or as permitted under the Act.
- Measures are in place to ensure that there will be no unauthorised access to information. SHP will endeavour to ensure that all data is up to date and accurate. Individuals have the right to access any personal information held about them and may update any incorrect information. Information no longer required will be destroyed in accordance with relevant legislation.
- OSH will use personal information only for the purpose in which it was collected unless required by legislation or it is a reasonable assumption that the original information would be used for this secondary purpose. In any other circumstances, OSHC will contact the individual in order to obtain consent.
- Private information regarding children and families will not be disclosed to other families within the service or external persons.
- Staff will respect the parents/guardians rights to confidentiality when these rights do not conflict with the rights and safety of the children e.g. Child Protection matters.

### The Co-Ordinator has a responsibility to ensure that:

- Only required information and no more is collected from families.
- Collection of information from families will occur in a manner that is not too intrusive.
- All private information regarding children and families will be held in a locked and secure place. Access will be restricted to Management, the Program Coordinator and staff working directly with a child.
- Information which is required for the daily operation of the service, the well-being of children and staff may be exchanged between staff members in the normal course of work and will be treated confidentially.
- Family members are informed about the type of information collected in regard to themselves and their children and the purpose of this.
- Parents are informed that they have the right to view the records held in regard to themselves and their child.
- The Coordinator must inform Management if a request for access has been made and any outcome of that process.
- The Coordinator and Management can refuse access to files based on the terms specified in the Privacy Act or by subpoena.

### References:

CCMS Child Care Service Handbook 2008 - 2009

Privacy Act 1988 – can be found on [www.privacy.gov.au](http://www.privacy.gov.au)

NCAC – Quality Practices Guide 1<sup>st</sup> Edition 2003 – Quality Area 8 - Managing to support quality – Principle 8.1 – Management ensures the service operates within relevant legislation.

**Date Approved: August 2016**  
**To be reviewed: August 2019**

**Approved by: School Council**

## 5.8 CONFIDENTIALITY

### Policy statement

The OSHC Program protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, staff and management are kept in a secure place and are accessed by or disclosed only to those people who need the information to fulfil their responsibilities at the service or have a legal right to know.

### Procedure

- Every employee is provided with clear written guidelines detailing:
  - what information is to be kept confidential
  - what confidential information they may have in order to fulfill their responsibilities and how this information may be accessed.
  - who has a legal right to know particular information
- Confidential conversations that staff have with parents, or the OSHC Coordinator has with staff members, will be conducted quietly away from others.
- Personal forms and information must be stored securely and not accessible to non-authorised persons (children/parents/carers).
- Information about staff members will be accessed only by the OSHC Coordinator, the individual staff member concerned or administration staff if authorised by the Coordinator.
- All matters discussed at OSHC staff meetings must be treated as confidential.
- No member of staff may give information on matters relating to children to anyone other than the custodial parent/guardian when that information has been obtained in the course of employment at the service. However, staff must give such information to a court of law if subpoenaed to do so. Notwithstanding these requirements, confidential information may be exchanged in the normal course of work with other staff members at the service and may be given to the management, when it is needed for the proper operation of the service and the wellbeing of users and staff.
- Staff will protect the privacy and confidentiality of other staff members by not relating personal information about another staff member to anyone, either within or outside the service.
- Students/people on work experience/volunteers will not discuss staff/children or families at the service outside the service, nor will they ever use family names in oral, recorded or tutorial information.

The following records for each child are confidential and must be kept in a secure and accessible place:

- personal details (name, address, date of birth)
- relevant medical details (if any)
- relevant custody details (if any)
- details of people authorised to collect children from the program
- forms for signing in and out of children at the beginning and or end of programs
- name, home and work address and phone numbers of parents/carers
- name, address and phone numbers of people who may be contacted in an emergency
- name, address and phone number of the child's doctor
- authorisation to seek emergency medical, hospital, and ambulance services (or the chosen alternative of the parents/approved person)
- any special needs or considerations relating to the child's medical needs/excursion needs
- authorisations to administer medication, and details of medication administered
- written authorisations to take children outside the service (e.g. excursions).

**Relevant Policies:**

Equal Opportunity Policy

Privacy Policy

**References:**

NCAC Quality Practices Guide 1st Edition 2003 – Quality Area 8. Principal 8.1 Management

Ensures the service operates within relevant legislation.

FASCIA – Childcare Service Handbook 2007 -2008

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**Approve by: School Council**

## **5.9 GRIEVANCE AND COMPLAINT POLICY**

### **Policy Statement**

All staff, families and children have the right to have their concerns heard by the Program Coordinator. If resolution has not been reached then their concerns will be passed on to the Management Team and School Council.

The Coordinator will ensure that all complaints / grievance's are acknowledged, recorded in the grievance log book and addressed.

### **PROCEDURE**

**The Coordinator and higher Management will ensure that:**

- Parents and Children are encouraged to discuss with the Program Coordinator any complaints or concerns they have about the service or staff.
- The Program Supervisor will address all complaints and concerns promptly and respectfully.
- All complaints are dealt with in a confidential manner and documented in the *Grievance / Complaint log book*. The staff will endeavor to respond to families and children verbally within 24 hours and where needed, in writing within 5 working days.
- Complaints, which are not resolved to the family's or children's satisfaction, will be referred to a higher level of Management.
- Complaints which cannot be resolved by Management will be referred to an outside independent person.
- All complaints will be registered in the *Grievance / Complaint log book* which tracks complaints made, progress on outcome and final resolution.
- 
- All complaints should be addressed to the Program Coordinator in writing to:
  - Coordinator
  - Clifton Springs Primary School
  - Outside School Hours Care Program
  - 80-118 Jetty Road
  - CLIFTON SPRINGS VIC 3222
- 
- OR
  - 
  - Contact the School Principal on 5251 3405.
- 
- If you have any other concerns or complaints, you can contact the department in writing:
  - 
  - Department of Education and Early Childhood Development
  - PO BOX 2086
  - Geelong VIC 3220
- 
- OR
  - 
  - Contact the Department of Education and Early Childhood Development Barwon South Western Region Children's Services Advisor on (03) 5215 5416

**The Coordinator has a responsibility to ensure that:**

- Staff are encouraged to voice any concerns, comments, suggestions and grievances promptly.
- Staff are aware of and practice complaint and issue resolution protocols.
- Complaints / issues are responded to promptly
- All complaints will be registered in the *Grievance / Complaint log book* which tracks complaints made, progress on outcome and final resolution.
- The person lodging the complaint / issues is kept informed of actions taken in response to their concerns
- If unable to resolve the issue mediation may be sought from a third external party.

**Relevant Policies:**[Family Involvement Policy](#)[Parental Requests Policy](#)[Equal Opportunity Policy](#)**References:**

NCAC Quality Practices Guide 1st Edition 2003 – Quality Area 8 – Managing to Support Quality – Principle 8.6 Management ensures that grievance and complaints procedures are adhered to.

The Sponsor body policy and procedure handbook.

National Standards for Out of School Hours Care.(1995)

Employment Award.

Occupational Health and Safety Act.

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## 6 THE CHILDREN'S PROGRAM

Clifton Springs Primary School OSHC Program is committed to nurturing and extending each child's social, physical, emotional and intellectual development in a child-friendly, supportive and fun environment.

### 6.1 PROGRAM POLICY

#### POLICY

1. Clifton Springs Primary School OSHC Program will offer a planned, flexible and balanced program which will respond to children's interests, needs and stages of development.
2. The program will be developed in collaboration with children, parents and staff.

#### PROCEDURE

**The staff team has the responsibility to ensure that:**

- Overall planning for the OSHC service involving the children and parents occurs.
- The overall program is written and distributed to parents and guardians.
- The children's program is displayed at the service.
- Staff are encouraged to respect individual differences and respond by providing play experiences which recognise the importance of peer group relationships.
- Child-centered programs are conducted where children have ample opportunity to do things on their own, to accept appropriate responsibility and to use their free time creatively.
- Children are offered both active and quiet experiences and areas within the indoor and outdoor program.
- Children are provided with choices in their play and recreation.
- Planning is undertaken for both individuals and the whole group.
- Children are provided with opportunities to work on and complete individual and group projects over a period of time.
- Experiences provided are developed to suit the age and developmental ranges of all children attending the service. Games and activities are altered where appropriate to ensure all children are able to participate fully.
- Children are provided with opportunities for independent self directed play.
- The program is evaluated by parents, children and staff on a regular basis.

#### Relevant Policies:

[Planning Policy](#)

#### References:

FACS, 2002, Quality Practices Guide 1st Edition 2003 – Quality Area 5 – Play and Development

**Date approved: August 2016****Approved by: School Council**

## **6.2 POSITIVE GUIDANCE OF CHILDREN POLICY**

### **RATIONALE**

*"Children have the right to be treated with affection and courtesy, positively and as individuals."*  
FACSIA 2000

### **POLICY**

Clifton Springs Primary School OSHC Program is committed to developing a safe, secure, caring and stimulating environment, which enhances children's self esteem and encourages them to interact positively and to co-operate with others.

### **PROCEDURES**

**The staff team has the responsibility to ensure that:**

- They know all children's names and address each child individually upon entering and leaving the service.
- They communicate with all children in positive and respectful manner, actively listening to what children have to say and acting upon this.
- Children are provided with a role model that reflects values and attitudes of the local community and is consistent with the service policy.
- Children are supervised actively at all times.
- Children are encouraged to be considerate and supportive to each other.
- Moral development is considered in the planning of the program.
- Children are encouraged to undertake their own problem solving and negotiation with the support of staff through a range of strategies.
- "I" messages and redirections are methods used for misguided behavior.
- Staff positively acknowledge children's attempts
- They use language that refers to the behavior, not the child
- Children are supported by staff who will assist them to label their feelings and find appropriate ways of expressing them.
- The safety and security of all children is ensured by supervising them at all times, monitoring, modeling, teaching and reinforcing safety practices.
- They encourage positive behavior and give clear, consistent guidelines to children regarding the service's expectations and code of conduct.
- Children are involved in developing behavioral guidelines and consequences of inappropriate behavior for the service.



- All children and parents feel welcome, appreciated and respected whatever their socioeconomic status, culture, colour of skin, race, ability, family type, belief system or lifestyle.
- A child's parent/guardian is consulted when their behavior consistently conflicts with the service's behavioral guidelines.
- Children and parents are involved in the development of behavioral plans when behavior consistently conflicts with the services behavioral guidelines.
- Sympathy and support is provided to upset children.

**The Management Team is responsible to ensure that:**

- Alternative care has been discussed with parents/guardians and may exclude a child from the service if all attempts to modify their behavior fail or affects/endangers other children.

**Relevant Policies:**

[Anti-Bullying Policy](#)

[Equity Policy](#)

**References:**

Quality Practices Guide 1st Edition 2003 - Quality Area 1 – Respect for Children – Principle 1.1 Staff foster self esteem and confidence in children.

Quality Area 2 –Staff Interactions and Relationships with Children, Principle 2.2 Staff create a responsive and inclusive atmosphere and relate to children in a warm and friendly manner.

And Principle 2.3 Staff guide children's behaviour in a positive way.

[www.det.vic.gov.au](http://www.det.vic.gov.au) Department of Education and Training

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### 6.3 ANTI-BULLYING POLICY

#### RATIONALE

Bullying is one of the top three concerns for both boys and girls aged between 5 and 14 who call Kids Help Line. Calls about bullying have continued to increase steadily over the past five years – in 2000 Kids Help Line counselors spoke to nearly 7000 callers about this issue. It is now recognized that there is an indisputable link between bullying in childhood and adolescent anxiety, low self-esteem, loss of confidence and depression and self-harm. Research has shown that one in six Australian students are bullied every week, and that those children are three times more likely to develop depressive illnesses (Rigby, 1997).

Bullies usually do not realise the effect their behavior has on their victims. They believe that their actions are justifiable ("They deserved it", "They annoyed us", "They're such a #@\*\*")

Bullies have reasons for their behavior such as; they get attention or even popularity, it's fun, it makes life less boring, "everyone does it", to protect themselves from being bullied or to get food or money or special things.

Adults can; listen to the child's point of view, provide consequences, focus on the behavior, use a problem-solving approach, help the young person develop empathy, keep good relationships with the young person, look out for bullying behavior in adult models - including teachers and parents, keep calm, help find other ways of managing situations and problems, say clearly that it is NOT OK to bully and describe what it might look like if there was no bullying.

#### POLICY

Clifton Springs Primary School OSHC Program is committed to developing a safe and secure environment, which encourages children to interact positively with respect for others.

#### PROCEDURES

**The staff team has the responsibility to ensure that:**

- They are aware of all forms of bullying behavior - physical bullying, verbal bullying, and relational bullying
- They make it safe for children to report bullying
- Teach children the differences between "dobbing" and "asking for help". "Dobbing" is when you tell what someone has done which is against the rules. It usually gets someone into trouble. Asking for help is when you tell what someone has done to a person against their wishes. It usually gets someone out of trouble.
- Let everyone know the consequences of bullying.
- Children are encouraged to be considerate and supportive to each other.
- Children are encouraged and supported in developing friendship skills.
- Children are assisted in developing assertiveness and confidence and self-protection skills - how to walk confidently, stay alert to what's going on around them, and to stand up for themselves verbally.

- Comments are made on kindness toward others so that young people know that kindness is valued.
- The safety and security of all children is ensured by supervising them at all times, monitoring, modeling, teaching and reinforcing safety practices.
- Children are taught ways to resolve arguments without violent words or actions.
- Children are encouraged to follow the list of OSHC rules/responsibilities to ensure that bullying is minimised or eliminated in the service.
- A child's parent/guardian is consulted when their behaviour consistently conflicts with the service's expectation that all children should feel safe whilst in attendance.

**The children have a responsibility to ensure that they:**

- Refuse to watch bullying
- Report bullying incidents
- Persuade the person being bullied to talk to an adult
- Encourage the person being bullied to talk to them about what is happening
- Offer to speak to an adult on the bullied person's behalf
- Tell the bullies that they are determined to see that they stop

**The Management Team is responsible to ensure that:**

- Alternative care has been discussed with parents/guardians and may exclude a child from the service if all attempts to modify their behaviour fail and other children's safety is compromised.

**Relevant Policies:**

[Positive Guidance of Children Policy](#)

**References:**

Quality Practices Guide 1st Edition 2003 - Quality Area 1 – Respect for Children – Principle 1.1 Staff foster self esteem and confidence in children.  
Quality Area 2 – Staff Interactions and Relationships with Children, Principle 2.2 Staff create a responsive and inclusive atmosphere and relate to children in a warm and friendly manner.  
And Principle 2.3 Staff guide children's behavior in a positive way.

[www.det.vic.gov.au](http://www.det.vic.gov.au) Department of Education and Training

[www.eduweb.vic.gov.au](http://www.eduweb.vic.gov.au) Information regarding bullying

[www.kidshelp.com.au](http://www.kidshelp.com.au) for anti bullying tips and general advice about children

[www.education.unisa.edu.au/bullying](http://www.education.unisa.edu.au/bullying) - Dr Rigby - research on bullying and its effects on children

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**To be reviewed: August 2019**

## **6.4 PLANNING POLICY**

### **POLICY**

Clifton Springs Primary School OSHC Program believes that planning is an integral part of the service, and encourages all stakeholders (children, parents, and staff) to be involved in its development.

### **PROCEDURE**

**The Coordinator is responsible to ensure that:**

- Staff will provide opportunities for children and parents to participate in program planning.

**The Management Team is responsible to ensure that:**

- The Coordinator is paid 2 hours per week of non- contact time for program planning.
- All staff are paid to attend staff meetings as they are scheduled so that they can participate in program planning. It is expected that staff will spend time planning the program, evaluating past activities and addressing needs and issues.

### **Relevant Policies:**

[Program Policy](#)

### **References:**

**Date approved: August 2016**

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**To be reviewed: August 2019**

## **6.5 ENVIRONMENTALLY RESPONSIBLE PLANNING POLICY**

### **POLICY**

Clifton Springs Primary School OSHC Program encourages environmental awareness and provides relevant experiences and materials to enhance children's understanding of these issues.

### **PROCEDURES**

**The staff have a responsibility to ensure that:**

- Children's environmental awareness is encouraged through everyday experiences and specific activities or excursions.
- Recyclable materials are used at all available opportunities.
- Children are provided with experiences that utilise natural materials where possible.
- The staff and children keep the OSHC area clean of all rubbish and dispose of all items in an environmentally appropriate manner.
- They use both formal and informal opportunities to educate children about caring for the environment.
- When considering purchases for the service staff purchase environmental friendly products where possible.

#### **Relevant Policies:**

[Outdoor Play and Recreation Policy](#)

[Planning Policy](#)

[Storage of Dangerous Products Policy](#)

#### **References:**

**Date approved: August 2016**

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**To be reviewed: August 2019**

## **6.6 HOMEWORK POLICY**

### **RATIONALE**

Children who attend the service full time may find it difficult to undertake homework tasks at home. Clifton Springs Primary School OSHC Program supports positive relationships between parents and children and therefore understands that the time and place for homework to be undertaken within the OSHC service is critical. It is also important that children are able to make choices about whether they undertake their work and when they plan to get it done.

### **POLICY**

1. Staff will attempt to provide a quiet, safe area for children to undertake homework tasks.
2. The OSHC Program will not take responsibility for completion of homework; this is the responsibility of the parent and child.

### **PROCEDURE**

**The staff have a responsibility to ensure that:**

- Time and opportunity is allocated each session to allow homework to be attempted.
- An appropriate place is provided for children to participate in homework tasks.
- Staff are available to support and assist children with homework where necessary.
- Children are linked together to undertake like tasks.

### **Relevant Policies:**

[Program Policy](#)

### **References:**

**Date approved: August 2016**

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**To be reviewed: August 2019**

## 6.7 OUTDOOR PLAY AND RECREATION POLICY

### RATIONALE

*"Changes in the environment and technology have encouraged many Australians, especially young people, to lead less physically active lives. This trend is contributing to the increasing ill health of our population. Physical activity has been shown to help reduce the risk of heart disease, stroke, diabetes, cancer and bone disease. It has also been shown to improve mental health, self-esteem and body image, particularly in children and adolescents."* page 9

*"Parents, teachers, child care workers and health professionals have a responsibility to assist young children to develop healthy eating and to encourage them to be physically active."* Page 10 - Eat Smart\*Play Smart – National Heart Foundation of Australia (Victorian Division)

### POLICY

Clifton Springs Primary School OSHC Program encourages all children to participate in outdoor play and recreational activities on a daily basis.

### PROCEDURES

#### The Licensee must ensure that:

Outdoor space provided has a usable area of at least 7 square metres for each child who is cared for or educated at the service.

Includes features that enable the children to explore and experience the natural environment.

Provide adequate shading to protect the children from harmful exposure to the sun.

#### The staff have a responsibility to ensure that:

- 
- Outdoor equipment is appropriate to the developmental levels of the children it is catering for.
- Children have access to materials and equipment that can be used in a range of ways to provide challenge and problem solving experiences along with physical development.
- Both passive and active experiences are provided outdoors.
- Group and solitary experiences are provided for in the outdoor space.
- The outdoor curriculum focuses on all areas of child development.
- Energetic play is encouraged whilst outdoors.
- Ball games, obstacle courses and other large muscle experiences are offered outdoors.

**Relevant Policies:**

[Program Policy](#)

[Environmentally Responsible Programming Policy](#)

[Sunsmart Policy](#)

**References:**

Quality Practices Guide 1<sup>st</sup> Edition 2003, Quality Area 4

**Date approved: August 2016**

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**To be reviewed: August 2019**



## **6.8 SPECIAL ACTIVITIES / VALUE ADDED SERVICES POLICY**

### **POLICY**

Clifton Springs Primary School OSHC Program will provide specialist activities as part of the planned program.

### **PROCEDURE**

**The Coordinator is responsible to ensure that:**

- Parents will be informed via newsletters and notices about planned special activities
- Incursions to be offered are to take into account the children's interests and enjoyment.
- Sports Clinics to be offered are to have children's interests and abilities taken into consideration
- Special activities that are to be provided are to provide variety which adds to children's life experiences.

**Relevant Policies:**

**References:**

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## 6.9 EXCURSION AND RATIO POLICY

### Policy Statement

Clifton Springs Primary School OSHC Program considers age appropriate excursions/ incursions to be an integral part of the OSHC service as they provide variety which adds to children's life experiences.

### Procedures

The Co-Ordinator is responsible to ensure that:

- Parents will be advised in writing about planned excursions in the program guide and on reminder white boards at the program. A Excursion risk assessment will be available for parents to view at the service.
- Parents/guardians sign an excursion authority to give permission for their children to participate in local and major excursions.
- Parent/guardians written consent is filed with the child's information.
- The Clifton Springs PS OSHC Program will staff the excursion based on the risk assessment,

- ☐ Local excursions at least 1 staff member : 15 children
- ☐ Major excursions 1 staff member : 8 -15 children.
- ☐ Swimming 1 staff member : 5 children.

- There are two 2 staff on duty at all times
- Staff supervise children closely on excursions and conduct head counts and similar supervision techniques, they also require children to adhere to safety precautions.

**When going on excursions the Co-Ordinator and Staff must take with them:**

1. Attendance roll.
  2. Contact details for all children attending the excursion.
  3. List of children's additional needs including allergies, medical conditions, dietary needs, disabilities, etc.
  4. First Aid kit including sunscreen & Medications
  5. Mobile Phone
  6. Sports equipment etc for lunch time play (if applicable)
- Copies of staff information and emergency contacts

- Staff supervise children closely on excursions and conduct head counts and similar supervision techniques, they also require children to adhere to safety precautions.
- Staff must ensure all children are wearing a wristband to identify the program contact details.
- Sunscreen is to be applied to all children before leaving the centre if going to be outdoors and re-applied every two hours. Keep children in the shade where possible when outside between September and April.
- Ensure children have appropriate SunSmart clothing, footwear, food and drink for the day before the parent leaves when dropping of the child/ren in the morning.
- heck to make sure a child has not left behind a bag, their lunch, or jumper as you are leaving the program venue to go on the excursion.
- staff must ensure that all children are accounted for before leaving the excursion venue.

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- In accordance with the National Standards for Out of School Hours Services, staff will hold appropriate First Aid certificates.
  - When the service visits an unfamiliar location, if possible a staff member will attend prior to the day to gain safety information and determine the location of toilets, lunch area, play area and possible activities etc.

An injury or incident involving medical attention must be reported immediately to Co-Ordinator for the purposes of WorkSafe and/or DEECD incident notification.

**Relevant Policies:**

[Activity and Excursion Cost Policy](#)

[SunSmart Policy](#)

**References:**

DHS – Implementation Guidelines for National Standards for Outside School Hours Care, May 1996

Children's Services regulations Division 1 Access to and Removal of Children from the Premises

**Date Approved: August 2016**

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## **6.10 EVALUATION POLICY**

### **POLICY**

Clifton Springs Primary School OSHC Program believes continual assessment and evaluation of the service by the Management Team, parents, staff and children is integral part of program planning.

### **PROCEDURE**

**The Coordinator has the responsibility to ensure that:**

- Children and parents are surveyed regularly to ensure the program offered reflects their needs and interests.
- A variety of survey techniques are used with children which may include informal discussion, pre-enrolment surveys, suggestion box, younger children drawing what they like in the program, written surveys, and children's interest checklist.
- Staff will regularly evaluate activities, the program, excursions and incursions informally and at staff meetings.

**The Management Team has the responsibility to ensure that:**

- Parents and staff to work collaboratively towards continuous improvement via service evaluation including suggestion boxes, parent surveys, informal discussion, and formal discussion at parent and committee meetings.

#### **Relevant Policies:**

[Family Involvement Policy](#)

#### **References:**

Quality Practices Guide 1st Edition 2003 – Quality Area 4 – Programming and Evaluation  
4.1 Programs reflect clear statement of service philosophy and a related set of service goals.  
4.2 Programming caters for the needs, interest and abilities of all children.  
4.4 Programs are evaluated regularly.

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**Approved by: School Council**

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## **6.11 RESOURCE AGENCIES AND REFERRALS POLICY**

### **POLICY**

1. Resource agencies and workers are accessed to assist staff in meeting the individual health and developmental needs of children.
2. Families are consulted before a resource agency is contact for assistance with their child's health and development.

### **PROCEDURES**

**The Coordinator has a responsibility to ensure that:**

- Permission is obtained from parents/guardians prior to referral to any agency.
- A register of community resources is available for staff and families to refer to.
- The team is represented at local network meetings and training sessions.
- Links are made with key workers and agencies.

#### **Relevant Policies:**

[Children's Individual Needs of Policy](#)

#### **References:**

Quality Practices Guide 1st Edition 2003 – Quality Area 3 – Partnerships with families and community links- Principle 3.3 The service is responsive to diverse community needs.

**Date approved: August 2016**

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**To be reviewed: August 2019**

## **6.12 CHILDREN'S INDIVIDUAL NEEDS POLICY**

### **POLICY**

The service will ensure that all children are catered for within the weekly program plan.

### **PROCEDURES**

**The staff have a responsibility to ensure that:**

- The children's program offers a balance of activities, ensuring flexibility and providing for child-initiated activities.
- Experiences are adapted to meet the needs of individual children.
- Planning for children focuses on strengths and interests and ways to extend and challenge existing skills for all children.
- Support agencies are used (with parental permission) to maximize the inclusion of all children into the service.

#### **Relevant Policies:**

[Resource Agencies and Referrals Policy](#)  
[Program Policy](#)

#### **References:**

Quality Practices Guide 1st Edition 2003 – Quality Area 1 – Respect for Children, Principle 1.2 Staff respect the diversity of children's backgrounds and abilities and accommodate the individual needs of each child.

Quality Practices Guide 1<sup>st</sup> Edition 2003 – Quality Area 2 – Staff Interactions and Relationships with Children, Principle 2.2 Staff create a responsive and inclusive atmosphere and relate to children in a warm and friendly manner.

Playworks

Multicultural Resource Centre

Children's Services Resource and Development Officer

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## **6.13 EQUITY POLICY**

### **POLICY**

1. All children have equal access to equipment, resources and play spaces within the service.
2. The service will ensure that all experiences and materials are non-stereotypical in their presentation.

### **PROCEDURES**

**The staff team has the responsibility to ensure that:**

- They model equity in their interactions with children, adults and other staff members.
- They encourage fairness in children's play and recreation.
- The service displays posters and other materials which portray equity in all environments.
- Children are encouraged to participate in all experiences provided in the program.

#### **Relevant Policies:**

[Program Policy](#)

#### **References:**

Quality Practices Guide 1st Edition 2003 – Quality Area 1 – Respect for Children – Principle 1.3  
Children are treated equitably.

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## **6.14 CELEBRATIONS AND FESTIVITIES POLICY**

### **POLICY**

Clifton Springs Primary School OSHC Program acknowledges that celebrations and festivals assist children to celebrate their own cultures and practices and learn about others.

### **PROCEDURES**

#### **The Coordinator has the responsibility to ensure that**

- The program includes a range of experiences representing everyday life for the community we live in on an ongoing basis.
- Celebrations do not focus on one specific festival or aspect of the culture, and are not the only inclusive practice undertaken.
- Staff use the opportunities of holidays and festivals to teach children that not all people approach these times in the same way as others.
- Children are encouraged to celebrate festivities related to their culture or lifestyle with the group i.e. sharing information/resources related to event celebrated at home.
- Parents are encouraged to provide ideas and help in selecting materials and celebrations for the provision of culturally relevant experiences within the program.

#### **Relevant Policies:**

[Equity Policy](#)

#### **References:**

Quality Practices Guide 1<sup>st</sup> Edition 2003 – Quality Area 1 – Respect for Children – Principle 1.2  
Staff respect the diversity of children's backgrounds and abilities and accommodate the individual needs of each child.

Multicultural Resource Centre

VICSEG

Children's Services Resource and Development Officer

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**



## **6.15 INCLUSION AND ANTI BIAS POLICY**

### **POLICY**

1. Clifton Springs Primary School OSHC Program offers an anti-biased approach to programming which is sensitive to cultures, religions, ethnic groups, gender, disability and family background.
2. Clifton Springs Primary School OSHC Program provides materials which depict the multicultural and diverse society that we live in.
3. Staff encourage children to respect and value each other.
4. Staff are aware of the diverse family structures that are present within the service.
5. Staff and families have access to interpreter and translation services as required,
6. Clifton Springs Primary School OSHC Program is non-denominational and therefore does not teach religion to the children.

### **PROCEDURES**

**The staff team has a responsibility to ensure that:**

- Practices are reviewed to meet the individual needs of children where appropriate.
- Children's religious beliefs are catered for within the service where appropriate i.e. grace before meals or provision of a prayer mat.
- Materials used in the service are checked to ensure that they are reflective of the society we live in.
- They model an attitude of value and respect for all cultures and religious practices.
- Children's needs and interests are responded to in a culturally sensitive way.
- They research child rearing and family practices of the families attending the service.
- Acknowledge and promote family diversity within the program.

#### **Relevant Policies:**

[Resource Agencies and Referrals Policy](#)

[Nutrition Policy](#)

[Celebrations and Festivities Policy](#)

#### **References:**

Quality Practices Guide 1st Edition 2003 – Quality Area 1 – Respect for Children – Principle 1.2  
Staff respect the diversity of children's backgrounds and abilities and accommodate the individual needs of each child.

Multicultural Resource Centre

Children's Services Resource and Development Officer

VICSEG

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## **6.16 RESOURCES AND EQUIPMENT POLICY**

### **RATIONALE**

Clifton Springs Primary School OSHC Program recognizes that in order to effectively coordinate a service, safe and secure storage facilities need to be provided for the storage of the following items:

- Administration requirements including children's records
- Children's Games and equipment- large and small items
- First aid equipment
- Cleaning materials as well as other dangerous items.

### **POLICY**

Clifton Springs Primary School OSHC Program believes that children should have access to a range of equipment which is developmentally appropriate, safe and well maintained.

A range of equipment will be provided to allow for a balanced program meeting the developmental, recreation needs and interests of all children.

### **PROCEDURES**

**The Coordinator is responsible to ensure that:**

- He/She seeks approval for the purchase of equipment and resources from the Management Team.
- All equipment purchased or donated to the service meets Australian Safety Standards.
- An inventory of equipment is kept. Refer to Appendix 4 for an equipment list form
- Staff check equipment regularly to ensure it is clean, complete and safe. Any equipment not meeting this standard will be removed from use and reported to the Management Team.
- Equipment and resources is stored in a safe and secure place.
- Where possible children and parents will be consulted on the purchasing of new equipment to ensure that the items are both appropriate and desirable.
- Staff instruct children in the proper use of equipment and resources.
- All equipment checked for safety on a regular basis. Unsafe equipment is removed from use and disposed of or repaired.
- Toys of war are not used in the service.
- The following storage areas will be made available to the service
  - Storage cupboards in OSHC room
  - Storage room with cupboards of the office
  - Storage cupboards in Canteen

**The Management Team is responsible to ensure that:**

- Money is allocated for the purchase of new equipment and resources on an annual basis.

**Relevant Policies:**[Toys from Home Policy](#)[Financial Management Policy](#)**References:**

Quality Practices Guide 1st Edition 2003 – Quality Area 7 – Protective Care and Safety – Principle 7.2 The service promotes a safe environment for the children and staff.

**Date approved: August 2016****Approved by: School Council****To be reviewed: August 2019**

**6.17 VIDEOS, TELEVISION, COMPUTERS, ELECTRONIC GAMES POLICY****POLICY**

Clifton Springs Primary School OSHC Program is an extension of home and children's leisure time. The service endeavors to reflect children's interests, therefore activities such as videos, , computers, and electronic games will be offered in a balanced program of activities.

**PROCEDURE**

**The staff team has the responsibility to ensure that:**

- The amount of time children can participate in the following experiences, video and films, computers and electronic games will be limited.
- Staff and children will decide together the amount of time the above experiences will be limited to as a part of the program development.
- The content of program and games is appropriate for all the children present and does not contain any physical or verbal violence or ridicule. These activities are limited to C and G ratings. PG ratings will be individually assessed by the service for appropriateness with parent signed permission.

**Relevant Policies:**

[Program Policy](#)

[Positive Guidance of Children Policy](#)

**References:**

**Date approved: August 2016**

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**To be reviewed: August 2019**

## **6.18 TOYS FROM HOME POLICY**

### **POLICY**

Clifton Springs Primary School OSHC Program recognises that children sometimes bring their own toys to school; however children are encouraged to leave these toys in their bags whilst at the service and are responsible for these toys whilst at the service.

### **PROCEDURE**

**The staff team has the responsibility to ensure that:**

- Families are made aware of the impact of war toys have on young children and that such toys are not encouraged in the centre.
- War toys are not permitted at the service, children are asked to keep war toys in their bag whilst in care.
- Children are encouraged to keep toys from home in their bags to ensure they are safe and secure.
- They do not take responsibility for toys brought to the centre by children in care.

### **Relevant Policies:**

[Resources and Equipment Policy](#)

### **References:**

**Date approved: August 2016**

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## **6.19 FACILITIES AVAILABLE POLICY**

### **POLICY**

Clifton Springs Primary School OSHC Program is committed to complying with the space requirements identified in the National Standards Guidelines. This is essential for ensuring that children can use the space in away that maximizes their enjoyment of the activities in a safe manner.

The following space requirements will be provided as a minimum:

Indoor space 3.25 square metres of unencumbered (clear) space per child.

Outdoor space 12 square metres of useable play space.

### **PROCEDURE**

**The Management Team has a responsibility to ensure that consideration is given to the following:**

- Indoors- provision of quiet areas, space for arts and crafts, a space for children to do homework, play indoor games, and area for sick children to be cared for under staff supervision.
- Outdoors –spaces for playing a variety of physical and passive games under staff supervision that includes the considerations during summer months.
- Outdoor space and indoor space are located next to each other to maximize staff supervision and communication.
- The facilities are expanded as the service grows.
- Venue agreement outlining the areas to be used will be developed.
- Access to the facility will be guaranteed on all days unless prior notification is received whereby suitable alternative space is made available.
- Coordinator and staff to have access to rooms for setting up the daily program at least half an hour prior to each session.
- An area will be identified for the storage of children's bags and belongings.
- The following areas are available to the service:
  - Gym.
  - Library
  - Canteen Kitchen

Areas that are inaccessible may be used if they are part of a supervised, planned activity. Refer to building and grounds plan and agreement Appendix 5.

### **Relevant Policies:**

[Security Policy](#)

[Venue Policy](#)

### **References:**

DHS – Implementation Guidelines for National Standards for Outside School Hours Care, May 1996

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## Sleep & Rest Time Policy 6.20 : Clifton Springs PS OSHC

**Policy statement:** All children have individual sleep and rest requirements which we need to consider and cater for, to ensure their needs are being met. Children need a comfortable relaxing environment to enable their bodies to rest. This environment must be safe and well supervised to ensure children are safe, healthy and secure in their environment.

**PURPOSE:** Clifton Springs PS OSHC will ensure that all children have appropriate opportunities to sleep, rest and relax in accordance with their individual needs. The service has a duty of care, it is a requirement that all educators implement and adhere to this policy to ensure we respect and cater for each child's specific needs.

Our service defines 'rest' as a period of solitude, calmness or tranquility. Considering the busy and energetic nature of children's day, we feel that it is important for children to participate in a quiet/rest period during the day in order to rest, relax and recharge their body. Effective rest strategies are important factors in ensuring a child feels secure and safe in an OSHC environment.

Management will ensure:

- Reasonable steps to ensure that children's needs are being met by giving them the opportunity to rest, having regard to the ages, developmental stages and individual needs of each child.

\* Rest/Sleep areas area kept clean and sanitised

Educators will:

- Consult with families about children's rest needs.
- Educators will be sensitive to each child's needs so that rest times are a positive experience.
- Create a relaxing environment for children to rest by playing relaxation music or reading stories.
- The environment is tranquil and calm for both educators and children.
- Maintain adequate supervision and maintain educator ratios.
- Monitor the room temperature to ensure maximum comfort for the children.

CONSIDERATIONS	National Quality Standard	Other Service policies/ documentation	Other
: Education and Care Services National Regulations			
81	QA2 2.1	- Parent handbook	- Australian Children's Education & Care Quality Authority. -
103	2.1.3	- Staff handbook	Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2015. -
105			ECA Code of Ethics. -
110			Guide to the National Quality Standard. -
115			Guidelines for SIDS and Kids Safe Sleeping in Childcare Facilities. -
			The NSW Work Health and Safety Act 2011 &

the NSW Work Health  
and Safety Regulation  
2011. - Revised  
National Quality  
Standards

## **ENDORSEMENT BY THE School council:**

Approval date: December 2018

Date for Review: December 2019

## **7 STAFFING**

Through service agreements sponsors are responsible to maintain Children's Services Regulations (2009), and State and Commonwealth legislation. Job descriptions ensure committees of management and service staff are clear about their duties, accountability and standard of performance allowing for the maintenance of appropriate standards.

There is a general acceptance within the children's service's industry of the principle that quality care is dependent on relevant staff training. The need for qualified staff is based on recognition of the fact that the care of children requires specialist knowledge and skills.

### **7.1 STAFFING AND RATIOS**

The Clifton Springs Primary School Outside School Hours Care Program staffs the OSHC Program based on ratios outlined by the Children's Services Regulations 2009 Outside School Hours Care model.

There must be 1 staff member for every 15 children or fraction of that number.

There must be 1 qualified staff member for every 30 children or fraction of that number

Two staff members must be on duty at all times and there must be 1 qualified staff member for every 30 children or fraction of that number.

Excursions –

There must be at least 1 staff member for every 15 children (more staff will be rostered based on an excursion risk assessment)

Excursion (involving water)

There must be 1 staff member for every 5 children or fraction of that number

At all times risk assessments are undertaken in order to maximise children and staff's safety. Routine Outing operate on a 1:15 ratio, but ratios are increased usually 1:8 based on a risk assessment.



**STAFF REQUIREMENTS**

The Clifton Springs Program will only employ staff who:

- a) Holds a minimum training in Certificate III Children's Services; or
- b) Holds a qualification or has training the Secretary is satisfied is substantially equivalent or superior to the qualification referred to in paragraph (a); or
- c) Is a qualified staff member or a teaching staff member; or
- d) Holds a primary school teaching qualification; or
- e) Holds a secondary school teaching qualification; or
- f) Holds a Bachelor of Applied Science (Physical Education); or
- g) Holds a Diploma of Youth Work; or
- h) Holds a Bachelor of Physical Education; or
- i) In the case of an early childhood intervention staff member, holds a qualification in a field the Secretary is satisfied is acceptable; or
- j) In the case of an outside school hours care service –
  - i. Holds a qualification or has training referred to in paragraph (a), (b), (c) or (d); or
  - ii. Holds a qualification in a field the Secretary is satisfied is acceptable; or
  - iii. Commences obtaining a qualification or training referred to in subparagraph (i) or (ii) within 6 months of commencing to care for or educate children at the service have current and up to date training in:

At least one staff member on duty will also hold current and up-to-date:

- k) Approved first aid certificate
- l) Approved CPR certificate
- m) Approved Anaphylaxis Awareness
- n) Approve Emergency Asthma Management 21386VIC

All staff must also have a current Working with Children Check (WWC) or a current Victorian Institute of Teaching (VIT) registration. All staff must undergo a police name check upon commencement within the OSHC Program.

**FIT AND PROPER PERSONS**

The determination of a fit and proper person will be based on approval from the Department of Education and Early Childhood Development (DEECD).

The Primary Nominee and deemed fit and proper person is the Coordinator. The Assistant Coordinator will have been deemed a fit and proper person and will be approved to be an Approved Nominee, so as to avoid staffing concerns due to any supervisor being ill or impaired. Furthermore, other staff the program will be offered the opportunity to be an accepted nominee, and, to the best of our ability we will attempt to have an approved nominee and an accepted nominee on at all times, or a large percentage of the time.

**7.1 EQUAL OPPORTUNITY POLICY****POLICY****POLICY STATEMENT**

The OSHC Program is committed to the principles of Equal Opportunity in relation to community access to the service and the appointment of staff. Individuals will be treated with respect

regardless of their gender, race, religion, age, impairment or disability, marital status, pregnancy, sexuality, political conviction, family responsibility or family status. The service will actively promote the positive aspects of diversity and encourage acceptance and appreciation of individual differences. Vacation Care will be made available to the community in accordance with the Commonwealth 'Priority of Access Guidelines'.

The service will actively promote the access and participation of marginalised groups (e.g. those in poverty, those with a disability, Aboriginal and Torres Strait Islanders, or those from minority ethnic groups), both as employees and as users of the service.

#### **Procedure**

- The Service will keep up-to-date information regarding Equal Opportunity legislation, multicultural policies and gender equity policies, which will be made available to staff, parents and management.
- Parents and staff will be given clear instructions about the Commonwealth 'Priority of Access Guidelines'
- Equal Opportunity principles are an integral part of the OSHC daily programs and routines. Children will be given positive experiences which encourage equal opportunity. Programs will be culturally inclusive and will actively include opportunities for the children to experience and value diversity of culture, gender roles, ability/disability and/or impairment.
- The planning and delivery of the service will reflect the cultural and linguistic diversity of the local and wider community.
- Staff will respect individual children and their families and treat them accordingly. They will take into account individual differences in language, attitudes, abilities, assumptions and expectations in the activities they provide and promote active participation of all children.
- Children who have a disability will not be discriminated against and will have access to the Service where:
  - A place exists
  - They meet the required priority of access guidelines
  - The child can be cared for within existing or available resources.
- All staff will be selected and employed according to equal opportunity guidelines. Applicants with a disability who apply for advertised positions will be assessed according to the selection criteria and will not be discriminated against because of their disability.
- Where the community the service serves comprises a substantial number of children of a particular ethnic group, management will actively seek support and include a suitable worker from that group at the service.
- Grievance procedures for the service will be developed and made available to staff. At the beginning of their employment, during orientation, the Co-Ordinator will provide relevant information to staff about the procedures to be followed in the event of harassment or discrimination in the workplace.
- Grievance procedures for the service will be developed and made available to parents, who are encouraged to speak to the Co-Ordinator or Principal concerning procedures to be followed in the event of harassment or discrimination.

#### **Relevant Policies:**

Privacy Policy

Confidentiality Policy

#### **References:**

NCAC Quality Practices Guide 1st Edition 2003 – Quality Area 8. Principal 8.1 Management Ensures the service operates within relevant legislation. AND Principle 8.6 Management ensures that grievance and complaints procedures are adhered to.

FASCIA – Child Care Services Handbook 2007 - 2008

**Date Approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## 7.2 RECRUITMENT POLICY

### POLICY

Management will comply with the Children's Services Regulations 2009 and the Children's Services Act 1996 and ensure that Minimum Staff requirements are always met as per Part 5 - Staffing

### Procedures

**The Management Committee has a responsibility to ensure that:**

- References to support the applicants work application are checked.
- Proof of identification is received.
- Those applicants on regular medication provide a medical certificate confirming their ability to care for children.
- For Insurance and Work Cover purposes medical documentation indicating an individual is physically able to perform their duties is required.
- All staff have a Police Check, and a Working With Children's Check prior to access to the children.
- All staff working with children at risk of Anaphylaxis are booked in to completed an accredited Anaphylaxis training.
- Proof of training and qualifications are recieved

### Relevant Policies:

[Equal Opportunity Policy](#)

### References:

NCAC Quality Practices Guide 1st Edition 2003 – Quality Area 8 – Managing to Support Quality – Principle 8.4 Management has effective recruitment, orientation and induction processes for staff.

Children's Services Regulations 2009 Part 5 - Staffing

Children's Services Act 1996 Part 4 – Operation of a Children's Service

The Management Team will provide appropriate staff for the service as per the National Standards for Outside School Hours 3.4

### References:

Quality Practices Guide 1st Edition 2003 – Quality Area 8 – Managing to Support Quality – Principle 8.4 Management has effective recruitment, orientation and induction processes for staff.

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

### 7.3 POSITION DESCRIPTION POLICY

#### POLICY

1. All OSHC employees have a position description, which accurately reflects their duties, accountability and standard of performance.
2. The OSHC employees have appropriate qualifications as outlined in the National Standards for Outside School Hours Care.
3. Staff: child ratios are in accordance with the National Standards for Outside School Hours Care.

#### PROCEDURES

**The Management Team has a responsibility to ensure that:**

- Job descriptions are accurate, outlining in detail:

Position Aim and Objective

Key responsibilities / duties

Qualifications/ experience

Professional development

Accountability

Performance measurements/appraisal.

- Those applicants requiring regular medication will need a medical certificate confirming the applicants' ability to care for children.
- Qualifications are reflected in the job descriptions.
- Guidelines for implementation (Childrens Services Regulations 2009) is followed.

The following staff:child ratios are maintained:

- A maximum of 15 children to one staff member.
- That a minimum of 2 staff are employed at all times
- One qualified staff member for 30 children.
- Management will also ensure that one staff member on the premises will be trained in first aid.

**Relevant Policies:**

[Health of Staff Policy](#)

[Contract/Letter of Appointment Policy](#)

**References:**

Quality Practices Guide 1<sup>st</sup> Edition 2003 – Quality Area 8 – Managing to Support Quality – Principle 8.4 Management has effective recruitment, orientation and induction processes for staff.

DHS – Implementation Guidelines for National Standards for Outside School Hours Care, May 1996

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## **7.4 CONTRACT / LETTER OF APPOINTMENT POLICY**

### **POLICY**

All staff will be provided with a contract or a letter of appointment outlining their conditions of employment. This will be reviewed on a regular basis.

### **PROCEDURE**

**The Management Team has a responsibility to ensure that:**

- All new staff are provided with a contract or letter of appointment upon commencement.

The contract will include:

- Staff hours (clarification of contact and non contact hours).
- Employment classification i.e. Part time, casual, and temporary.
- Award entitlements and conditions.
- Contract period.
- Termination/ redundancy process.
- Staff appraisal arrangements.

**Relevant Policies:**

#### **References:**

Quality Practices Guide 1st Edition 2003 – Quality Area 8 – Managing to Support Quality – Principle 8.4 Management has effective recruitment, orientation and induction processes for staff.

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## **7.5 INDUCTION/ORIENTATION POLICY**

### **POLICY**

The Management Team will provide a work induction for all new staff members.

### **PROCEDURES**

- A documented account of service procedures (orientation package) will be provided to all staff members 2 weeks prior to commencing where possible.
- The orientation package will include; service handbook, philosophy and goals, policy and procedures, staff manual, position description, OSHC quality assurance, National Standards.
- Time will be set aside to allow new staff to familiarise themselves with the venue and service. A checklist of key aspects will be utilized to ensure that the new member is informed of critical components of the service i.e. evacuation procedures, safe and unsafe play areas etc.
- New staff will be introduced to the staff team, management and the children and parents of the service.
- Where possible new staff will be teamed up with a current staff member during their first week of work.

### **Relevant Policies:**

### **References:**

Quality Practices Guide 1st Edition 2003– Quality Area 8 – Managing to Support Quality – Principle 8.4 Management has effective recruitment, orientation and induction processes for staff.

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## **7.6 COMMUNICATION AND TEAM WORK POLICY**

### **POLICY**

1. Staff will inform each other of any matters which impact on their work as soon as is practicable either in writing or verbally.
2. Staff meetings are utilised to ensure that all staff have the opportunity to work together and receive the same information.
3. Staff will develop effective communication techniques for their daily work to ensure that all members are clear about their responsibilities.
4. Management is always open to communication between management and staff.

### **PROCEDURES**

- Staff members are encouraged to support and assist each other in their daily duties.
- Team work is encouraged including the sharing of equipment, resources and ideas.
- All staff are expected to attend and participate in staff meetings.
- A communication book is maintained to ensure that staff pass on and receive daily information in a timely manner.

### **Relevant Policies:**

[Staff Meetings Policy](#)

### **References:**

Quality Practices Guide 1st Edition 2003 – Quality Area 2 – Staff Interactions and Relationships with Children – Principle 2.1 Staff communicate effectively with each other and display professionalism, teamwork and mutual respect.

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**



## **7.7 STAFF MEETINGS POLICY**

### **POLICY**

Staff meetings are attended and supported by all staff on a regular basis.

### **PROCEDURES**

**Staff members have a responsibility to ensure that:**

- Staff meetings are held and attended on a regular basis.
- Staff participate in a positive manner to discussions and matters raised in staff meetings.
- Matters of Occupational Health and Safety and programming issues are raised at staff meetings.

**The Management Team has the responsibility to ensure that:**

- Staff attending meetings are paid for their attendance.

### **Relevant Policies:**

[Occupational Health and Safety Policy](#)  
[Financial Management](#)

### **References:**

Quality Practices Guide 1st Edition 2003 – Quality Area 8 – Managing to support quality – Principle 8.2 Management and staff support each other and communicate effectively.

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## **7.8 STAFF APPRIASAL / PERFORMANCE MANAGEMENT POLICY**

### **POLICY**

1. The Management Team shall conduct an annual staff appraisal to ensure service obligations to the staff are properly met and also allow staff to make comments.
2. Staff appraisals are an opportunity for staff to receive feedback on their performance and plan for professional and career development.

### **PROCEDURES**

#### **The Management Team has a responsibility to ensure that:**

- All staff receive an annual performance appraisal and six monthly review of the performance plan.
- A date is negotiated between staff and management.
- All relevant paperwork is available i.e. Award, Job description and Contract.
- Documentation of the meeting is kept on file with the staff member's and a Management Team members' signature.
- Any changes are implemented.

#### **Relevant Policies:**

[Position Description Policy](#)

#### **References:**

Quality Practices Guide 1st Edition 2003 – Quality Area 8 – Managing to Support Quality – Principle 8.4 Management has effective recruitment, orientation and induction processes for staff.

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## **7.9 TRAINING / PROFESSIONAL DEVELOPMENT POLICY**

### **POLICY**

The Management Team will ensure that all OSHC employees are offered training appropriate to their position, to increase work satisfaction and provide an effective service.

### **PROCEDURES**

**The Management Team has a responsibility to ensure that:**

- Finance is available for relevant and approved training in the annual budget.
- Guidelines for acceptable training i.e. first aid, child care, safety equipment training, asthma management training and food safety are provided to staff.
- Staff receive information regarding all relevant training.

**The staff have a responsibility to ensure that:**

- Approval is sought from the Management Team to attend any training.
- An evaluation of the training is forwarded to the Management Team.
- Training attended meets the requirements of the annual appraisal process.
- Knowledge and skills gained through training is implemented in their daily work.
- Knowledge, skills and written material gained through training are shared with team members.

#### **Relevant Policies:**

[Staff Appraisal / Performance Management Policy](#)  
[Financial Management Policy](#)

#### **References:**

Quality Practices Guide 1st Edition 2003 – Quality Area 8 – Managing to Support Quality  
8.4 Management has effective recruitment, orientation and induction processes for staff.  
8.5 Management provides and facilitates professional development opportunities for staff.

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## **7.10 PERSONAL BUSINESS POLICY**

### **POLICY**

Staff members are expected to keep personal business to a minimum whilst at work.

### **PROCEDURES**

**The staff have the responsibility to ensure that:**

- Messages are taken for staff members who are busy with children unless it is an emergency.
- Personal phone calls are kept to a minimum as the phone is provided for families to make contact with the service.
- Details of staff members and families attending the service are not given out to anyone without appropriate identification to ensure that there are no breaches of confidentiality.
- If a person asks for a staff members personal details and the caller is not known, a message will be taken and the staff member will call them back at a later time
- Staff members are not to use family or staff contact details for any other business than that conducted at the service.

### **Relevant Policies:**

[Privacy Policy](#)

### **References:**

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## **7.11 CARING FOR STAFF MEMBERS CHILDREN POLICY**

### **RATIONALE**

Staff members along with all other parents choose a service which best meets the needs of their child. Having staff members' children in care is a demonstration of the high level of care the staff believe they are providing to all children. It can be seen as a positive marketing point for the service.

### **POLICY**

Staff members' children are able to enroll and attend the service as with all other children in the community.

### **PROCEDURES**

**Staff members have a responsibility to ensure that:**

- The needs of the child are considered in making the placement.
- The ability of the staff member to provide appropriate care for their child and all other children in a fair and equitable manner.
- The placement does not impact on the smooth running of the service.
- Fees for care are paid in accordance with Fee Policy 4.13.

**The Management Team has the responsibility to ensure that:**

- Staff are able to perform their duties effectively.
- There is no impact on the quality of care provided to other children in the service.
- The same process for enrolment and priority of access are applied to staff members children.
- The same fee payments are paid by staff as all other user groups.

### **Relevant Policies:**

[Enrolment Policy](#)

[Waiting List – Priority of Access Policy](#)

### **References:**

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## **7.12 OCCUPATIONAL HEALTH AND SAFETY POLICY**

### **POLICY**

The management body ensures that all staff and the management team abide by State and Commonwealth Legislation in regard to health and safety of all staff, children and visitors to the service.

### **PROCEDURES**

- Information on staff, ie next of kin details etc., should be accessible to all other staff in case of accidents including while on excursions.
- Immediately when an injury is reported, the Service staff must ensure that the injured worker is being attended to. It may be necessary to call an ambulance and accompany the staff member to the hospital. The Management Team will have to be notified and relief staff organised.
- The injured staff member is to be interviewed and all facts surrounding the injury must be documented. Regardless of the intention to deny or admit a claim, all documentation of a WorkCover claim must be completed within 24 hours of the accident occurring or report received from the injured staff member.
- Rehabilitation will follow documented WorkCover procedures.
- Staff are encouraged to report all health and safety issues to management as soon as they are identified.
- Staff are provided with training in food safety and manual handling upon commencement at the service.
- Safety audits are undertaken of the building and grounds on an annual basis.
- Action is taken by management following any reported OH&S issues within an appropriate timeline.

#### **Relevant Policies:**

[Venue Policy](#)

[Management of the Service Policy](#)

#### **References:**

FACS, 2002, Quality Practices Guide 1<sup>st</sup> Edition 2003 – Quality Area 7 – Protective Care and Safety- 7.3 The service promotes occupational health and safety.

Workcover Advisory Service 1800 136 089

Worksafe Victoria – [www.workcover.vic.gov.au](http://www.workcover.vic.gov.au)

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

### **7.13 HEALTH OF STAFF POLICY**

#### **POLICY**

The management body will ensure that staff employed by the Service are free from the influence of drugs or alcohol and are fit and proper persons able to care for children.

#### **PROCEDURES**

- Staff should inform a Committee of Management member immediately if another staff member is under the influence of drugs or alcohol.
- Committee of Management members should ensure a relief staff is put in place immediately and the offending staff member removed from the presence of children.
- The Committee of Management should then encourage the staff member to seek counseling as per the appropriate policy i.e. Education department, EEO.
- Disciplinary action taken if required.
- If a staff member requires regular medication the Committee of Management will require a medical certificate confirming their ability to care for children.
- For Insurance and WorkCover purposes medical documentation indicating a staff is physically able to perform their duties is required.

#### **Relevant Policies:**

[Privacy Policy](#)

[Disciplinary Procedures Policy](#)

#### **References:**

Quality Practices Guide 1st Edition 2003

DHS – Implementation Guidelines for National Standards for Outside School Hours Care, May 1996 - 2.10 Health of staff and children

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## **7.14 COMPLAINTS / ISSUES RESOLUTION POLICY**

### **RESOLVING CONFLICT**

#### **AIM**

To provide a quick, fair and effective means for all employees of the Clifton Springs Primary School and to bring problems and complaints concerning their work and their well-being at work to the attention of management; and to resolve any disputes via measures based on the provision of information and explanation, consultation, cooperation and negotiation.

#### **Policy Statement**

Employees are able to lodge grievances on work-related matters that directly affect them on the grounds of unfair or unreasonable decisions and/or actions.

#### **Procedures**

- Clifton Springs Primary School is committed to protecting its employees from being victimized as a result of their using the grievance process.
- Although conciliation is the preferred model for resolving grievances, if a grievance continues to remain unresolved, a formal hearing can be conducted, after which a determination will be made as to the outcome of the grievance.
- While the conflict resolution process is being followed, normal work is to continue except in the case of a safety issue which may continue or worsen if work continues.
- The steps below should be followed at first:

##### **Stage 1**

The grievance is to be given orally or in writing to the Coordinator who should record any oral grievance and obtain employee's signature, then attempt to resolve the matter and should respond within two working days, describing the steps taken to correct the problem.

If the employee does not feel comfortable submitting the grievance to the Coordinator e.g. the Coordinator is part of the grievance; the employee may submit the grievance directly to the Management Team.

In the interests of maintaining good working relationships, grievances should be resolved at the lowest level possible, in an environment which minimizes the potential for conflict.

##### **Stage 2**

If the Management team cannot settle the grievance, the employee will bring the matter to the attention of the Principal.

##### **Stage 3**

If the matter is not settled at Stage 2 within 48 hours, the matter will be referred to the School Council.

##### **Stage 4**

If the matter is still not settled, either party shall refer it to the Industrial Relations Commission with their rights under the Act reserved.

#### **Relevant Policies:**

[Staff Conduct Policy](#)

[Managing Diversity Policy](#)

#### **References:**

Applicable legislation: Local Government Act 1989

**Date Approved: August 2016**



## 7.15 MANAGING DIVERSITY

To create an employment environment which is free from discrimination and consistent with legislative obligations. This policy is applicable to all employees.

### Policy Statement

School Council actively supports the principles of organizational diversity and equal employment opportunity. The practice of these principles enhances Council's ability to attract and retain staff, maximize staff potential, enhance the work environment and consequently, improve service to its diverse community.

### PROCEDURE

#### Objectives

- To ensure that the OSHC Program is staffed with the best people possible, so that its objectives are realized.
- To ensure that our staff profile reflects the diversity in the community we serve so that the community feels that School Council understands their needs.
- To ensure that all staff receive fair treatment when applying for jobs, promotion, transfer and training and development.
- To ensure that employment decisions are based on the merit principle. This means that selection will be based on skills, knowledge, characteristics, qualifications and experience relevant to the job or situation.
- To encourage staff to strive to achieve their full potential within the organization.
- To compile and maintain an organizational profile, and collect statistical information, to allow the Clifton Springs PS to assess its employee profile, identify any barriers to access and progression through the organization and monitor and evaluate the effectiveness of the strategies which are being implemented.
- To eliminate discriminatory practices from our services to the community.
- To eliminate discriminatory practices from our staff management practices.
- To develop an ongoing Managing Diversity Program and practical implementation strategies.
- 

#### Responsibilities

The Management Committee and the Coordinator are to support this policy when managing their employees. As such, they must not discriminate against employees, in all matters of employment, on the grounds of the following attributes:

- sex
- race
- impairment
- marital status
- pregnancy
- status as a parent or carer
- sexual orientation
- age
- religious belief or activity
- political belief or activity
- lawful industrial activity
- physical features
- association with a person with one of the above attributes.

#### Complaints

Employees who feel that they have been discriminated against should immediately approach the Coordinator with a description of the complaint and request that it be dealt with. If this does not resolve the situation or if the employee does not feel able to approach the Management Team,

they should immediately discuss the situation with the Coordinator. Otherwise the employee can contact the Victorian Equal Opportunity and Human Rights Commission.

An employee experiencing discrimination should make a note of each incident, including date, time, what was said or done and the names of witnesses. Employees will not be disadvantaged in their employment conditions or opportunities as a result of lodging a complaint. During the resolution process, the Coordinator is to ensure that complainants, respondents and witnesses are not victimized in any way.

**Managing Diversity:**

This term refers to management policy and practices that value and develop workforce diversity to achieve better performance and service to a diverse community. Valuing diversity refers to employer and employee behavior that recognizes and respects individual differences in the workplace.

**Discrimination:**

Direct discrimination is treating a person less favorably than other people in the same position or a similar position because of one of the above attributes. Indirect discrimination is imposing an expectation on a person where, because of one or more of the grounds listed above, the person does not or cannot comply with; and that a higher proportion of people without that attribute, or with a different attribute, do or can comply with, and that is not reasonable.

**Merit:**

Selecting an employee because they are the best person for the job.

**Relevant Policies:**

Harassment Prevention Policy

**References:**

Equal Opportunity Act 1995

**Policy Statement**

## **7.16 DISCIPLINARY PROCEDURES POLICY**

### **RATIONALE**

There are a number of different awards operating within OSHC services throughout Victoria. The award that our staff are employed under is the ES award for the coordinator and the Children's Services Award 2013 for Assistants and casual coordinators. A copy of this award can be found online on the Fair work Australia website.

Disciplinary procedures are used when a staff member is not following the requirements of the workplace policies and procedures and the duties outlined in the position statement. The Management Team is responsible for ensuring that staff are clear of their responsibilities and the outcome if they are not followed.

### **POLICY**

Clifton Springs Primary School OSHC Program is committed to ensuring that disciplinary procedures are fair and are practiced in accordance with the appropriate award.

### **PROCEDURES**

**The Management Team has a responsibility to ensure that:**

- Staff and school council have access to an up to date copy of the relevant award.
- That all disciplinary action is undertaken in accordance with the provisions of the award and Workplace Relations Act 1996.
- All discussions with staff regarding disciplinary action are documented fully and kept on file.
- The staff member is given documentation outlining what the action is in regard to and the process that will be followed from here.
- The disciplinary action is in relation to a valid issue which the employee is fully informed of.
- The process is fair.
- The staff member is able to invite an advocate or union member to all discussions regarding the disciplinary process and issue particularly if it is in relation to their conduct or work performance.
- Ceasing employment of an employee will only occur after all necessary steps are taken to rectify the concerns raised (excepting extenuating circumstances where immediate action must be taken to protect the safety of the children in care – serious employee misconduct) as outlined in the award provisions and the Workplace Relations Act 1996.

### **Relevant Policies:**

[Complaints / Issues Resolution Policy](#)

### **References:**

Workplace Relations Act (1996) – unfair dismissal – [www.wagenet.gov.au](http://www.wagenet.gov.au)

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## 7.17

CLIFTON SPRINGS PS OSHC

# VOLUNTEERS AND STUDENTS ON PRACTICUM PLACEMENT POLICY

### Rationale:

- This policy will provide guidelines for the engagement and participation of volunteers and students on practicum placement at the Clifton Springs PS OSHC , while ensuring that children's health, safety and wellbeing is protected at all times.

### Aim:

- To build relationships with community members and providing suitable opportunities to engage volunteers to contribute to the programs and activities of the service.
- To ensure the health, safety and wellbeing of each child at the service through consistent compliance with this policy and procedures when engaging volunteers and students.

### Implementation:

#### Clifton Sprins PS OSHC management is responsible for:

- approving guidelines in consultation with the Nominated Supervisor and educators for accepting applications from volunteers/students to work at the service
- ensuring that the staff record contains information for all volunteers/students attending the service with details of name, address, date of birth, days and hours of participation and details of the Working with Children (WWC) Check.
- developing a range of strategies to enable and encourage the participation and involvement of parents/guardians at the service
- ensuring volunteers/students and parents/guardians are provided with access to all service policies and procedures.
- developing an induction checklist for volunteers/students attending the service in consultation with the Nominated Supervisor and educators.
- developing guidelines for applications from volunteers to work at Clifton Springs PS OSHC
- accepting or rejecting a potential volunteer based on the circumstances of the service at the time, in consultation with the Principal.
- ensuring that children being educated and cared for by the service are adequately supervised, and the legislated educator-to-child ratios are complied with at all times.
- ensuring that, where required, the Working with Children (WWC) Check has been read/sighted prior to the volunteer's commencement at the service, and that details are included on the staff record.
- ensuring that volunteers and parents/guardians are adequately supervised at all times, and that the health, safety and wellbeing of children at the service is protected.
- ensuring that volunteers and parents/guardians are not left with sole supervision of individual children or groups of children.
- ensuring that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or conflict with any duty of the Approved Provider, Nominated Supervisor or educators under the law.



- ensuring strategies are in place to enable and encourage the participation and involvement of parents/guardians at the service
- providing volunteers and parents/guardians with access to all service policies and procedures.
- ensuring that volunteers and parents/guardians comply with the National Regulations and all service policies and procedures, including the Code of Conduct Policy, while attending the service.
- developing an induction checklist for volunteers at the service.
- ensuring that volunteers have completed the induction checklist.

**Educators are responsible for:**

- ensuring that children being educated and cared for by the service are adequately supervised, and the legislated educator-to-child ratios are complied with at all times.
- ensuring that volunteers/students and parents/guardians comply with the National Regulations and all service policies and procedures, including the Code of Conduct Policy, while attending the service.
- complying with the requirement that volunteers/students and parents/guardians are adequately supervised at all times, and that the health, safety and wellbeing of children at the service is protected.
- complying with the requirement that volunteers/students and parents/guardians are not left with sole supervision of individual children or groups of children.
- enabling parents/guardians of children attending the service to access the service premises at any time the child is being educated and cared for except where this poses a risk to the safety of children and/or staff.
- encouraging the participation and involvement of parents/guardians at the service.
- assisting volunteers/students to understand the requirements of this policy and the expectations of the service.

**Volunteers, while at the service, are responsible for:**

- ensuring they have provided all details required to complete the staff record
- undertaking a Working with Children (WWC) Check and presenting a current WWC Check card or other notification, as applicable.
- understanding and acknowledging the requirement for confidentiality of all information relating to educators and families within the service.
- complying with the requirements of the Education and Care Services National Regulations and with all service policies and procedures, including the Code of Conduct Policy, while at the service.
- undertaking the induction process and completing the induction checklist prior to commencement at the service.
- following the directions of staff at the service at all times to ensure that the health, safety and wellbeing of children is protected.

**Parents/guardians are responsible for:**

- Parents/Guardians with children in attendance at the centre require a WWCC to participate in activities or excursions.

- complying with the requirements of the Education and Care Services National Regulations and with all service policies and procedures, including the Code of Conduct Policy, while attending the service.
- following the directions of staff at the service at all times to ensure that the health, safety and wellbeing of children is protected.

Approved March 2019

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**



## **7.18 VOLUNTEER POLICY**

### **POLICY**

Volunteers will be permitted to assist with staff: child ratios on excursions or to enhance the services activities.

### **PROCEDURES**

- The service may use voluntary staff to assist, however volunteers cannot relieve or replace paid staff.
- The service may maintain correct staff: child ratios by using unpaid carers as per the guidelines outlined in 3.1 of the National Standards for Outside School Hours. Volunteers may only be used to fulfill the 1:8 and 1:5 staffing ratio's not the core ratio of 1:15.
- The service coordinator will give volunteers an orientation of the service.
- The volunteer provides 2 referees that are contacted prior to commencement.
- Volunteers are required to undertake a police/Working With Children check prior to commencement.
- Volunteers are supervised by a staff member at all times.

### **The Management Team will ensure that:**

- All volunteers are covered by the service's insurance policies.

### **Relevant Policies:**

### **References:**

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## **7.19 VISITORS TO THE CENTRE POLICY**

### **POLICY**

All visitors are required to report to a staff member and show identification if appropriate/available.

### **PROCEDURES**

#### **Staff are responsible to ensure that:**

- All visitors are approached and asked who they are and what the purpose of their visit is.
- All visitors will be required to sign (in and out ) our visitors book.
- All visitors will be asked to show some form of identification.
- Visitors are introduced to children if appropriate.
- Children are advised of the purpose of the visit.

#### **The Coordinator and Management are responsible to ensure that:**

- Staff are notified of the presence of any maintenance workers on site.

#### **Relevant Policies:**

#### **References:**

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## 7.20 WORKING WITH CHILDREN CHECK GUIDELINES POLICY

### Background

In 2006, the Victorian Government introduced a new checking system to help protect children under 18 years of age from physical or sexual harm.

The Working with Children (WWC) Check creates a mandatory minimum checking standard across Victoria. The WWC Check helps to keep children safe by preventing those who pose a risk to the safety of children from working with them, in either paid or volunteer work.

### DEFINITIONS

Child related work means any employee or volunteer engaged in paid or unpaid work that usually involves, or is likely to involve, regular and direct contact with children where that contact is not directly supervised.

For the purpose of the WWC Check, a child is defined as any person less than 18 years of age.

### PROCEDURES

#### WWC legislation

The Working with Children (WWC) Check Card is an initiative of the Department of Justice (Victoria) to further improve children's safety. The WWC Check aims to complement existing processes and strategies employed by employers to ensure employees are entitled to work with children.

If you require any further details regarding the WWC Check, relevant legislation or application process you should contact the Working with Children Check Unit of the Department of Justice on 1300 652 879.

#### Employer Obligations

##### Clifton Springs PS School Council must:

- Ensure that all employees/volunteers who are required to get a WWC Check do so by the correct time as indicated in the phasing plan.
- Ensure that a person who does not have a Check, or who has failed a Check, is not employed to undertake child related work
- Confirm that each employee/volunteer has been issued with an Assessment Notice after WWC Check applications have been assessed by the Department of Justice.
- Sight each employee's/volunteer's WWC Check Card (original must be sighted, not a copy) to verify that they have passed the Check
- Record each employee's/volunteer's WWC Check Number, which is different from their Application Receipt Number and place a copy in each staffs file.
- At yearly intervals check the validity/status of the WWC Check Number provided by the employee/volunteer on the Department of Justice website (<https://online.justice.vic.gov.au/wwc/wwconlinecheck>) and record status employee's personnel file.
- Ensure that employees or volunteers issued with a Negative Notice do not undertake child related work as defined by the *Working With Children Act 2005*.

Where employees/volunteers are not required to get a WWC Check because their contact with children is directly supervised, ensure the supervisor has a WWC Check unless an exemption applies.

Penalties may apply where an employer does not meet these obligations, including a possible fine of up to \$25,000.

**Employee Obligations****As an employee or volunteer you must:**

- Determine whether you require a WWC Check and, if required, apply for a WWC
- Check by the time indicated in the phasing plan.
- Show your Application Receipt to the Coordinator as evidence that you have submitted an application.

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- If issued with an Assessment Notice, present your WWC Check Card to your Program Team Leader, on request, or when applying for child related work. This must be the original Card not a photocopy.
- Not use your Volunteer Assessment Notice and Card for work which is for profit or gain. If you are a volunteer, and wish to work for profit or gain in child related work, you need to reapply for an Employee Assessment Notice in order to avoid penalties.
- Inform the Secretary of the Department of Justice, and your Department Manager and Organization Development, if you have a relevant change in circumstances, for example, if you have been charged or found guilty of a new relevant offence.
- Inform your Manager and Organization Development within seven days if you have been issued with an Interim Negative Notice or Negative Notice.
- Not engage in child related work if you have been issued with a Negative Notice.
- Not reapply for a WWC Check for five years after a Negative Notice has been issued, unless there has been a relevant change in your circumstances.

**As an employee or volunteer you should:**

- Not give your WWC Check Card to anyone else
- Apply for a new WWC Check before it expires. WWC Check Cards are valid for five years.
- Return your Assessment Notice and WWC Check Card if your Assessment Notice has been expired for more than three months and the Department of Justice requests that you return them. There are penalties if you do not return your
- Assessment Notice and WWC Check Card when required, without a reasonable excuse.
- Penalties may apply where an employee does not meet these obligations, including possible imprisonment.

**Phased in dates**

WWC Checks are being phased in over a five year period, starting in 2006. The five year phasing plan details when different categories of child related work are required to obtain WWC Checks.

Employees and volunteers must comply with this requirement by the dates legislated by the Department of Justice. It is the responsibility of each employee/volunteer to submit and obtain the necessary WWC Check Card by the phased in date applicable to their category of child related work. An employee or volunteer, who is unsure which category or date is relevant to their position, should contact the Department of Justice for clarification.

*NB: Clarification of actual dates should be confirmed with the Department of Justice the table below is a guide only.*

**Year 1:** from 1 July 2006

to 30 June 2007

School Crossing Supervisors, Family Day  
Care, School Holiday Program, Outside  
School Hours Care, Youth Services

**Year 2:** from 1 July 2007

to 30 June 2008

Community Care Workers, Occasional

Childcare and Centre based long day care  
Working With Children Check Guidelines Version  
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**Year 3:** from 1 July 2008  
to 30 June 2009  
Leisure Services, Carousel

**Cost**

Any related cost of the WWC Check Card is the responsibility of the employee/volunteer.

**Recruitment**

The WWC Check does not replace the Clifton Springs Primary School standard recruitment and selection processes including reference checking and, where applicable, a Police Record Check.

Unlike a Police Record Check, the WWC Check only considers some offences. The WWC Check Card is valid for 5 years and is monitored on an ongoing basis. Broadly speaking, the WWC Check will consider relevant offences in the following categories:

- Serious sexual offences
- Serious violence offences
- Serious drug related offences

Managers are required to review key responsibilities of staff where the position requires an employee/volunteer to engage in child related work. The Manager must ensure that relevant position descriptions are updated accordingly to reflect the key responsibilities and the selection criteria requirement of a valid, current WWC Check Card. Assistance is available from Organization Development to update relevant position descriptions. The position description should be updated to reflect this legislated requirement ahead of any future recruitment for vacant positions with a requirement to undertake child related work, as defined by the Department of Justice. This must be reflected on the position description once the phased in dates have been affected according to this legislation. The Department should also consider noting this requirement in any future job advertisements, beyond the legislated phased in dates.

**Failure to obtain a valid check by the legislated date**

It is an offence under the legislation for an employer to engage anyone in child related work, as defined by the Department of Justice, if that individual fails to apply for WWC Check by the phased in, legislated date or if an individual receives a Negative Notice.

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If an employee/volunteer does not apply for the Check by the required date Management, in consultation with Organization Development, must review the individual's ongoing employment status without delay.

If an individual is not able to successfully obtain an Assessment Notice by the legislated date, or is issued with an Interim Negative Notice (INN), that employee/volunteer should speak with their direct Supervisor/Manager without delay to discuss the matter further. Management, in consultation with Organization Development, will review the individual's ongoing employment status in that position.

**REFERENCES**

Working With Children Act 2005.

The Department of Justice, Working with Children Check,

**CODE OF CONDUCT Policy 7.21 Clifton Springs PS OSHC****Mandatory – Quality Area 4**

**PURPOSE** This policy will provide guidelines to:

- establish a standard of behaviour for the Approved Provider (if an individual), Nominated Supervisor, Certified Supervisor, educators and all staff at Clifton Springs PS OSHC that reflects the philosophy, beliefs, objectives and values of the service
- promote desirable and appropriate behaviour
- ensure that all staff interaction at the service with both children and adults is respectful, honest, courteous, sensitive, tactful and considerate.

**POLICY STATEMENT**

1. **VALUES** Clifton Springs PS OSHC is committed to:

- considering the wellbeing of each child at the service as paramount
- maintaining a duty of care (refer to Definitions) towards all children at the service
- providing a safe and secure environment for all at the service
- respecting the rights of the child
- providing an open, welcoming environment in which everyone's contribution is valued and respected
- encouraging parents/guardians, volunteers, students and community members to support and participate in the program and activities of the service.

2. **SCOPE**

This policy applies to the Approved Provider, Nominated Supervisor, Certified Supervisor, educators, staff, students on placement, volunteers, parents/guardians and all adults involved in the programs and activities of Clifton Springs PS OSHC.

3. **BACKGROUND AND LEGISLATION**

**Background**

A Code of Conduct establishes a standard of behaviour to be followed by the Approved Provider, Nominated Supervisor, Certified Supervisor, educators, staff, students on placement and volunteers at the service. The Code of Conduct defines how individuals should behave towards each other, towards the children in their care, and towards other organisations and individuals in the community. The Approved Provider and Nominated Supervisor have a duty of care to the children attending the service and must ensure "that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury" (National Law: Section 167).

The National Quality Standard requires that "educators, coordinators and staff members are respectful and ethical" and that "professional standards guide practice, interactions and relationships" (National Quality Standard: 4.2 and 4.2.1).

Employers also have a legal responsibility to provide, as far as is practicable, a safe workplace that is free from discrimination, bullying and harassment.

A Code of Conduct should be based on the service's philosophy, beliefs and values, and on ethical principles of mutual respect, equity and fairness. Consideration should be given to the service's Code of Ethics or to Early Childhood Australia's Code of Ethics in developing the Code of Conduct. While a Code of Ethics focuses on values and attitudes, or guiding principles, a Code of Conduct has a more specific focus on behaviour and action. The Code of Conduct puts the guiding principles into action by clarifying standards of behaviour expected of individuals in the performance of their duties or involvement at the service, and by giving guidance in areas where individuals are required to make professional, personal and ethical decisions.

The Approved Provider must ensure that all educators, staff, students and volunteers at the service adhere to clear guidelines regarding appropriate interaction and communication with each another, with children at the service, and with others in the community.

Legislation and standards Relevant legislation and standards include but are not limited to:

- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Children, Youth and Families Act 2005 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)
- Disability Discrimination Act 1992 (Cth)

- Education and Care Services National Law Act 2010: Sections 166, 167, 174
  - Education and Care Services National Regulations 2011: Regulations 155, 156, 157, 175
  - Equal Opportunity Act 2010 (Vic)
  - Fair Work Act 2009 (Cth)
  - Fair Work Regulations 2009 (Cth)
  - National Quality Standard, Quality Area 4: Staffing Arrangements – Standard 4.2: Educators, coordinators and staff members are respectful and ethical – Element 4.2.1: Professional standards guide practice, interactions and relationships
  - Occupational Health and Safety Act 2004
  - Occupational Health and Safety Regulations 2007
  - Racial Discrimination Act 1975
  - Racial and Religious Tolerance Act 2001 (Vic)
  - Sex Discrimination Act 1984 (Cth)
- The most current amendments to listed legislation can be found at:
- Victorian Legislation – Victorian Law Today: <http://www.legislation.vic.gov.au>
  - Commonwealth Legislation – ComLaw: <http://www.comlaw.gov.au>

#### 4. DEFINITIONS

The terms defined in this section relate specifically to this policy. For commonly used terms e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc. refer to the General Definitions section of this manual.

**Assault:** An incident where a person causes injury, pain, discomfort or damage to another person. It also includes insult or deprivation of liberty. Assault can be physical or verbal.

**Duty of care:** A common law concept that refers to the responsibilities of organisations to provide people with an adequate level of protection against harm and all reasonable foreseeable risk of injury.

**Ethical conduct:** Always act in the best interests of children, their parents/guardians and families, and users of the service.

**Harassment:** When someone is demeaning, derogatory or intimidating towards another person. Harassment includes:

- racial taunts
- taunts about sexual orientation or gender identity
- sexual harassment: unwelcome physical, verbal or written behaviour of a sexual nature
- repeated insulting remarks.

**Notifiable complaint:** A complaint that alleges a breach of the Act or Regulation, or alleges that the health, safety or wellbeing of a child at the service may have been compromised. Any complaint of this nature must be reported by the Approved Provider to the secretary of DEECD within 24 hours of the complaint being made (Section 174(2)(b), Regulation 176(2)(b)). If the Approved Provider is unsure whether the matter is a notifiable complaint, it is good practice to contact DEECD for confirmation.

Written reports to DEECD must include:

- details of the event or incident
- the name of the person who initially made the complaint
- if appropriate, the name of the child concerned and the condition of the child, including a medical or incident report (where relevant)
- contact details of a nominated member of the Grievances Subcommittee/investigator
- any other relevant information. Written notification of complaints must be submitted using the appropriate forms, which can be found on the ACECQA website: [www.acecqa.gov.au](http://www.acecqa.gov.au)

**Respect:** Value the rights, religious beliefs and practices of individuals. Refrain from actions and behaviour that constitute harassment or discrimination.

**Serious incident:** An incident resulting in the death of a child, or an injury, trauma or illness for which the attention of a registered medical practitioner, emergency services or hospital is sought or should have been sought. This also includes an incident in which a child appears to be missing, cannot be accounted for, is removed from the service in contravention of the Regulations or is mistakenly locked in/out of the service premises (Regulation 12). A serious incident should be documented in an Incident, Injury, Trauma and Illness Record (sample form

available on the ACECQA website) as soon as possible and within 24 hours of the incident. The Regulatory Authority (DEECD) must be notified within 24 hours of a serious incident occurring at the service (Regulation 176(2)(a)). Records are required to be retained for the periods specified in Regulation 183.

**Support:** Work in a co-operative and positive manner.

## 5. SOURCES AND RELATED POLICIES Sources

- Early Childhood Australia, Code of Ethics: [www.earlychildhoodaustralia.org.au](http://www.earlychildhoodaustralia.org.au)
  - The Universal Declaration of Human Rights: [www.un.org/en/documents/udhr/](http://www.un.org/en/documents/udhr/) • Victoria Legal Aid: [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)
  - Victorian Institute of Teaching – The Victorian Teaching Profession Code of Conduct: <http://www.vit.vic.edu.au/SiteCollectionDocuments/PDF/Code-of-Conduct-June-2008.pdf>
  - United Nations, Convention on The Rights of the Child: <http://www.unicef.org/crc/> Document Title: Code of Conduct
- Policy Last Review Date: Dec 2018 Next Review Date: Dec 2019

### Service policies

- Complaints and Grievances Policy
- Delivery and Collection of Children Policy
- Interactions with Children Policy
- Occupational Health and Safety Policy
- Privacy and Confidentiality Policy
- Relaxation and Sleep Policy
- Staffing Policy

## PROCEDURES

### The Approved Provider is responsible for:

- developing professional standards for staff (refer to Attachment 1) in collaboration with the Nominated Supervisor, Certified Supervisor, educators, staff, parents/guardians and others involved with the service
- ensuring that all educators, staff, volunteers, students, parents/guardians and visitors are provided with a copy of this policy on employment, enrolment or arrival at the service
- ensuring that all staff complete and sign the Code of Conduct Acknowledgement (refer to Attachment 2) and that these are filed with individual staff records
- ensuring that the professional standards for staff (refer to Attachment 1) are adhered to at all times
- ensuring that all children being educated and cared for at Clifton Springs Ps OSHC are protected from harm and any hazard likely to cause injury (National Law: Section 167)
- activating the Complaints and Grievances Policy on notification of a breach of the Code of Conduct Policy
- notifying DEECD in writing within 24 hours of a serious incident (refer to Definitions) or of a notifiable complaint (refer to Definitions) at the service (National Law: Sections 174(2)(b) and 174(4), National Regulations: Regulations 175(2)(c) and 176(2)(b))
- referring notifiable complaints (refer to Definitions), grievances (refer to Definitions) or complaints that are unable to be resolved appropriately and in a timely manner to the Grievances Subcommittee (refer to Complaints and Grievances Policy)
- taking appropriate disciplinary or legal action, or reviewing the terms of employment in the event of misconduct or a serious breach of the Code of Conduct Policy
- contacting Police in an emergency situation where it is believed that there is an immediate risk (e.g. when violence has been threatened or perpetrated)
- working with the Nominated Supervisor, educators, staff, students, volunteers, parents/guardians and others at the service to provide an environment that encourages positive interactions and supports constructive feedback
- ensuring that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or conflict with any duty of the Approved Provider, Nominated Supervisor or educators under the Law (Regulation 157)



- ensuring that parents/guardians on duty, or other adults participating in the program, are not placed in a situation where they are left alone with a child
- respecting individual abilities, needs, cultural practices and beliefs in all interactions, both verbal and non-verbal.

### **The Nominated Supervisor is responsible for:**

- assisting the Approved Provider to develop professional standards for staff (refer to Attachment 1)
- ensuring that all educators, staff, volunteers, students, parents/guardians and visitors are provided with a copy of this policy on employment, enrolment or arrival at the service Document Title: Code of Conduct Policy Last Review Date: Dec 2018 Next Review Date: Dec 2019
- ensuring that the children educated and cared for at Clifton Springs PS OSHC are protected from harm and from any hazard likely to cause injury (National Law: Section 167)
- completing and signing the Code of Conduct Acknowledgement (refer to Attachment 3)
- adhering to the professional standards for staff (refer to Attachment 1) at all times
- informing the Approved Provider in the event of a serious incident (refer to Definitions), of a notifiable complaint (refer to Definitions) or of a breach of the Code of Conduct Policy
- contacting Police in an emergency situation where it is believed that there is an immediate risk (e.g. when violence has been threatened or perpetrated)
- working with the Approved Provider, educators, staff, students, volunteers, parents/guardians and others at the service to provide an environment that encourages positive interactions and supports constructive feedback
- ensuring that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or where the parent is prohibited by a court order from having contact with a child (Regulation 157)
- developing practices and procedures to ensure that parents/guardians on duty, or other adults participating in the program, are not placed in a situation where they are left alone with a child
- respecting individual abilities, needs, cultural practices and beliefs in all interactions, both verbal and non-verbal
- understanding and accepting that serious breaches of this code will be deemed misconduct and may lead to disciplinary or legal action, or a review of their employment.

### **Certified Supervisors/ Responsible person in charge of the service and other educators are responsible for:**

- assisting the Approved Provider to develop professional standards for staff (refer to Attachment 1)
- completing and signing the Code of Conduct Acknowledgement (refer to Attachment 3)
- adhering to the professional standards for staff (refer to Attachment 1) at all times
- providing guidance to parents/guardians and volunteers through positive role modelling and, when appropriate, clear and respectful directions
- working with the Approved Provider, Nominated Supervisor, educators, staff, students, volunteers, parents/guardians and others at the service to provide an environment that encourages positive interactions and supports constructive feedback
- ensuring that parents/guardians on duty, or other adults participating in the program, are not placed in a situation where they are left alone with a child
- informing the Approved Provider in the event of a serious incident (refer to Definitions), of a notifiable complaint (refer to Definitions) or of a breach of the Code of Conduct Policy
- contacting Police in an emergency situation where it is believed that there is an immediate risk (e.g. when violence has been threatened or perpetrated)
- taking all reasonable steps to protect children from abuse
- listening and responding to the views and concerns of children, particularly if they are telling you that they or another child has been abused and/or are worried about their safety or the safety of another
- promoting the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds (for example, by having a zero tolerance of discrimination)
- promoting the safety, participation and empowerment of children with a disability (for example, during personal care activities)

- ensuring that parents/guardians, volunteers, students and visitors on duty, or other adults participating in the program, are not placed in a situation where they are left alone with a child
- reporting any allegations of child abuse to Clifton Springs PS OSHC, Co-ordinator and ensure any allegation to be reported to the School Principal, Police or child protection. Document Title: Code of Conduct Policy Last Review Date: Dec 2018 Next Review Date: Dec 2019
- reporting any child safety concerns to Clifton Springs PS OSHC, Co-ordinator or the School Principal
- if an allegation of child abuse is made, ensure as quickly as possible that the child(ren) are safe – encouraging children to 'have a say' and participate in all relevant organisational activities where possible, especially on issues that are important to them.
- respecting individual abilities, needs, cultural practices and beliefs in all interactions, both verbal and non-verbal
- understanding and accepting that serious breaches of this code will be deemed misconduct and may lead to disciplinary or legal action, or a review of their employment.

**Parents/guardians are responsible for:**

- reading the Code of Conduct Policy
- abiding by the law
- abiding by the standards of conduct, as set out in this policy, while at the service
- complying with all policies of the service.

**Educators, Students, Visitors and volunteers MUST NOT:**

- develop any 'special' relationships with children that could be seen as favouritism (for example, the offering of gifts or special treatment for specific children)
- exhibit behaviours with children which may be construed as unnecessarily physical contact (for example inappropriate sitting on laps.)
- put children at risk of abuse (for example, by locking doors)
- do things of a personal nature that a child can do for themselves, such as toileting or changing clothes
- engage in open discussions of a mature or adult nature in the presence of children (for example, personal social activities)
- use inappropriate language in the presence of children
  - Use their Mobile Phone whilst on duty unless in an emergency circumstance
- express personal views on cultures, race or sexuality in the presence of children
- discriminate against any child, including because of culture, race, ethnicity or disability
- have contact with a child or their family outside of our organisation for example, no babysitting. Accidental contact, such as seeing people in the street, is appropriate
- have any contact on social media with a child or their family (unless necessary, for example providing families with e-newsletters)
- ignore or disregard any suspected or disclosed child abuse.

By observing these standards you acknowledge your responsibility to immediately report any breach of this code to Clifton Springs PS OSHC, Co-ordinator or the school's Principal  
If you believe a child is at immediate risk of abuse phone 000.

Volunteers and students, while at the service, are responsible for following this policy and its procedures.

Document Title: Code of Conduct Policy Last Review Date: Dec 2018 Next Review Date: Dec 2019

**EVALUATION**

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- assess whether a satisfactory resolution has been achieved in relation to issues arising from this policy
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notify parents/guardians at least 14 days before making any changes to this policy or its procedures.

## ATTACHMENTS

- Attachment 1: Professional standards for staff
- Attachment 2: Code of Conduct Acknowledgement

**AUTHORISATION** This policy was adopted by the Approved Provider of Clifton Springs PS OSHC.

## ATTACHMENTS • Attachment 1: Professional standards for staff

This attachment was developed using the Victorian Institute of Teaching's Code of Conduct as a guide (refer to Sources).

### Relationships with children

**In their relationships with children, the Approved Provider (if an individual), Nominated Supervisor, Certified Supervisor, educators and all staff will demonstrate their commitment to high-quality education and care for children by:**

- being a positive role model at all times
- encouraging children to express themselves and their opinions
- allowing children to undertake experiences that develop self-reliance and self-esteem
- maintaining a safe environment for children
- respecting the rights of all children
- contributing to a service environment that is free from discrimination, bullying and harassment
- speaking to children in an encouraging and positive manner
- listening actively to children and offering empathy and support
- giving each child positive guidance and encouraging appropriate behaviour
- regarding all children equally, and with respect and dignity
- having regard to the cultural values, age, physical and intellectual development, and abilities of each child at the service
- providing opportunities for children to interact and develop respectful and positive relationships with each other, and with other staff members and volunteers at the service
- informing children if physical contact is required for any purpose, and asking them if they are comfortable with this interaction
- ensuring all interactions with children are undertaken in full view of other adults
- respecting the confidential nature of information gained about each child while participating in the program.

### Relationships with parents/guardians and families

**In their relationships with parents/guardians and families, the Approved Provider (if an individual), Nominated Supervisor, Certified Supervisor, educators and all staff will demonstrate their commitment to collaboration by:**

- being respectful of, and courteous towards, parents/guardians and families at all times
- considering the perspective of parents/guardians and families when making decisions that impact on the education and care of their child
- communicating with parents/guardians and families in a timely and sensitive manner
- responding to concerns expressed by parents/guardians and families in a timely and appropriate manner

- respecting the cultural context of each child and their family
  - working collaboratively with parents/guardians and families
  - respecting the privacy of information provided by parents/guardians and families, and keeping this information confidential, as required under the Privacy and Confidentiality Policy
- Next Review Date: Nov 2019

## **Attachment 2: Code of Conduct Acknowledgement**

**I hereby acknowledge that on \_\_\_\_\_, I received a copy of the Code of Conduct Policy for Clifton Springs Primary School OSHC.**

**I have read this policy, I understand its contents and I agree to abide by the principles, practices and consequences set out within.**

**I understand that the Approved Provider will address any breach of this policy, and that any serious breach could lead to legal or disciplinary action.**

**I understand that a signed copy of this acknowledgement will be kept on my staff record while I am working at the service, and will be disposed of when my employment has ceased.**

**AUTHORISATION This policy was adopted by the Approved Provider of Clifton Springs PS OSHC.**

## 8 HEALTH AND SAFETY

The Health and Safety of the children, staff and families of the service is paramount. Clifton Springs Primary School OSHC Program will ensure that the Health and Safety needs of all concerned are met.

### 8.1 MEDICATION POLICY

#### Definition

**Medication** Includes but is not limited to; eye drops, cough mixture, Panadol, and asthma medication. Medication includes all prescription and over the counter drugs.

#### Policy Statement

1. All Medication will be administered in accordance with the Children's Services Regulations 2009.
2. In order to ensure that the interests of staff, children and parents/guardians/approved persons are not compromised, medication will only be administered with explicit permission from parent / guardian / approved person or in the case of an emergency, with permission of a medical practitioner.
3. Medication will be kept out of reach of children in keeping with the environmental conditions required of the medication (fridge or cabinet out of children's reach).

#### Procedures

**The Coordinator and Staff are responsible to ensure that:**

- The "Administer Medication Form" is completed by a parent / guardian / approved person every time the child is signed in at the program.
- The following to be completed:
  - Name of the child,
  - Name of the medication to be administered
  - Time and date the medication was last administered
  - Time and date, or circumstances under which, the medication should be next administered
  - dosage of the medication to be administered.
- Medication is in its original container bearing the original label and instructions and before the expiry or use by date
- If the medication has been prescribed for the child by a doctor the original container or original label bears the name of the child to whom medication is to be administered.
- Notification, in writing, is obtained from parents / guardians / approved persons where a child self administers medication.
- All personal medication excluding asthma Ventolin or Bricanal inhalers, are stored away from access to all children.
- Written consent is kept on the child's individual file. These files are locked away and kept confidential.(Standard 5.3 )

- In an emergency, if the parent / guardian / approved person is unable to be contacted the service will contact the family doctor first and then a registered medical practitioner. Evidence of this permission from the doctor will be kept on file.
- When administering Medication the Coordinator will:
  - 
  - Ensure 2 staff are present and administering the medication **together**.
  - The medication is administered from its original container bearing the original label and instructions and before the expiry or use by date
  - If the medication has been prescribed for the child by a registered medical practitioner, the original container or original label bears the name of the child to whom medication is administered.
  - The dosage of the medication administered to the child is checked by the person other than the person administering the medication
  - Both staff initial and sign the "Administer Medication Form"
  - Staff ensure the form is signed by the parent on collection of the child that day

**Families have a responsibility to ensure that:**

- The "Administer Medication Form" is completely **EVERY DAY** their child is in attendance **on the day of attendance**.
- A specific time is noted on the medication administration form for the time the child must be medicated.
- Staff must be notified of the last dose the child had of medication.
- The medication is in its original container, with the child's name and within due date.
- The Administer Medication Form is signed to verify that the medication was provided correctly by staff at the end of the day on collection of their children.

**Relevant Policies:**

[Children's Individual Medical Plan Policy](#)  
[Record Keeping Policy](#)

**References:**

NCAC Quality Practices Guide 1<sup>st</sup> Edition 2003 – Quality Area 6 – Health, Nutrition and Wellbeing – Principle 6.4 The service plans to meet the individual health requirements of children.  
Children's Services Regulations – Part 3 Records –Division 4 Medication Records Part 6 health and Welfare of Children Division 4 Administration of Medication.

**Date Approved : August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## **8.2 CHILDREN'S INDIVIDUAL MEDICAL PLAN POLICY**

### **Policy Statement**

1. Enrolment forms provide families with the opportunity to share their child's medical information with the service staff.
2. Medical details are kept in accordance with the Privacy Act 1988.
3. Individual medical health plans are designed for children with serious health conditions.
4. Individual medical health plans are reviewed on an annual basis (to ensure relevance and accuracy) unless there is a change of condition.

### **Procedures**

- Privacy issues are considered when placing information on notice boards.
- Individual medical health plans are designed and reviewed in conjunction with parents, staff and health professionals.
- Individual medical health plans are reviewed annually.
- It is mandatory for at least one staff member on duty to be accredited in Apply First Aid
- It is mandatory for at least one staff member on duty to be accredited in Anaphylaxis Management if there is a child at their service on that day of employment.
- It is mandatory for at least one staff member on duty to have asthma emergency management training.

### **Families are responsible to ensure that:**

- The service is notified that their child has asthma, epilepsy, anaphylaxis, serious allergies or any other serious or life threatening medical condition. These children must be enrolled with completed Action Plans signed off by a medical practitioner. Enrolment will be terminated if documentation is not complete.
- The child brings their medication to the service each day. Parents/Guardians must complete the daily or weekly medication plans.

### **Relevant Policies:**

[Medication Policy](#)

[Privacy Policy](#)

### **References:**

NCAC Quality Practices Guide 1st Edition 2003 – Quality Area 6 – Health, Nutrition and Wellbeing  
- 6.4 The service plans to meet the individual health requirements of children.

**Date Approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

### **8.3 FIRST AID POLICY**

#### **POLICY**

In the event of an accident or a child falling ill, first aid equipment and expertise will be available.

#### **PROCEDURE**

- A first aid kit will be accessible to the staff and maintained in good order.
- One staff member on duty will hold a current Approved first aid certificate.
- A first aid kit will be taken on excursions as will all medical information relating to the children and staff.

#### **Relevant Policies:**

[Illness Policy](#)

[Accident Policy](#)

[Training/Professional Development Policy](#)

#### **References:**

Quality Practices Guide 1st Edition 2003– Quality Area 7 – Protective Care and Safety – Principle 7.2 The service promotes a safe environment for the children and staff.

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**



## 8.4 ASTHMA POLICY

Asthma is a chronic health condition affecting approximately 15% of children. It is one of the most common reasons for childhood admission to hospital. While an average of two people die in Victoria each week from asthma, many of these deaths are thought to be preventable. Community education and correct asthma management will assist to minimise the impact of asthma.

It is generally accepted that children under the age of six do not have the skills and ability to recognise and manage their own asthma effectively. With this in mind, Clifton Springs PS OSHC Program recognises the need to educate its staff and parents/carers about asthma and to promote responsible asthma management strategies.

### AIMS

This Asthma Policy aims to:

- Raise the awareness of asthma amongst those involved with the Children's Service.
- Provide the necessary strategies to ensure the health and safety of all persons with asthma involved with the Children's Service.
- Provide an environment in which children with asthma can participate in all activities to the full extent of their capabilities.
- Provide a clear set of guidelines and expectations to be followed with regard to the management of asthma.

### *The Management Team and Administration will:*

- Provide all staff with a copy of the Asthma Policy and brief them on asthma procedures upon their appointment to the Children's Service.
- Provide parents with a copy of the Asthma Policy upon enrolment.
- Ensure that at least one staff member who has completed accredited asthma training (Emergency Asthma Management) is on duty whenever children are being cared for.
- Identify children with asthma during the enrolment process.
- Provide an Asthma Action Plan to all parents of children with asthma upon enrolment.
- Store Asthma Action Plans in the child's enrolment record.
- Ensure that all staff are informed of the children with asthma in their care.
- Encourage open communication between parents/guardians and staff regarding the status and impact of a child's asthma.

### *The Co-Ordinator and Staff will:*

- Ensure that they maintain current accreditation in Emergency Asthma Management (valid for three years).
- Ensure that they are aware of the children in their care with asthma.
- Ensure, in consultation with the parent/guardian, the health and safety of each child through supervised management of the child's asthma.
- Identify and, where practicable, minimise asthma triggers.
- Where necessary, modify activities in accordance with a child's needs and abilities.
- Ensure that all regular prescribed asthma medication is administered in accordance with the information on the child's written Asthma Action Plan.
- Administer emergency asthma medication if required according to the child's written Asthma Action Plan. If no written Asthma Action Plan is available the asthma emergency procedures outlined in this document should be followed immediately.
- Promptly communicate, to management or parents/guardians, any concerns should it be considered that a child's asthma is limiting his/her ability to participate fully in all activities.
- Ensure that children with asthma are treated the same as all other children.

- Ensure that the First Aid Kit contains a blue reliever puffer (e.g. *Airomir, Asmol, Epaq or Ventolin*), a spacer device, concise written instructions on Asthma First Aid procedures and 70% alcohol swabs.
- Ensure that an accredited staff member correctly maintains the asthma component of the First Aid Kit.
- Provide a mobile Asthma First Aid Kit for use at activities outside the Children's Service.
- Encourage open communication between parents/guardians and staff regarding the status and impact of a child's asthma.
- Promptly communicate any concerns to parents should it be considered that a child's asthma is limiting his/her ability to participate fully in all activities.

**Parents/guardians will:**

- Inform Administration Staff upon enrolment, that their child has a history of asthma.
- Provide all relevant information regarding the child's asthma via the Asthma Action Plan.
- Completed Asthma Action Plan signed by their doctor is to be given to the service prior to the child attending.
- Ensure that their child has an adequate supply of appropriate asthma medication (including reliever) at all times.
- Ensure that their child has their own spacer device.
- Communicate all relevant information and concerns to staff as the need arises e.g. if asthma symptoms were present last night.
- Ensure, in consultation with the staff, the health and safety of their child through supervised management of the child's asthma.

**Children will:**

- Wherever practical, be encouraged to seek their reliever medication as soon as their symptoms develop.

**EMERGENCY TREATMENT OF AN ASTHMA ATTACK**

Action to be taken if a child suddenly collapses or has difficulty breathing with a possible asthma attack

**Children with a known asthma condition:** Staff will follow the agreed plan of action for the child for the emergency treatment of an asthma attack as detailed in the Asthma Action Plan. If the child's Asthma Action Plan is **NOT** available, staff should immediately commence the **standard asthma emergency protocol** detailed below:

Step 1: Sit the child upright and remain calm to reassure them.

Step 2: Without delay shake a blue reliever puffer (inhaler) and give 4 separate puffs through a spacer. Use one puff at a time and ask the child to take 4 breaths from the spacer after each puff.

Step 3: Wait 4 minutes. If there is no improvement repeat step 2.

Step 4: If still no improvement after a further 4 minutes - call an ambulance immediately (dial 000) and state clearly that the child is "having an asthma attack."

Continuously repeat steps 2 and 3 whilst waiting for the ambulance.

- In an emergency the blue reliever puffer used may be the child's own, from the First Aid Kit or borrowed from another child. Only staff who have completed a Course in Emergency Asthma Management may access the blue reliever puffer for first aid purposes from the First Aid Kit.

**Children who staff are not aware have pre-existing asthma:**

In this situation, staff will:

Step 1: Call ambulance immediately (dial 000) and state that the child is having breathing difficulty.

Step 2: Administer 4 separate puffs of a blue reliever puffer via a spacer. Use one puff at a time and ask the child to take 4 breaths from the spacer after each puff.

Step 3: Keep giving 4 separate puffs of a blue reliever puffer every 4 minutes until the ambulance arrives.

- This treatment could be life saving for a child whose asthma has not been previously recognised and it will not be harmful if the collapse or breathing difficulty was not due to asthma. Reliever medication is extremely safe, even if the child does not have asthma.

*Cleaning of devices (puffers and spacers) from the First Aid Kit must be thoroughly cleaned after each use to prevent cross infection. In most cases a child will use his/her own puffer and spacer. Devices can be easily cleaned by following these steps (NHMRC Infection Control Guidelines 2003):*

1. Ensure the canister is removed from the puffer container (the canister must not be submerged) and the spacer is separated into two parts.
2. Wash devices thoroughly in hot water and kitchen detergent.
3. Do **not** rinse.
4. Allow devices to 'air dry'. Do not rub dry.
5. When dry, wipe with a 70% alcohol swab (e.g. Medi-Swab available from pharmacies), paying particular attention to the inside and outside of the mouthpiece of the devices.
6. When completely dry, ensure the canister is replaced into the puffer container and check the device is working correctly by firing one or two 'puffs' into the air. A mist should be visible upon firing.

If any device is contaminated by blood, dispose of it safely and replace the device.

**Relevant Policies:**

[Medication Policy](#)

[Privacy Policy](#)

**References:**

NCAC Quality Practices Guide 1st Edition 2003 – Quality Area 6 – Health, Nutrition and Wellbeing - 6.4 The service plans to meet the individual health requirements of children. Quality Area 7 – Protective Care and Safety – Principle 7.2 The service promotes a safe environment for the children and staff.

**Date Approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## 8.5 ANAPHYLAXIS POLICY

### RATIONALE

Anaphylaxis is a severe, life threatening allergic reaction. Up to two percent of the general population and up to five percent of children are at risk. The most common causes in young children are eggs, peanuts, tree nuts, cow's milk, bee or other insect stings and some medications. Fruits such as citrus, kiwi fruit, strawberries and figs have also been known to cause severe reactions.

Young children may not be able to express the symptoms of anaphylaxis. A reaction can develop within minutes of exposure to the allergen, but with planning and training, a reaction can be treated effectively by using an adrenalin auto-injection device. (E.g. Epipen)

The Clifton Springs PS OSHC recognizes the importance of all staff responsible for the children at risk of Anaphylaxis, undertaking training that includes preventative measures to minimize the risk of an anaphylactic reaction, recognition of the signs and symptoms of anaphylaxis and emergency treatment, including administration of an adrenalin auto-injection device.

Staff and parents/guardians need to be made aware that it is not possible to achieve a completely allergen free environment in any service that is open to the general community. Staff should not have a false sense of security that an allergen has been eliminated from the environment. Instead Clifton Springs Primary School Outside School Hours Care Program recognises that the need to adopt a range of procedures and risk minimization strategies to reduce the risk of a child having an anaphylactic reaction including strategies to minimize the presence of allergen in the service.

### AIMS

This Anaphylaxis Management Policy aims to:

- Minimise the risk of an anaphylactic reaction occurring while the child is in the care of the Outside School Hours Care Program.
- Ensure that staff respond appropriately to an anaphylactic reaction by initiating appropriate treatment, including competently administering an Epipen® or Anapen®.
- Raise the community's awareness of anaphylaxis and its management through education and implementation.

### The Co-Ordinator and Administration will:

- Ensure all staff currently have accredited 3 year anaphylaxis management certificate.
- Ensure staff responsible for the child/ren at risk of anaphylaxis attends anaphylaxis management training, which is reinforced at yearly intervals.
- On enrolment, ensure all parents/guardians complete the medication and allergies section of the enrolment form and provide a management plan should their child be diagnosed with anaphylaxis.
- Encourage ongoing communication between parents/guardians and staff regarding the current status of the child's allergies, this policy and its implementation.

### Staff will:

- Ensure a copy of the child's anaphylaxis action plan is visible to all staff.
- Follow the child's anaphylaxis action plan in the event of an allergic reaction, which may progress to anaphylaxis.
- In the situation where a child who has been diagnosed as allergic, and appears to be having an anaphylactic reaction:

- Call an ambulance immediately by dialing 000 and state the child is having a suspected anaphylactic reaction.
  - Commence first aid measures
  - Contact the parent/guardian
  - If parent/guardian cannot be contacted, contact the next authorized person on the child's contact list.
- Practice Epipen® and Anapen® administration procedures using an Epipen® and Anapen® trainer and "anaphylaxis scenarios" on a regular basis, preferably quarterly.
  - Ensure that parents/guardians have provided an anaphylaxis plan signed by the child's doctor and their Epipen® or Anapen® kit is complete and in date.
  - Ensure that all Epipen® and Anapen® kits are stored in a safe location that is known to all staff, easily accessible to adults and inaccessible to children but locked away.
  - Ensure that Epipen® and Anapen® kits are taken on excursions when a child at risk attends and carried by the staff member in charge of that child.
  - Regularly check the Epipen® and Anapen® expiry dates. (The manufacturer will only guarantee the effectiveness of the Epipen® and Anapen® to the end of the nominated expiry month).
  - Provide as far as practicable, a safe and healthy environment in which children at risk of anaphylaxis can participate equally in all aspects of the children's program and experiences.
  - Raise awareness about allergies and anaphylaxis amongst the service community and in children in attendance.
  - Actively involve the parents/guardians of each child at risk of anaphylaxis in assessing risks, developing risk minimization strategies and management strategies for their child.
  - Ensure each staff member and other relevant adults have adequate knowledge of allergies, anaphylaxis and emergency procedures.
  - Facilitate communication to ensure the safety and wellbeing of children at risk of anaphylaxis.

**Parents/guardians of a child at risk of anaphylaxis will:**

- Inform staff, on enrolment or diagnosis of their child's allergies.
- Provide staff with an anaphylaxis management plan and written consent (medication administration form) to use the Epipen® or Anapen® in line with the action plan signed by a *medical practitioner*.
- Provide staff with a complete Epipen® or Anapen® kit.
- Regularly check the Epipen® or Anapen® expiry date.
- Assist staff by offering information and answering questions regarding their child's allergies.
- Notify staff of any changes to their child's allergy status and provide a new anaphylaxis action plan in accordance with these changes.
- Communicate all relevant information and concerns to staff, for example, anything relating to the health of their child.
- Comply with this policy that no child who has been prescribed an Epipen® or Anapen® is permitted to attend the program without their Epipen® or Anapen®.

**Children will**

- Wash their hands before and after every meal and snack to reduce the traces of allergens coming into contact with children at risk of anaphylaxis.
- Encourage all parents not to supply food containing allergens or ingredients to the program.

## PROCEDURES

### The Clifton Springs Primary School Outside School Hours Care Program staff will:

- Conduct an assessment of the potential for accidental exposure to allergens while child/ren at risk of anaphylaxis are in the care of the service and develop a risk minimisation plan for the centre in consultation with staff and the families of the child/ren.
- Ensure that no child who has been prescribed an 'adrenaline auto-injection device' is permitted to attend the program without that 'adrenaline auto-injection device'.
- Make parents/guardians aware of this policy and provide access to it on request.
- Display an ASCIA generic poster called Action plan for Anaphylaxis in a key location at the service, for example, in the children's room, the staff room or near the medication cabinet.
- Display an ambulance contact card in staff rooms, or staff administration areas...
- All children will only eat food that is prepared specifically for him/her.
- Lunch boxes and drink bottles provided by parents for the child should be clearly labelled with the child's name.
- There should be no trading or sharing of food, food utensils or containers for any children.
- In some circumstances it may be required that a highly allergic child be separated from other children during meal and snack times. If this is the case ensure that the child is not left alone and instead eats with a staff member and can still be included in social discussion. At no other times should children with allergies be separated from the other children and should always be socially included in all activities.
- Increase the supervision of this child on special occasions such as cooking activities and excursions.
- Ensure tables and bench tops are washed down after eating
- Ensure hand washing for all children upon arrival at the service, before and after eating.
- Restrict use of food and food containers in craft activities. I.e. Cereal boxes, egg cartons,
- All parents will be encouraged not to bring food containing specified allergens or ingredients to the program.
- Increase supervision of this child on special occasions such as excursions, incursions
- Restrict use of food and food containers, boxes and packaging in crafts, cooking and science experiments, depending on the allergies of particular children. Staff should discuss the use of foods in such activities with parents/guardians of this child and these foods should be consistent with the risk minimisation plan.
- All children need to be closely supervised at meal and snack times and consume food in specified areas. To minimise risk children should not 'wander around' the centre with food.

### Relevant Policies:

[Nutrition Policy](#)

[Medication Policy](#)

[Children's Individual Medical Plan Policy](#)

[First Aid Policy](#)

[Illness Policy](#)

[Emergency Management Policy](#)

[Asthma Policy](#)

[Inclusion Policy](#)

[Communication Policy](#)

[Privacy Policy](#)

**References:**

NCAC Quality Practices Guide 1st Edition 2003 – Quality Area 6 – Health, Nutrition and Wellbeing  
- 6.4 The service plans to meet the individual health requirements of children. Quality Area 7 –  
Protective Care and Safety – Principle 7.2 The service promotes a safe environment for the  
children and staff.

Children's Services Act 1996

Children's Services Regulations 2009

Health Act 1958

Health Records Act 2001

Occupational Health and Safety Act 2004

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## 8.6 HYGIENE POLICY

### POLICY

1. Staff will model a high level of personal hygiene.
2. Staff will encourage children to follow personal hygiene practices.
3. Hygiene practices will be followed to ensure cross infection is prevented.

### PROCEDURES

#### Staff are responsible to ensure that:

- They model a high level of personal hygiene at all times.
- The facility and equipment are kept clean at all times.
- Used tissues are disposed of immediately into a rubbish bin.
- Staff and children wash and dry their hands before and after meal times, after using the toilet, blowing their nose, handling animals and other unhygienic practices.
- Children are provided with paper towels or an air drying facility for the drying of hands.

#### Relevant Policies:

[Infection Control Policy](#)

[Cleaning and Maintenance Policy](#)

[Food Preparation Facilities Policy](#)

#### References:

Date approved: August 2016

Approved by: School Council

To be reviewed: August 2019



## **8.7 INFECTION CONTROL POLICY**

### **POLICY**

1. Staff will follow universal precautions in regard to the management of blood/bodily fluids.
2. A blood spills kit is provided within the facility.
3. Used syringes found on the premises are removed and placed in a syringe container.

### **PROCEDURES**

- Staff will model effective hand washing techniques to children.
- Posters outlining effective hand washing will be displayed for children and staff.
- All spills of bodily fluids will be mopped up with paper towel, placed in a sealed bag along with the gloves the staff member was wearing and disposed of in a bin with a lid. (All items can be found in the blood spills kit).
- Gloves (provided by the service) will be worn when dealing with spills of bodily fluids and will be cleaned up with bleach solution.
- Hands are washed in hot soapy water after cleaning up a spill.
- Equipment exposed to blood or bodily fluids will be cleaned with hot soapy water as soon as possible.
- Staff will be trained in effective infection control methods and reasons for these behaviours.
- Open wounds will be covered by a water-proof bandage when working.

#### **Relevant Policies:**

[HIV/AIDS/Hepatitis Policy](#)

[Hygiene Policy](#)

#### **References:**

Quality Practices Guide 1st Edition 2003 – Quality Area 6 – Health, Nutrition and Wellbeing – Principle 6.3 The service acts to control the spread of infectious diseases.

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## **8.8 COMMUNICABLE DISEASES AND IMMUNISATION POLICY**

### **POLICY**

Clifton Springs Primary School OSHC Program policy on infectious diseases is consistent with Commonwealth and State legislation, which outlines the exclusion practices for children who have an infectious disease or who have been exposed to an infectious disease. Grovedale West Primary School OSH Program will ensure that the policy is practiced.

### **PROCEDURE**

**The Staff have a responsibility to ensure that:**

- Clifton Springs Primary School OSHC Program follows correct hygiene practices and meets the requirements of State and Commonwealth legislation.
- Parents/ guardians/ approved persons are notified of any infectious diseases present at the venue or school.
- Information on common infectious diseases is available for families as required.
- The service will hold information regarding immunisation schedules, providers of immunizations and contact detail of the Departments Health Office.
- Children who are younger than seven must meet the government's immunisation requirements or have an approved exemption from the requirements for the family to be eligible for Child Care Benefit. Families can ask the Family Assistance Office for information about the requirements and exemptions.
- The service has access to current information pertaining to infectious diseases provided by relevant authorities.
- Children are excluded from the service in accordance with appropriate legislation. Refer to Appendix 6.
- Details of specific individuals are not disclosed.
- Parents/guardians are notified of any symptoms their child is showing of illness as soon as is practicable.
- Children are referred to their local doctor for diagnosis of infectious disease.

**Families have a responsibility to ensure that:**

- The service is notified as soon as possible that their child has contracted an infectious disease.
- They attend their local doctor for diagnosis of infectious disease.
- The service is provided with a medical certificate stating that they are no longer infectious.
- Staff are notified at enrolment of the child's immunization status.

### **Relevant Policies:**

[Illness Policy](#)

[Privacy Policy](#)

### **References:**

Quality Practices Guide 1st Edition 2003 – Quality Area 6 – Health, Nutrition and Wellbeing – Principle 6.3 The service acts to control the spread of infectious diseases.

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## **8.9 HIV / AIDS/ HEPATITIS POLICY**

### **POLICY**

1. All medical details of staff, parents or children attending the centre will be kept confidential.
2. The number of staff aware of a child's medical condition will be restricted to those working directly with the child who will need to detect situations where there is the potential for transmission.
3. Children with moist skin lesions or abrasions are asked to cover them with a waterproof bandage whilst attending the service.

### **PROCEDURE**

#### **The Staff have a responsibility to ensure that:**

- Sound hygiene and infection control guidelines are followed at all times.
- Medical details of children are held in a confidential manner.
- Families do not feel pressured to disclose their medical condition to the service.  
Children may not be excluded on the grounds of HIV infection.

#### **Relevant Policies:**

[Infection Control Policy](#)

[Privacy Policy](#)

[Hygiene Policy](#)

#### **References:**

Quality Practices Guide 1st Edition 2003 – Quality Area 6 – Health, Nutrition and Wellbeing – Principle 6.3 The service acts to control the spread of infectious diseases.

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## **8.10 ILLNESS POLICY**

### **POLICY**

When a child becomes ill the child's parent/guardian will be contacted by service staff to make arrangements for the child to be taken home as soon as possible.

### **PROCEDURES**

#### **The staff have a responsibility to ensure that:**

- When a child becomes ill the parent/guardian or approved person is contacted as soon as practicable.
- The child as comfortable as possible while they are waiting for the parent.
- Signs and symptoms are recorded regarding the illness.
- The illness is documented on the Accident/illness forms held by the service and placed on the child's file.

#### **Families have a responsibility to ensure that:**

- A child with a fever over 38 degrees Celsius should be kept at home for at least 24 hours.
- A child with an acute illness requiring medication should be kept at home for at least 24 hours.
- A child who is vomiting should be kept at home until the vomiting has stopped.
- A child who is experiencing diarrhea should be kept home until they are diarrhea free for at least 24 hours.

#### **Relevant Policies:**

[Children's Individual Medical Plan Policy](#)

[Medication Policy](#)

[Communicable Diseases Policy](#)

#### **References:**

Quality Practices Guide 1st Edition 2003 – Quality Area 6 – Health, Nutrition and Wellbeing – Principle 6.4 The service plans to meet the individual health requirements of children.

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## 8.11 ACCIDENT POLICY

### RATIONALE

It is vital that sound accident prevention strategies are developed, monitored and practiced by staff. These strategies are designed to provide for a safe and healthy environment for staff, children and parents and thereby reduce the incidence of any accidents occurring.

### POLICY

1. The child's well being is of prime concern and first aid will be administered immediately by staff to ensure the best outcome.
2. Every attempt will be made to contain the situation.
3. Parents will be informed immediately if medical aid or hospitalisation is required. If parents/guardians cannot be contacted an ambulance will be called by staff.
4. If required an investigation of the cause will be completed.
5. The Service will ensure that staff, families and children are provided with counseling services to assist in managing stress or grief associated with a trauma or death.

### PROCEDURES - GENERAL

#### The staff are responsible to ensure that:

- Children are in sight of a staff member at all times to ensure prompt attention.
- First aid is administered as quickly and effectively as possible to prevent any serious harm or secondary issues.
- Emergency procedures are placed in key areas within the facility for staff, parents and children to refer to.
- The 000 emergency number and Melway reference is kept near all telephones.
- Counseling is offered to staff, families and children as required.

### PROCEDURES - MINOR ACCIDENT

#### The staff are responsible to ensure that:

- An accident report is completed and signed by the staff member and the parent. The report will be shown to the coordinator and put on the child's file. Refer to Appendix 7.

### PROCEDURES - MAJOR ACCIDENT

#### The staff are responsible to ensure that:

- Staff will administer first aid and a co- worker will call for an ambulance.
- Co- worker will notify the coordinator giving details of the emergency.
- Coordinator will contact the parents and Committee of Management representative.
- Co-worker will take other children to another part of the building.
- The initial accident report will be completed and forwarded to the Management Team and Responsible Regulations office within 24 hours.

### PROCEDURES - DEATH

#### The staff are responsible to ensure that:

- Staff will administer first aid and a co- worker will call for an ambulance.
- Co- worker will notify the coordinator giving details of the emergency.
- Coordinator will contact the principal (as the most senior person) and Management Team representative.

- Co-worker will take other children to another part of the building.
- Ambulance arrives – continues with resuscitation.
- If police need to be involved they will arrive and question child care staff.
- Documentation- staff members need to document clearly and specifically all details of the emergency in the child accident report.
- In the event of a child's death, a full report must be lodged with the State Government Director General. Staff must have all supporting documentation to concur with the report and prove all precautions had been taken.

## RESPONSIBILITIES

### Management Team:

- The committee will sight all accident reports and ensure that preventative strategies are developed and maintained.

### Coordinator:

- The coordinator will ensure all preventative strategies are put in place and that reporting of an accident or hazard is properly documented. In most cases the coordinator will record the incident details, carry out an investigation and follow through on any recommendations arising from the investigation.
- All serious incidents (involving emergency services) must be reported to the Department of Education and Early Childhood Development – DEECD, by telephone within 24 hours of the incident followed by written notification as soon as practicable.

### Support staff:

- Support staff will report all incidents immediately to the coordinator and provide necessary information to carry out a thorough investigation into the cause.

## TRAUMA

- A death or serious injury at the service can traumatise staff, children and/or parents. Counseling will be made available to the community through appropriate channels.

## ACCIDENT INVESTIGATION

The purpose of an investigation is not to lay blame, though at times the facts may indicate where fault may be found. The purpose is to:

- Learn from the event via careful fact finding.
- Make decisions and take actions to ensure a safer environment.
- Prevent similar accidents from occurring in the future.
- The investigator should be someone who has knowledge of the work and has the ability to communicate with staff.

### Relevant Policies:

[Illness Policy](#)

[Occupational Health and Safety Policy](#)

[Emergency Management Policy](#)

### References:

Quality Practices Guide 1st Edition 2003 – Quality Area 7 – Protective Care and Safety – Principle 7.2 The service promotes a safe environment for the children and staff.

DHS Implementation Guidelines for National Standards for Outside School Hours Care, May 1996

**Date approved: August 2016**

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**To be reviewed: August 2019**

## 8.12 EMERGENCY MANAGEMENT POLICY

### RATIONALE

The personal safety and security of children and staff while attending the service is of primary importance.

### POLICY

Emergency procedures will be known and practiced regularly by staff and children.

Staff will be trained to use necessary equipment i.e. fire extinguishers

The service has written procedures for dealing with emergencies such as:

Dealing with a medical emergency

Dealing with a fire

Dealing with threats to staff or children

Dealing with a bomb threat

Robbery

Intruders

Accident management

The child's well being is of prime concern and if required first aid will be administered immediately by staff to ensure the best outcome.

Every attempt will be made to contain the situation.

Parents will be informed immediately if medical aid or hospitalisation is required.

If parents/guardians cannot be contacted an ambulance will be called by staff.

The department (DEECD) is notified of any serious incident

If required an investigation of the cause will be completed.

The Service will ensure that staff, families and children are provided with counseling services to assist in managing stress or grief associated with a trauma or death.

### PROCEDURES

- An emergency management and evacuation/lockdown plan for the service is to be in a place for all to see and follow in times of emergency.
- The 000 emergency number and Melway reference are placed beside each telephone along with other relevant emergency numbers. Refer to Appendix 8.
- Clifton Springs Primary School OSH program will practice emergency evacuations/lockdown and procedures on a regular basis (minimum of once per term) ensuring all staff and children are familiar with the emergency procedures.
- Procedures are in place to handle harassment and/or threats to children by persons known or unknown.
- Staff will receive training in the proper usage of emergency equipment i.e. fire extinguishers.
- All emergency exits will remain clear and exit signs will be checked regularly to ensure they are in working order.
- On commencement staff will receive a copy of the emergency procedures in the induction manual.
- If an emergency occurs an evaluation will follow to ensure all procedures were in place and were adequate for the occasion.
- If a serious incident occurs (requiring attendance of emergency services) the Department of
- Education and Early Childhood Development (DEECD) must be notified by telephone within 24 hours of the incident, followed by written notification as soon as practicable.



- If a child is involved in an incident or occurrence, staff must ensure that a parent or guardian of that child is notified as soon as practicable.
- 
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**Relevant Policies:**

Accident Policy

**References:**

Quality Practices Guide 1st Edition 2003 – Quality Area 7 – Protective Care and Safety - Principle 7.2 The service promotes a safe environment for the children and staff.

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### 8.13 SUNSMART POLICY

#### RATIONALE

*"It is the ultraviolet radiation (UV) in the sun's rays that causes sunburn and long term skin damage. UV levels begin to rise early in September and stay high until the end of April, so skin should be protected throughout this period, not just summer. UV is not related to temperature so you can still get sunburnt even on cool or cloudy days – in fact most people who get sunburnt do so when the temperature is between 19 and 27oC."*

*Sunsmart Kit – Anti-Cancer Council of Victoria*

A healthy balance of the sun's ultraviolet(UV) radiation exposure is important for health. Too much UV from the sun can cause sunburn, skin damage, eye damage and skin cancer. Australia has one of the highest rates of skin cancer in the world. Over exposure to UV during childhood and adolescence is known to be a major cause of skin cancer.

Sun Protection is needed whenever UV levels reach three and above.

In Victoria average UV levels are three and above from the beginning of September to the end of April. During these months particular care should be taken during the middle of the day between 10am – 3pm when UV levels reach their peak.

#### POLICY

Staff will observe strict health, hygiene and sun protection practices in accordance with relevant government guidelines to minimise risks to themselves and the children.

The goals of the SunSmart Policy are to:

- Ensure that all children and staff maintain a healthy UV exposure balance.
- Encourage the use of a combination of sun protection measures whenever UV index levels reach 3 and above
- Encourage safe UV exposure whenever UV Index levels are below 3.
- Work towards a safe environment that provides shade for children, staff at appropriate times.
- Assist children to be responsible for their own sun protection.
- Ensure that families and new staff are informed of the service's SunSmart Policy.

#### From September to April in Victoria -

- Children and staff use a combination of sun protection measures whenever UV Index levels reach 3 and above.
- Our SunSmart policy is considered when planning all outdoor events e.g. excursions, outside play.

##### 1. Shade

- The availability of shade is considered when planning excursions and all outdoor activities.
- Children are encouraged to use available areas of shade when outside.
- Children who do not have appropriate hats or outdoor clothing shall not be allowed to play outside and must remain inside or play under the shade area adjacent to the OSH room.

##### 2. Clothing

- Children are required to wear clothing that covers as much skin as possible. This includes shirts with collars and longer sleeves, longer style dresses and shorts and rash vests or t.shirts.

**SINGLET TOPS, SHOE STRING TOP DRESSES DO NOT OFFER ENOUGH PROTECTION AND ARE THEREFORE NOT ALLOWED TO BE WORN AT THE SERVICE.**

### **3. Hats**

- Children and staff are required to wear hats that protect their face, neck and ears, e.g legionnaire, broad brimmed or bucket hats, whenever they are outside.

**BASEBALL CAPS DO NOT OFFER ENOUGH PROTECTION AND ARE THEREFORE NOT ALLOWED TO BE WORN AT THE SERVICE.**

### **4. Sunglasses**

- Children and staff are encouraged to wear close fitting, wrap around sunglasses that meet the Australian Standard 1067 (Sunglasses: Category 2,3 or 4) and cover as much of the eye area as possible.

### **5. Sunscreen**

- SPF 30+ broad spectrum, water resistant sunscreen is available for staff and children to use.

**SUNSCREEN IS APPLIED AT LEAST 20 MINUTES BEFORE GOING OUTDOORS AND REAPPLIED EVERY TWO HOURS IF OUTDOORS.**

- Children are reminded to apply sunscreen before going outdoors.

## **PROCEDURE**

**The Coordinator is responsible to ensure that:**

- Relevant information regarding correct health and hygiene practices is made available to the OSHC staff.

**The School Council is responsible to ensure that:**

- There is adequate shade in the playground and to provide additional shade if applicable.

### **Role modeling**

Staff act as role models by:

- Wearing sun protective hats, clothing and sunglasses when outside.
- Applying SPF50+ broad spectrum, water resistant sunscreen
- Seeking shade whenever possible.

**Families act as role models by:**

- Ensuring their children wear sun protective hats, clothing and sunglasses when attending the service.
  - Parents will be asked to sign permission for staff to assist children in applying sunscreen on their child's skin

**The Clifton Springs Primary School OSHC Program:**

- displays the SunSmart policy for parents and staff and discusses it with the children.
- Regularly reinforces SunSmart behaviour through correspondence with families via notice board, displays, program guide and discussions.
- Ensures information about the SunSmart policy is included in parent handbooks and other important documentation sent to families.
  - Information regarding the sunscreen type and brand will be provided to parents on request to assist in the prevention of allergic reactions to the cream.

This policy has been designed in conjunction with the School Sunsmart Policy.

**Relevant Policies:**[Excursion Policy](#)[Occupational Health and Safety Policy](#)[Outdoor Play and Recreation Policy](#)**References:**

Quality Practices Guide 1st Edition 2003 – Quality Area 7 – Protective Care and Safety – Principle 7.2 The service promotes a safe environment for the children and staff.

Anti-Cancer Council of Victoria, 1 Rathdowne Street, Carlton 3053. Phone: 9635 5000

Internet: [www.sunsmart.com.au](http://www.sunsmart.com.au)

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## 8.14 NUTRITION POLICY

### RATIONALE

*"Healthy eating is vital for good health. The major health problems in Australia – such as heart disease and stroke, high blood pressure, some cancers and diabetes (all chronic lifestyle diseases) – are related to poor eating habits. Young children need adequate nutrition for good health and growth.*

*Research indicates that school-aged children's nutritional practices are not ideal. A disturbing number of children are overweight, and many miss breakfast and snack regularly on high-fat, high sugar foods." Page 9*

*"For children to keep up their energy and survive a hectic day at school, they need to eat a variety of foods. The amount of food a child eats will vary according to their age, sex and activity level. Active children require more food. However, the types of foods needed for good health are the same, regardless of age, sex and activity level." page 15*

Eat Smart\*Play Smart – National Heart Foundation of Australia (Victorian Division) 2002

The role of OSHC services is to:

- ensure that children are provided with nutritious balanced snacks
- provide a wide variety of foods
- limit fat, sugar and salt
- provide suitable eating environments
- model good eating behaviors
- discuss foods being eaten

### POLICY

Clifton Springs Primary School OSHC Program will provide nutritious, balanced snacks for children reflecting children's tastes, religious, culture, and health concerns.

### PROCEDURE

**The staff team has the responsibility to ensure that:**

- Nutritious breakfasts and snacks consisting of the five food groups are supplied for all children attending before and after school care.
- Consideration in regard to sugar, fat and salt content of foods is taken into consideration.
- Children have access to water at all times.
- For Pupil Free days a suitable break is arranged to allow snacks and meals to be eaten.
- All meal breaks are monitored by staff to ensure all children eat and drink.
- Children are encouraged to be seated while eating and drinking. Staff will model this behavior by sitting with the children and discussing the food the children are eating along with events of the day.
- The menu is displayed for children and parents to view. The menu considers the cultural and religious beliefs of the children in attendance and presents children with a nutritious and varied menu each week.

- Children are involved in planning the program menu.
- If any child does not have lunch on a Pupil Free Day, the staff will supply a balanced meal for the child, the cost of which will be added to the parents account.
- Be aware of the individual dietary needs of the group. They are also aware of the foods, which cause the child's allergic reaction, allergy free food and the medical procedure and plan for dealing with an allergic reaction.
- 
- Children are to seek permission from staff before they eat food from their school bags so that an assessment can be made on its food safety and nutritional value.
- 
- Prohibited foods (such as soft drink, lollies, chocolate bars, sweet cakes etc) brought into the program by children will be confiscated and will be handed over to the adult who collects the child from the service.
- Special dietary requirements of individual children are met.
- Clifton Springs Primary School OSHC Program maintains a clean and hygienic area for food preparation which meets National Standards for OSHC services.
- Children are encouraged to cook, serve and clean up as part of the program activities.
- Children are educated in necessary safety precautions whilst cooking.
- Children are supervised whilst cooking.
- All staff and children involved in food preparation wash and dry their hands prior to the activity.
- 
- All staff and children wash and dry their hands prior to eating.

**Relevant Policies:**[Hygiene Policy](#)[Food Preparation Facilities Policy](#)**References:**

Quality Practices Guide 1st Edition 2003 – Quality Area 6 – Health, Nutrition and Wellbeing – Principle 6.1 Balanced and healthy eating is promoted by the service.

Heart Foundation, 2002, Eat Smart, Play Smart, A Manual for Out of School Hours Care, Australia  
"Dietary Guidelines for Children and Adolescents in Australia". National Health & Medical Research Council 2003

**Date approved: August 2016****Approved by: School Council****To be reviewed: August 2019**

## 8.15 FOOD PREPARATION FACILITIES POLICY

### POLICY

1. Clifton Springs Primary School OSHC Program will comply with State and Local Authority legislation in relation to all food handling requirements.
2. Clifton Springs Primary School OSHC Program is committed to providing safe and hygienic facilities for the preparation, storage cooking and cooling of children's food.

### PROCEDURES

- Information on correct food preparation procedures will be available to staff.
- The temperature of food will be controlled at all times.
- Food will be fresh and stored to maintain optimum freshness.
- Staff will maintain a high level of personal hygiene
- The environment and equipment will be cleaned regularly.
- Maintenance of all equipment will be undertaken with haste.
- Safe, hygienic facilities for the preparation, storage, heating and cooking of food for children, including a sink, refrigerator and hot and cold running water supply will be accessible to staff.
- Storage of food will be provided for in cupboards that are kept clean and vermin free.
- Staff will ensure that children are supervised when cooking or preparing snacks
- Items that could be considered dangerous will be safely stored. e.g. knives, electrical items.
- The above facilities shall be in a room where the Program usually runs or accessible to the Program.
- Garbage receptacles will contain a lid and will be emptied and cleaned on a daily basis. (National Standards 2.9.3)

#### Relevant Policies:

[Nutrition Policy](#)

[Cleaning and Maintenance Policy](#)

#### References:

Quality Practices Guide 1<sup>st</sup> Edition 2003 – Quality Area 7 – Protective Care and Safety – Principle 7.2 The service promotes a safe environment for the children and staff. Quality Area 6 – Health, Nutrition and Wellbeing - 6.2 Staff implement effective and current food handling and hygiene practices.

DHS – Implementation Guidelines for National Standards for Outside School Hours Care, May 1996 – 2.7 Food

Eat Smart\*Play Smart – National Heart Foundation of Australia (Victorian Division) 2002

Local Government for classification and registration.

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## **8.16 BIRDS/ ANIMALS POLICY**

### **POLICY**

Animals kept on the premises shall be maintained in a clean and healthy condition and will in no way be detrimental to the well being of the children.

### **PROCEDURES**

**Staff are responsible to ensure that:**

- Animal enclosures are cleaned regularly with particular attention given to the safe and correct disposal of animal waste. Animal health is closely monitored and where necessary, the animal checked by a veterinary surgeon.
- They check for any child with allergies that relate to animals and ensure that the needs of the child are paramount.
- They check with Local Council for any registration requirements and number and type of pets they may keep.

### **Relevant Policies:**

[Children's Individual Medical Plan Policy](#)

### **References:**

DHS – Implementation Guidelines for National Standards for Outside School Hours Care, May 1996

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## **8.17 TRANSPORT POLICY**

### **POLICY**

Grovedale West Primary School OSHC Program will ensure any child, while in transit, will be safe.  
Clifton Springs

### **PROCEDURES**

#### **The Management Team will ensure that:**

- When hiring transport, the service will ensure insurance policies are in place.
- Where seat belts are provided all children and staff are required to wear them.
- Drivers will hold appropriate licenses.
- When children are transported from their school to the venue by taxi, the children will be supervised at their school by school staff while waiting to be collected.
- When the children are delivered to the venue appropriate paperwork will be completed to acknowledge their arrival.
- Children, when in transit on excursions, will be supervised by service staff. Bus drivers are not included in the staff ratio at the service.
- A breakdown contingency plan has been developed to ensure the safety of children and staff in the event that the transport arrangements breakdown.
  - This plan involves:
    - Contacting the bus company for assistance or a back up bus if applicable.
    - Reassuring children and keeping them occupied.
    - Contacting a member of the management team to notify them of situation.

#### **Relevant Policies:**

#### **References:**

DHS – Implementation Guidelines for National Standards for Outside School Hours Care, May 1996

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**To be reviewed: August 2019**

## 8.18 VENUE POLICY

### POLICY

The personal safety and security of children, staff and parents/guardians/authorised persons while at the service is of primary importance. To ensure this safety, the service will provide a safe and secure environment.

### PROCEDURES

**The Management Team has a responsibility to ensure that:**

- The venue, grounds, and all equipment and furnishings used by the service are maintained in a safe, clean, hygienic condition and in good repair at all times.
- Facilities remain vermin free.
- Appropriate heating, ventilation and lighting both indoors and outdoors is provided.
- Heating and cooling units will be adequately guarded and positioned so as not to threaten the children's safety.
- Emergency exits are clearly identified.
- Hazard reports are available for staff to notify of any dangerous broken or damaged equipment and/or repairs and hazards at the venue.
- A list of appropriate emergency telephone numbers is available for staff to contact should there be damage to or repairs needed at the venue.
- Fire safety equipment is accessible to staff at all times.
- A telephone is accessible to the service at all times for incoming and outgoing calls and on excursions.

**The staff have a responsibility to ensure that:**

- Safe designated play areas are allocated and enforced.
- No access to pools or wading pools will be permitted unless children are supervised with correct staff: child ratios.

Safety checks are carried out on a regular basis in the OSHC room, outside play area and all equipment. If a problem is identified it is expected that the staff member deals with it immediately by removing the item where possible or making it inaccessible to children if not. Staff are then required to report the fault/damage for repair by filling out the Hazard Alert Register and informing the Co-ordinator (OH&S representative)

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### Relevant Policies:

[Security Policy](#)

[Facilities Available Policy](#)

### References:

Quality Practices Guide 1<sup>st</sup> Edition 2003 - 2002 – Quality Area 7 – Protective Care and Safety – Principle 7.2 The service promotes a safe environment for the children and staff.

DHS – Implementation Guidelines for National Standards for Outside School Hours Care, May 1996

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## 8.19 SECURITY POLICY

### POLICY

Clifton Springs Primary School OSHC Program considers the safety of staff and children using the service to be paramount.

### PROCEDURE

- A systematic procedure is in place for checking the safety of building, grounds and equipment on a regular basis.
- Clifton Springs Primary School OSHC Program will have access to a phone at all times. For single model services (Before School Care) a mobile or cordless phone should be carried by the staff member at all times.
- Two staff will always be on duty together (After School Care).
- There are specific Safety and Security guidelines relating to the Before School Care Program when it is operated as a single staff model. (When less than 15 children are in attendance) See appendix 9 for these guidelines.
- Staff will position themselves to ensure maximum supervision at all times.
- A head count of children is undertaken throughout the session and checked against the sign in and out register.
- Children are required to notify staff and to go in pairs when proceeding to the toilets
- The venue is secure and a closing routine is undertaken when leaving the premises.
- The premises are checked at the end of the day to ensure that all children have been collected.
- No staff will remain on the premises alone at the end of the day.
- Adequate lighting will be provided during the winter months to ensure the safe arrival and departures to and from the service for parents, children and staff.

### Relevant Policies:

[Venue Policy](#)

[Facilities Available Policy](#)

[Cleaning and Maintenance Policy](#)

### References:

Quality Practices Guide 1st Edition 2003 – Quality Area 7 – Protective Care and Safety - 7.2 The service promotes a safe environment for the children and staff.

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**To be reviewed: August 2019**

## **8.20 CLEANING AND MAINTENANCE POLICY**

### **POLICY**

The provision of a clean and well-maintained facility is essential in ensuring that parents and children using the service are provided with a high quality service.

### **PROCEDURE**

- A list of cleaning duties is prepared by staff at meetings
- Expectations of the cleaning contract are documented
- The indoor and outdoor facilities are to be regularly checked for cleanliness and safety
- All toilets are cleaned regularly.
- Staff will ensure food preparation areas are not used for other purposes.
- Environmentally friendly cleaning products are used where appropriate.

### **Relevant Policies:**

[Venue Policy](#)

[Food Preparation Facilities Policy](#)

[Storage of Dangerous Products Policy](#)

### **References:**

Quality Practices Guide 1st Edition 2003

DHS – Implementation Guidelines for National Standards for Outside School Hours Care, May 1996

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## 8.21 STORAGE OF DANGEROUS PRODUCTS POLICY

### POLICY

1. The Service will store all dangerous products in a lockable cupboard/ cabinet.
2. Less toxic products will be selected for cleaning and other purposes where appropriate.
3. All staff will be trained in the storage, preparation and first aid of all dangerous products held at the Service.

### PROCEDURES

#### Management and staff have a responsibility to ensure that:

- When purchasing cleaning and other dangerous supplies, consideration is made to the purpose of the product, health and regulatory requirements and alternative products.
- Material data safety sheets are obtained for all chemicals stored on the premises.
- Material data safety sheets are easily accessible and known to staff, for all chemicals stored on the premises.

#### Staff have a responsibility to ensure that:

- Lockable cabinets and cupboards are used for cleaning materials, disinfectants, flammable, poisonous and other dangerous substances, tools, toiletries, first aid equipment and medication.
- Storage cabinets/cupboards are appropriately labeled 'chemical storage' or 'first aid' and contain warning signs.
- All chemicals and dangerous products are returned to the lockable cabinet immediately after use.
- All chemicals, medications and dangerous substances are stored in their original containers.
- Hazardous machinery, chemicals and activities which are likely to cause potential danger to children are not to be used or undertaken while the Service is in operation.
- If poisoning does occur a staff member will telephone the Poisons Information Centre, Royal Children's Hospital on 13 11 26 immediately for first aid advice.
- The telephone number of the Poisons Information Centre is posted on or beside every telephone in the facility.

#### Relevant Policies:

[Accidents Policy](#)

[Medication Policy](#)

[Cleaning and Maintenance Policy](#)

[Occupational Health and Safety Policy](#)

[Emergency Management Policy](#)

#### References:

Draft Quality Practices Guide for Outside School Hours Care – Edit 16 December 2002 – Quality Area 7 – Protective Care and Safety – Principle 7.2 The service promotes a safe environment for the children and staff.

DHS – Implementation Guidelines for National Standards for Outside School Hours Care, May 1996, 1.4 Storage Facilities.

Poisons Information Centre, Royal Children's Hospital, Melbourne phone: 13 11 26

**Date approved: August 2016**

**Approved by: School Council**

**To be reviewed: August 2019**

## 8.22 SMOKE FREE ENVIRONMENT POLICY

### POLICY

Clifton Springs Primary School OSHC Program operates in a smoke-free environment as per National Standards.

### PROCEDURES

- Procedures will be put in place if a staff member does smoke, to maintain the staff: child ratios, and abide by the above policy.
- Non-compliance will result in disciplinary action in accordance with industrial protocols.
- Signs are posted to notify that it is a smoke free environment
- Staff may smoke in the following areas:

Off school grounds

#### Relevant Policies:

[Health of Staff Policy](#)

#### References:

Quality Practices Guide 1<sup>st</sup> Edition 2003 – Quality Area 7 – Protective Care and Safety – Principle 7.2 The service promotes a safe environment for the children and staff.

DHS – Implementation Guideline for National Standards for Outside School Hours Care, May 1996 – pg 19 – 2.10.5

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## POLICY NO. 8.23 WATER POLICY

#### Source Material

NSW Government [www.safewaters.nsw.gov.au](http://www.safewaters.nsw.gov.au)

National Education and Care Services Regulations 2011

ACECQA National Quality Framework Resource Kit

#### Policy Statement

Children need opportunities to develop their understanding of the natural environment. Experiences with water, from visiting natural environments to water play at will encourage active exploration and discovery of the environment. Knowledge of potential hazards associated with water will assist the care provider to provide a safe, stimulating care environment for children.

#### Rationale

We developed this policy to ensure that no water hazards are kept around children. Drowning and near drowning is an obvious hazard associated with water (more than 100 children drown in Australia each year).

#### Aims

For children who attend Clifton Springs Primary School Out of School Hours Care to be protected from hazards.

#### Potential Hazards and Strategies for Water Safety

*Drowning hazards for young children include:*

Soaking buckets: These will be kept inaccessible to the children, such as in the laundry sink

Sinks: These will be supervised at all times when in use

Baths/Shower: The taps/shower head is moved appropriately out of the way at all times. Bathroom is supervised to ensure this not used

Mop buckets: These are emptied immediately after use

Water troughs and water play containers: These are emptied immediately after use.

During the use of the water troughs, the children are supervised.  
 Other water hazards include and must be made inaccessible to children at all times.  
 The effects of hot liquid on young children's skin are well known, and strategies for prevention of scalds and burns must include making hot water taps as safe as possible.  
 Staff and parents will not carry hot drinks near or in the classrooms or outdoor environments when there are children present.  
 A detailed risk minimisation plan will be completed for all excursions involving water.  
 Added January 2014.

## Clifton Springs PS OSHC Children's Services Medical Conditions Policy 8.24

### Policy Statement:

Clifton Springs PS OSHC is committed to supporting all children to be safely involved in programs regardless of their medical needs. The health and safety of all persons entering our Children's Services, is of paramount importance to us and it is understood that there is a shared legal responsibility, commitment and accountability by all persons to implement our Service's Medical Conditions Policy.

### Objective:

Staff and educators will work with families to minimise the risk of exposure to children of foods, and other substances, which are known common triggers of severe allergy or anaphylaxis in children or which are identified triggers for specific children within their care. Staff and educators will ensure that any medical conditions that they are notified of are managed appropriately and in accordance with any medical management plan provided.

### Procedures:

#### The Services Management will:

- Ensure that we meet the requirements of the Education and Care Services National Law and Regulations with one Approved Anaphylaxis Management Trained, Approved Emergency Asthma Management and First Aid Qualified educator, and that the training is updated regularly.
- During the enrolment process seek information about any specific health care need, allergy or relevant medical condition that a child may have. This information will then be communicated verbally and in writing (Current Medical Management Plan specific to the child will be required) to all educators and staff caring for the child.
- Encourage ongoing communication with families in regards to medical status of children.
- Conduct regular assessments of the day to day management of the service to ensure that the risk of exposure to relevant allergens is being minimised.
- On enrolment provide access to the Medical Conditions Policy to all families.
- Provide access to the Medical Conditions Policy to all adults engaged as Educators, staff, students and/or volunteers at the centre
- Develop a risk minimisation plan for when a child with an identified medical condition is in the centre, in consultation with families, educators and staff. This will include where the medical management plan is to be located, where medication is kept, how medication is maintained within expiry date, means of communication to any new staff within the child's room or within the food preparation area, procedure to be applied in relation to managing the risk on excursions. This plan should be documented and signed by the senior educator and the family and retained on file.
- Ensure that **practices for the self-administration of medication** for children over pre-school age include:
  - ✗ Authorisation for the child to self-administer medication is recorded in the administration of medication record for the child.
  - ✗ Any medication must be given to service staff or educators for storage purposes
  - ✗ When medication is required for self-administration, staff or educators will provide the medication to the child.
  - ✗ Self-administration of medication for children over pre-school age must take place under the supervision of service staff or educators (it must be witnessed by a second staff member)
  - ✗ The self-administration of medication must be documented as per Administration of Medication Policy.
- Where a child has been diagnosed as at risk of anaphylaxis, a notice stating this must be displayed at the service.

#### Clifton Springs PS OSHC Educators will:

- Adhere at all times to the current OSHC Medication Policy and Procedures and the OSHC Medical Conditions Policy
- Administer prescribed medication in accordance with the Administration of Medication form and/or the Medical Management plan (authorised by a registered health care professional) provided to the Centre by the family or, in the case of an adult with an identified medical condition, that individual.
- Adhere to the terms and requirements of the Medical Conditions Communication Plan agreed to between the Centre and the family or, in the case of an adult with an identified medical condition, that individual, their registered health care professional (where applicable) and/or any external organisation specialising in the treatment and care of individuals with the identified medical condition (with permission from the authorised guardian noted on the enrolment form)
- Develop a communications plan for staff members, educators and families.
- Children with specific health care needs, allergies or relevant medical conditions may not be left at the service without their medication.
- Display emergency contact phone numbers by the telephone.
- In the situation where a child who has not been diagnosed as having a medical condition but appears to be suffering from an acute medical condition staff and educators will:
  - Call an ambulance 000
  - Commence first aid measures
  - Contact parents
  - If parents cannot be contacted then contact emergency contacts

**Legal Guardian's responsibilities**

- Ensure that appropriate information regarding their child's medical condition and medication is provided to the Centre at enrolment or upon diagnosis of the medical condition
- Convey clear information to Educators regarding details of the medical condition, known triggers (if appropriate) and provision of a medical management plan for long term illnesses, allergies and reactions that may require medication. Medical management plans must be completed and signed by your registered health care professional. These plans must be updated annually or earlier as necessitated by the condition and any treatment changes.
- Medications must be labelled appropriately and carry a registered health practitioner or pharmacist label indicating child's name, administration instructions and appropriate storage instructions. If equipment is required to dispense medication appropriately this must also be labelled with the child's name and accompany the medication.
- Provision of all medications required to accompany a child suffering a medical condition as noted in their Medical Management Plan and removal of such medication from their child's bag upon entry to the service ensuring that medications are handed to a member of staff for safe storage
- Involvement in the development of an appropriate risk minimisation plan for their child
- Involvement in the development of an appropriate communication plan

**Responsibilities of an adult with a known Medical Condition**

- Ensure all appropriate information regarding the medical condition is recorded by a registered health practitioner and/or pharmacist and provided to the Director/ Nominated Supervisor upon diagnosis of the medical condition or engagement with the service.
- Convey clear information to the Coordinator/ Nominated Supervisor regarding details of the medical condition, known triggers (if appropriate) and provision of a medical management plan for long term illnesses, allergies and reactions that may require medication, completed and signed by your registered health care professional. This plan is to be updated annually or earlier as necessitated by the condition or any change to treatment.
- Medications must be labelled appropriately and carry a registered health practitioner or pharmacist label indicating persons name, administration instructions and appropriate storage instructions. If equipment is required to dispense medication appropriately this must also be labelled with the persons name and accompany the medication
- Provision of all medications required to accompany an individual suffering a medical condition as noted in the Medical Management Plan and storage of any bag containing such medication or equipment in an area not accessible to children with advice provided to the Director/ Co-workers of the location of such medication and equipment.
- Involvement in the development of an appropriate risk minimisation plan for themselves
- Involvement in the development of an appropriate communication plan

**Managing the Medical Condition of Children at Risk of Anaphylaxis**

All Families of a child at risk of anaphylaxis will be provided with a copy of the Clifton Springs PS OSHC Medical Conditions Policy including severe allergy and anaphylaxis, asthma and diabetes.



Children requiring an Adrenalin Pen cannot be left at the service without an Adrenaline Pen. Families must supply the service with a complete Adrenaline Pen Kit and an Anaphylaxis Action Plan completed by a medical practitioner.

The Adrenaline Pen kit is to be kept in a designated place known to staff and it must be within the storage and use by date as required by manufacturer.

Adrenaline Pen is stored in a container in a location easily accessible to adults, inaccessible to children and away from direct sources of heat.

Anaphylaxis action plans are to be displayed in a prominent position. Families will need to notify the service if there are changes to the plan and provide an updated and signed action plan.

The service's procedure for the management of anaphylaxis is in place and all staff/educators (where applicable) understand the procedure.

Parent/guardian's current contact details are available from a designated location known to staff.

Information regarding any other medications or medical conditions (eg asthma) is available to staff.

Some common triggers of Anaphylaxis include food, bites and stings, medication and other (including latex and exercise induced).

#### **In relation to the child at risk from food related allergies:**

- Practical strategies to avoid known triggers including;

✗ The daily notation of known triggers in the Centre's entrance for a child or adult in attendance at the centre

✗ Strict adherence to a "nut-free" environment, including food brought from home, fund raising foods available for purchase and education of Centre stakeholders in hygiene procedures to minimise exposure to known allergens

✗ Notification of Canteen staff and educators of the presence of an anaphylactic person within the Centre

✗ Strict compliance with food preparation and segregation requirements

✗ Strict adherence to the Centre's Food Handling Policies and Procedures, Nutrition Policies and Mealtime Procedures

✗ Age appropriate education of children

✗ A child at risk from food related allergies should only eat food that has been specifically prepared for him/her. Where the service is preparing food for the child, ensure that it has been prepared according to the Family and GP instructions.

✗ There should be no trading or sharing of food or food utensils with this child.

✗ In some circumstances it may be appropriate that a highly allergic child does not sit at the same table when others consume food or drink containing or potentially containing the allergen.

However, children with allergies should not be separated from all children and should be socially included in all experiences.

#### **In relation to other practices at the service:**

- Ensure tables, bench tops and chairs are washed down after eating.
- Ensure hand washing for all children and Educators upon arrival at the service, before and after eating.
- Restrict use of food and food containers, boxes and packaging in crafts, cooking and science experiments, depending on the allergies of particular children.
- Staff should discuss the use of foods in experiences such as cooking with families/guardians.
- All staff are trained in measures to prevent cross contamination between foods during the handling, preparation and serving of food – such as careful cleaning of food preparation areas and utensils.

#### **In relation to the child at risk from bite and sting allergies:**

- Staff and educators carry out risk assessment of play spaces to minimise exposure to known triggers.
- Children will be supervised at all times.

#### **Managing the Medical Condition known as Asthma**

To facilitate effective care for a child with asthma, Clifton Springs OSHC staff & educators should:

- Ensure families provide updated information on the child's health, medications, allergies, their doctor's name, address and phone number, emergency contact names and phone numbers and an Asthma Action Plan Or Management Plan approved by their doctor, on enrolment and prior to the child starting in the service, or when the child is diagnosed, or when changes to their asthma/treatment occurs.

- Ensure appropriate Administration of Medication forms are signed.

- Be aware of aspects of the indoor environment that may be triggers for asthma in children, which include:

✗ dust mites, gardens/pollen, mould, chemicals, animals, air pollution, bush fires, colds and flu, diet/food, emotions, exercise, heating/air conditioning, medications, stress, weather/thunderstorms.

- Reduce exposure of children to indoor allergens by:

✗ regularly vacuuming and shampooing carpets, rugs and upholstered furniture, cushion covers,

throw rugs and washing fluffy toys;

- ✗ regularly cleaning blankets
- ✗ treating and preventing growth of mould (when using chemical sprays such as pesticides and cleaning agents, spray when children are not present in the immediate vicinity);
- ✗ controlling pest infestations;
- ✗ minimising keeping pets indoors and ensuring they are in a clean and healthy condition; and
- ✗ using dust resistant furniture covers.
- ✗ wet dusting window sills, doors and shelving regularly.

**\*\* In any case where a child is having an acute asthmatic attack the following steps should be followed:**

- Administer first aid or medical treatment according to either:
  - ✗ emergency Asthma First Aid Plan,
  - ✗ the child's Asthma Action Plan or Medical Management Plan, or,
  - ✗ a doctor/ paramedic's instructions.
- Dial 000 for an Ambulance and notify the families in accordance with the Services Policy and Procedures
- Staff/educators must inform the nominated supervisor if they administer first aid.

#### **Managing the Medical Condition known as Diabetes**

In consultation with parents and registered health practitioners, Clifton Springs OSHC staff and educators will;

- Obtain a Diabetes Action Plan, authorised by a registered health practitioner and containing the following information;
- A clear photo of the sufferer
- Documentation of significant blood sugar level symptoms (hypo-glycaemic or hyper-glycaemic)
- Documentation of any first aid response including any prescribed medication
- Identification and contact details of the registered health practitioner who completed the form
- When a sufferer is identified, educators and staff employed at the Clifton Springs OSHC Service should be taught to recognise the risk, understand risk mitigation actions, know what actions to undertake in the case of a sufferer experiencing high or low blood sugar reactions and instruction in the administration of glucagon.
- Record all incidences of low or high blood sugar reactions, including those requiring medical intervention on the appropriate Illness, Injury, Incident or Trauma form duly signed by the supervising Educator and the legal guardian of the child
- Allow additional trips to the toilet
- Allow the sufferer to eat as required regardless of Centre routines
- Encourage age appropriate education of children

#### **Managing a known medical condition and undiagnosed conditions**

To facilitate effective care for a child with any known medical condition Clifton Springs OSHC staff & educators should:

- Ensure families provide information, on enrolment and prior to the child commencing care, about the child's health, medications, medical condition, allergies, their doctor's name, address, phone number, emergency contact names and phone numbers, and any relevant Action Plan or Medical Management Plan approved by their doctor. Families should be made aware that this information needs to be updated for any new medical diagnosis or changes to the condition/treatment of their child during their period of enrolment at the service.
- Ensure written consent has been given for the administration of any medications.
- Ensure policies and procedures are adhered to when administering medication and first aid treatment in emergencies.
- Where a specific condition is diagnosed families must supply a written Medical Management Plan for the child prior to their attendance at the service. This should include:
  - ✗ signs & symptoms to be aware of,
  - ✗ any specific monitoring required,
  - ✗ any specific medication/treatment required,
  - ✗ what action to take in the event of a medical emergency, including emergency contacts for the child's doctor and family, or what first aid to give.
  - ✗ what meals and snacks are required including food content, amount and timing,
  - ✗ what activities and exercise the child can or cannot do, and
  - ✗ whether the child is able to go on excursions and what provisions are required.
- In an emergency involving a child with any known medical condition dial 000 for an ambulance and

notify the family and administer first aid or emergency medical aid according to the child's Action Plan, Medical Management Plan or a doctor's/paramedics instructions

For further information on specific medical conditions contact Royal Children's Hospital at:

[www.rch.org.au/](http://www.rch.org.au/)

**Related Policies and Procedures:**

- First Aid Policy
- Child Health and Wellbeing Policy
- Medication Policy

**Standards/ Legislation/References:**

Educational and Care Services National Regulations, 2011

Education and Care Services National Law Act, 2012

National Quality Standards: Quality Area 2

Created 30/12/2013 Approved by Clifton Springs PS School Council

Review date 30/12/2014

8.25

## Child Safe Environment Policy

Mandatory – Quality Area 2

### PURPOSE

This policy will provide a clear set of guidelines and procedures to ensure:

- all children attending CLIFTON Springs PS OSHC are provided with a safe environment
- all reasonable steps are taken by the Approved Provider, educators and staff to ensure the health, safety and wellbeing of children attending the service
- timely and effective intervention for children and young people who may be at risk of abuse or neglect.

### POLICY STATEMENT

#### 1. VALUES

Clifton Springs PS OSHC has a moral and legal responsibility to ensure that all children are safe in their care, and will provide training, resources, information and guidance to support this.

Clifton Springs PS OSHC is committed to:

- ensuring that the health, safety and wellbeing of children at the service is protected at all times while also promoting their learning and development
- ensuring a non-smoking environment
- fulfilling its duty of care (refer to *Definitions*) obligations under the law by protecting children from any reasonable, foreseeable risk of injury or harm
- ensuring that people caring for children at the service act in the best interests of the child, and take all reasonable steps to ensure the child's safety and wellbeing at all times
- supporting the rights of all children to feel safe, and be safe, at all times
- developing and maintaining a culture in which children feel valued, respected and cared for
- encouraging active participation from parents/guardians and families at the service, and ensuring that best practice is based on a partnership approach and shared responsibility for children's health, safety, wellbeing and development
- promoting children's development and wellbeing.

#### 2. SCOPE

This policy applies to the Approved Provider, Nominated Supervisor, Certified Supervisor, educators, staff, students on placement, volunteers, parents/guardians, children and others attending the programs and activities of Clifton Springs PS OSHC

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### 3. BACKGROUND & LEGISLATION

#### Background

"Every child has the right to live a full and productive life. It is up to all of us to ensure our children grow up in environments that build confidence, friendship, security and happiness, irrespective of a person's family circumstances and background" (*Protecting the safety and wellbeing of children and young people – refer to Sources*). The protection of children, one of the most vulnerable groups in society, is a shared community responsibility and involves ensuring that all children are safe, their needs are met and the possibility of child abuse is minimised.

The *Children, Youth and Families Act 2005* (CYFA) provides the legislative basis for the provision of services to vulnerable children, young people and their families, and places children's best interests at the heart of decisionmaking and service delivery. Under the *Education and Care Services National Regulations 2011*, the Approved

Provider must ensure that all educators and staff are familiar with current policies and procedures with regard to child protection, including state and territory legislative responsibilities and their obligations under these laws (Regulation 84).

Early childhood educators, in daily contact with children and their families, are well placed to observe when a child appears to be at risk of harm arising from abuse or neglect. Services have a duty of care (refer to *Definitions*) to act immediately to protect and preserve the safety and wellbeing of the children in their care. Any person who believes, on reasonable grounds, that a child is in need of protection may report their concerns to Child Protection (refer to *Definitions*) (*Protecting the safety and wellbeing of children and young people* – refer to *Sources*).

The *Education and Care Services National Law Act 2010* and the *Education and Care Services National Regulations 2011* require that approved services protect children from any harm and hazards, and to adequately supervise children at all times. Adult supervision is a key factor in creating and maintaining child safe environments. Active supervision together with risk minimisation strategies can prevent or reduce the risk of injury to children.

Risk minimisation strategies, supported by clear policies and procedures for specific areas of child safety will help ensure the environment and practices at the service are child safe. Policies and procedures must be developed in relation to all matters specified in Regulation 168(2), including emergency and evacuation, water safety, sun protection, delivery and collection of children, and incident, injury, trauma and illness. Risks in the child's physical environment can be minimised by ensuring the safety of buildings, grounds, equipment, materials and furniture used at the service, and the safe storage and use of dangerous substances such as cleaning products and chemicals.

#### Legislation and standards

Relevant legislation and standards include but are not limited to:

- *Children, Youth and Families Act 2005* (Vic), as amended 2011
- *Child Wellbeing and Safety Act 2005* (Vic), as amended 2012
- *Charter of Human Rights and Responsibilities Act 2006* (Vic), as amended 2011
- *Education and Care Services National Law Act 2010* (Vic): Sections 165, 166, 167
- *Education and Care Services National Regulations 2011* (Vic): Regulations 84, 85, 86, 99, 100, 101, 102, 168(2)(h)
- *Family Law Act 1975* (Cth), as amended 2008 and 2011
- *National Quality Standard*, Quality Area 2: Children's Health and Safety
  - o Standard 2.3: Each child is protected
    - § Element 2.3.1: Children are adequately supervised at all times
    - § Element 2.3.2: Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury
    - § Element 2.3.4: Educators, co-ordinators and staff members are aware of their roles and responsibilities to respond to every child at risk of abuse and neglect

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- *National Quality Standard*, Quality Area 3: Physical Environment
  - o Standard 3.1: The design and location of the premises is appropriate for the operation of a service
    - § Element 3.1.1: Outdoor and indoor spaces, buildings, furniture, equipment, facilities and resources are suitable for their purpose
    - § Element 3.1.2: Premises, furniture and equipment are safe, clean and well maintained
- *National Quality Standard*, Quality Area 7: Leadership and Service Management
  - o Standard 7.1: Effective leadership promotes a positive organisational culture and builds a professional learning community
    - o Element 7.1.5: Adults working with children and those engaged in management of the service or residing on the premises are fit and proper
- *Occupational Health and Safety Act 2004* (Vic)
- *Working with Children Act 2005* (Vic)
- *Working with Children Regulations 2006* (Vic)

## 4. DEFINITIONS

The terms defined in this section relate specifically to this policy. For commonly used terms e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc. refer to the *General Definitions* section of this manual.

**Abuser:** A person who mistreats and/or harms a child or young person.

**Abuse:** (In the context of this policy) refers to physical and/or emotional mistreatment, and/or lack of care of the child. Examples include sexual abuse, the witnessing of family violence and any non-accidental injury to a child.

**Bullying:** Repeated verbal, physical, social or psychological behaviour that is harmful and involves the misuse of power by an individual or group towards one or more persons. Bullying occurs when one or more people deliberately and repeatedly upset or hurt another person, damage their property, reputation or social acceptance.

**Child:** In Victoria, under the *Children, Youth and Families Act 2005*, a child or young person is a person under 18 years of age.

**Child abuse:** An act or omission by an adult that endangers or impairs a child's physical and/or emotional health and development. Child abuse can be a single incident but often takes place over time. Abuse, neglect and maltreatment (refer to *Definitions*) are generic terms used to describe situations in which a child may need protection. Child abuse includes any and all of the following:

- **Physical abuse:** When a child suffers or is likely to suffer significant harm from an injury inflicted by a parent/guardian, caregiver or other adult. The injury may be inflicted intentionally, or be the consequence of physical punishment or the physically aggressive treatment of a child. Physical injury and significant harm to a child can also result from neglect by a parent/guardian, caregiver or other

adult. The injury may take the form of bruises, cuts, burns or fractures, poisoning, internal injuries, shaking injuries or strangulation.

- **Sexual abuse:** When a person uses power or authority over a child, or inducements such as money or special attention, to involve the child in sexual activity. It includes a wide range of sexual behaviour from inappropriate touching/fondling of a child or exposing a child to pornography, to having sex with a child<sup>3</sup>.
- **Emotional and psychological abuse:** Involves continuing behaviour by adults towards children, which erodes social competence or self-esteem over time<sup>4</sup>. It occurs when a person engages in inappropriate behaviours, such as rejecting, ignoring, threatening or verbally abusing a child, or allowing others to do so (Office of the Child Safety Commissioner (OCSC), Victoria).

- **Racial, cultural and religious abuse:** Conduct that demonstrates contempt, ridicule, hatred or negativity towards a child because of their race, culture or religion (OCSC).

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**Child FIRST:** A Victorian community-based intake and referral service linked with Family Services. Child FIRST ensures that vulnerable children, young people and their families are effectively linked to relevant services, including Child Protection ([www.cyf.vic.gov.au/family-services/child-first](http://www.cyf.vic.gov.au/family-services/child-first)).

**Child sex offender:** Someone who sexually abuses children, and who may or may not have prior convictions.

**Child protection:** The term used to describe the whole-of-community approach to the prevention of harm to children. It includes strategic action for early intervention, for the protection of those considered most vulnerable and for responses to all forms of abuse.

**Child Protection Service** (also referred to as Child Protection): The statutory child protection service provided by the Victorian Department of Human Services, to protect children and young people at risk of abuse and neglect. This service also works closely with Family Services (including Child FIRST) to support the assessment and engagement of vulnerable children and families in community-based services ([www.cyf.vic.gov.au/childprotection-family-services/home](http://www.cyf.vic.gov.au/childprotection-family-services/home)).

**Code of conduct:** A set of rules or practices that establish a standard of behaviour to be followed by individuals and organisations. A code of conduct defines how individuals should behave towards each other, and towards other organisations and individuals in the community (refer to *Code of Conduct Policy*).

**Disclosure:** (In the context of this policy) refers to a statement that a child or young person makes to another person that describes or reveals abuse.

**Domestic/family violence:** The repeated use of violent, threatening, coercive or controlling behaviour by an individual against a family member(s) or someone with who they have or have had an intimate relationship, including carers.

**Duty of care:** A common law concept that refers to the responsibilities of organisations to provide people with an adequate level of protection against harm and all reasonable foreseeable risk of injury. In the context of this policy, duty of care refers to the responsibility of education and care services to provide children with an adequate level of care and protection against foreseeable harm and injury.

**Maltreatment:** (In the context of this policy) refers to physical and/or emotional mistreatment, and/or lack of care of the child. Examples include sexual abuse, the witnessing of family violence and any non-accidental injury to a child.

**Mandatory reporting:** The legal obligation of certain professionals and community members to report when they believe, on reasonable grounds, that a child is in need of protection from harm.

A broad range of professional groups are identified in the CYFA as 'mandatory reporters'. Mandated staff members must make a report to Child Protection as soon as is practicable after forming a belief, on reasonable grounds, that a child or young person is in need of protection from significant harm as a result of physical injury or sexual abuse, and the child's parents/guardians are unwilling or unable to protect the child (*Protecting the safety and wellbeing of children and young people* – refer to *Sources*).

To have reasonable grounds to believe a child is in need of protection, a mandatory reporter should believe both that there is risk of significant harm as a result of physical injury or sexual abuse, and that the parents/guardians are unwilling or unable to protect the child (Sections 162(c)(d) and 184 of the *Children, Youth and Families Act 2005* (amended in 2011)). Section 182 of the *Children, Youth and Families Act 2005* (amended in 2011) lists those who are mandated to report.

Mandatory reporters must report the abuse/neglect to:

- police, by calling 000, if the offence requires immediate police attention, or
- Child Protection authorities, if they suspect, on reasonable grounds, that a child is suffering abuse or neglect, or wish to discuss their concerns about a child or young person.

**Neglect:** The failure to provide a child with the basic necessities of life, such as food, clothing, shelter, medical attention or supervision, to the extent that the child's health and development is, or is likely to be, significantly harmed (Victorian Department of Human Services).

**Negligence:** Doing, or failing to do something that a reasonable person would, or would not do in a certain situation, and which causes another person damage, injury or loss as a result.

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**Notifiable complaint:** A complaint that alleges a breach of the Act or Regulation, or alleges that the health, safety or wellbeing of a child at the service may have been compromised. Any complaint of this nature must be reported by the Approved Provider to the secretary of DEECD within 24 hours of the complaint being made (Section 174(2)(b), Regulation 176(2)(b)). If the Approved Provider is unsure whether the matter is a notifiable complaint, it is good practice to contact DEECD for confirmation. Written reports to DEECD must include:

- details of the event or incident
- the name of the person who initially made the complaint
- if appropriate, the name of the child concerned and the condition of the child, including a medical or incident report (where relevant)

- contact details of a nominated member of the Grievances Subcommittee/investigator
- any other relevant information.

Written notification of complaints must be submitted using the appropriate forms, which can be found on the ACECQA website: [www.acecqa.gov.au](http://www.acecqa.gov.au)

**Offender:** A person who mistreats and/or harms a child or young person.

**Perpetrator:** A person who mistreats and/or harms a child or young person.

**Reasonable grounds:** A person may form a belief on reasonable grounds that a child or young person is in need of protection after becoming aware that the child or young person's health, safety or wellbeing is at risk and the child's parents/guardians are unwilling or unable to protect them. There may be reasonable grounds for forming such a belief if:

- a child or young person states that they have been physically or sexually abused
- a child or young person states that they know someone who has been physically or sexually abused (sometimes the child may be referring to themselves)
- someone who knows the child or young person states that the child or young person has been physically or sexually abused
- a child shows signs of being physically or sexually abused (see details in Appendix 2 of *Protecting the safety and wellbeing of children and young people* – refer to *Sources*)
- the person is aware of persistent family violence or parental substance misuse, psychiatric illness or intellectual disability that is impacting on the child or young person's safety, stability or development
- the person observes signs or indicators of abuse, including non-accidental or unexplained injury, persistent neglect, poor care or lack of appropriate supervision
- a child's/young person's actions or behaviour may place them at risk of significant harm and the parents/guardians are unwilling or unable to protect the child.

**Voluntary (non-mandated) notification:** A notification to the Child Protection Service by a person who believes that a child is in need of protection. Section 183 of the *Children, Youth and Families Act 2005* (amended in 2011) states that any person who believes, on reasonable grounds, that a child is in need of protection, may notify a protective intervener of that belief and of the reasonable grounds that the belief is based on. Under this part of the Act, notifications are made out of moral obligation, rather than legislative obligation. The person making the notification is not expected to prove the abuse, and the law protects the anonymity of the person making the notification.

**Young person:** In Victoria, under the *Children, Youth and Families Act 2005*, a child or young person is a person under 18 years of age.

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## 5. SOURCES

- *Charter of Human Rights and Responsibilities Act 2006* (Vic), amended in 2011: [www.austlii.edu.au/au/legis/vic/consol\\_act/cohrara2006433/](http://www.austlii.edu.au/au/legis/vic/consol_act/cohrara2006433/)
- Childsafety Australia: [www.childsafetyaustralia.com.au/](http://www.childsafetyaustralia.com.au/)
- *Choose With Care: Building child safe organisations* – an information and training program: [www.childwise.net](http://www.childwise.net)
- Department of Education and Early Childhood Development (DEECD): [www.education.vic.gov.au/ecsmanagement/educareservices/csprotocols.htm](http://www.education.vic.gov.au/ecsmanagement/educareservices/csprotocols.htm)
- Victorian Department of Human Services: [www.dhs.vic.gov.au](http://www.dhs.vic.gov.au)
- Office of the Child Safety Commissioner: [www.kids.vic.gov.au](http://www.kids.vic.gov.au)
- *Protecting the safety and wellbeing of children and young people* – A joint protocol of the Department of Human Services Child Protection, Department of Education and Early Childhood Development, Licensed Children's Services and Victorian Schools: [www.eduweb.vic.gov.au/edulibrary/public/stuman/wellbeing/protecting\\_children\\_protocol\\_27\\_5\\_10.pdf](http://www.eduweb.vic.gov.au/edulibrary/public/stuman/wellbeing/protecting_children_protocol_27_5_10.pdf)
- *Safeguarding Children* accreditation program, Australian Childhood Foundation: [www.childhood.org.au](http://www.childhood.org.au)
- Service Agreement Information Kit for Funded Organisations: <http://www.dhs.vic.gov.au/facs/bdb/fmu/service-agreement/1.introduction/1.1-about-the-kit>
- The United Nations Convention on the Rights of the Child: [www.unicef.org/crc](http://www.unicef.org/crc)
- *What is Child Abuse?:* [www.dhs.vic.gov.au/for-individuals/children,-families-and-young-people/childprotection/what-is-child-abuse](http://www.dhs.vic.gov.au/for-individuals/children,-families-and-young-people/childprotection/what-is-child-abuse)
- Working with Children (WWC) Check: [www.justice.vic.gov.au/workingwithchildren](http://www.justice.vic.gov.au/workingwithchildren)

## PROCEDURES

**The Approved Provider is responsible for:**

*In relation to child protection matters:*

- ensuring that the Nominated Supervisor and staff members at the service who work with children are advised of current child protection legislation, its application, and any obligations that they may have under that law (Regulation 84)
- identifying the potential for and signs of child abuse at Clifton Springs PS OSHC, and developing and implementing effective prevention strategies in consultation with the Nominated Supervisor and educators/staff
- ensuring recruitment and induction processes for educators, staff and contractors are in line with this policy
- screening all educators and staff, including undertaking criminal history checks (if required), Working with Children Checks, reference checks and interviews (refer to *Staffing Policy*)
- ensuring that volunteers/students, parents/guardians and other visitors to the service are not left with sole supervision of individual children or groups of children
- ensuring that where the service has been notified of a court order prohibiting an adult from contacting an

enrolled child, such contact does not occur while the child is on the service premises

- ensuring clear procedures are in place for reporting suspected child abuse and management of complaints

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- ensuring educators undertake appropriate training and education on child protection, including recognising the signs and symptoms of child abuse (refer to *Definitions*), knowing how to respond, and understanding processes for reporting and managing concerns/incidents
- offering support to the child and their family, and to educators and staff in response to concerns or reports relating to the health, safety and wellbeing of a child at Clifton Springs PS OSHC
- developing co-operative relationships with appropriate services and/or professionals (including Child FIRST) in the best interests of children and their families
- identifying and implementing appropriate programs and practices to support the principles of a child safe organisation, in consultation with the Nominated Supervisor and educators/staff at the service
- notifying DEECD, in writing, within 24 hours of becoming aware of a notifiable complaint (refer to *Definitions*) or allegation regarding the health, safety and/or welfare of a child at Clifton Springs PS OSHC
- maintaining confidentiality at all times.

*In relation to providing a child safe environment at the service:*

- ensuring children are adequately supervised and that educator-to-child ratios are maintained at all times
- ensuring parents/guardians have completed the enrolment form including details of authorised nominees, and permission forms for excursions and administration of medication
- ensuring the physical environment at the service is safe, secure and free from hazards for children (refer to the *Service policies* section of this policy)
- ensuring that the Nominated/Certified Supervisor conducts risk assessments for excursions and considering children's safety when leaving the service premises
- ensuring all equipment and materials used at the service meet relevant safety standards (refer to *Service policies* section of this policy)
- ensuring the service is up to date with current legislation on child restraints in vehicles if transporting children
- implementing and practising emergency and evacuation procedures ensuring there are appropriate procedures in place for the safe delivery and collection of children
- ensuring that the Nominated Supervisor, educators and all staff at the service who work with children are aware that it is an offence to subject a child to any form of corporal punishment, or any discipline that is unreasonable or excessive in the circumstances
- implementing and reviewing this policy in consultation with the Nominated Supervisor, educators, staff and parents/guardians
- identifying and providing appropriate resources and training to assist educators and staff to implement this policy (refer to *Sources*)
- protecting the rights of children and families, and encouraging their participation in decision-making
- ensuring the Nominated Supervisor, educators, staff, contractors, volunteers and students are kept informed of any relevant changes in legislation and practices in relation to this policy.

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**The Nominated Supervisor is responsible for:**

*In relation to child protection matters:*

- ensuring that they are aware of current child protection legislation, its application and any obligations that they may have under that law
- keeping up to date and complying with any relevant changes in legislation and practices in relation to this policy
- arranging appropriate training and education for educators and staff on child protection, including recognising the signs and symptoms of child abuse (refer to *Definitions*), knowing how to respond, and understanding processes for reporting and managing concerns/incidents
- identifying the potential for child abuse at Clifton Springs PS OSHC, and developing and implementing effective prevention strategies in consultation with the Approved Provider and educators/staff
- ensuring that where the service has been notified of a court order prohibiting an adult from contacting an enrolled child, such contact does not occur while the child is on the service premises
- identifying and implementing appropriate programs and practices to support the principles of a child safe organisation in consultation with the Approved Provider and educators at the service
- co-operating with other services and/or professionals in the best interests of children and their families
- ensuring that families are made aware of support services available to them (such as Child FIRST), and of the assistance these services can provide
- ensuring that no child is left alone (or is out of sight) with a contractor, visitor, volunteer, student or parent/guardian at the service
- implementing the procedures for reporting suspected child abuse and management of complaints
- notifying the Approved Provider immediately on becoming aware of a concern, complaint or allegation regarding the health, safety and welfare of a child at Clifton Springs PS OSHC
- offering support to the child and their family, and to educators and staff in response to concerns or reports relating to the health, safety and wellbeing of a child at Clifton Springs PS OSHC
- implementing and reviewing this policy in consultation with the Approved Provider, educators, staff, contractors and parents/guardians
- maintaining confidentiality at all times.

*In relation to providing a child safe environment at the service:*

- ensuring that all educators and staff who work with children are aware of this policy, and are supported to implement it in the service
- protecting the rights of children and families, and encouraging their participation in decision-making at the service
- ensuring that all children are adequately supervised at all times (refer to *Supervision of Children Policy* and *Interactions with Children Policy*)
- ensuring learning environments are established that provide sufficient space, and include carefully chosen and well-maintained resources and equipment that will help enhance the quality of children's learning and experiences

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- organising/facilitating regular safety audits of the following:
  - o emergency equipment
  - o playgrounds and fixed equipment in outdoor environments
  - o cleaning services
  - o horticultural maintenance
  - o pest control
- ensuring that all cupboards/rooms are labelled accordingly, including those that contain chemicals and first aid kits, and that child-proof locks are installed on doors and cupboards where contents may be harmful
- ensuring that all contractors/visitors sign in to the visitor's log book
- ensuring the physical environment at the service is safe, secure and free from hazards for children (refer to the *Service policies* section of this policy)
- conducting risk assessments for excursions and considering children's safety when leaving the service premises
- ensuring all equipment and materials used at the service meet relevant safety standards (refer to the *Service policies* section of this policy)
- ensuring the service is up to date with current legislation on child restraints in vehicles if transporting children
- implementing and practising emergency and evacuation procedures ensuring there are appropriate procedures in place for the safe delivery and collection of children ensuring that all educators and staff at the service who work with children are aware that it is an offence to subject a child to any form of corporal punishment, or any discipline that is unreasonable or excessive in the circumstances
- implementing and reviewing this policy in consultation with the Nominated Supervisor, educators, staff, contractors and parents/guardians
- identifying and providing appropriate resources and training to assist educators, staff, contractors, visitors, volunteers and students to implement this policy (refer to *Sources*)
- keeping up to date and complying with any relevant changes in legislation and practices in relation to this policy.

**Certified Supervisors and other educators are responsible for:**

***In relation to child protection matters:***

- keeping up to date and complying with any relevant changes in legislation and practices in relation to this policy
- undertaking appropriate training and education on child protection, including recognising the signs and symptoms of child abuse (refer to *Definitions*), knowing how to respond, and understanding processes for reporting and managing concerns/incidents
- identifying the potential for child abuse at Clifton Springs PS OSHC, and developing and implementing effective prevention strategies in consultation with the Approved Provider and the Nominated Supervisor
- ensuring that where the service has been notified of a court order prohibiting an adult from contacting an enrolled child, such contact does not occur while the child is on the service premises
- identifying and implementing appropriate programs and practices to support the principles of a child safe organisation in consultation with the Approved Provider and Nominated Supervisor at the service
- co-operating with other services and/or professionals (including Child FIRST) in the best interests of children and their families
- informing families of support services available to them (such as Child FIRST), and of the assistance these services can provide

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- ensuring that no child is left alone (or is out of sight) with a contractor, visitor, volunteer, student or parent/guardian at the service
- implementing the procedures for reporting suspected child abuse and management of complaints
- notifying the Nominated Supervisor or the Approved Provider immediately on becoming aware of any concerns, complaints or allegations regarding the health, safety and welfare of a child at Clifton Springs PS OSHC
- offering support to the child and their family, and to other educators and staff in response to concerns or reports relating to the health, safety and wellbeing of a child at Clifton Springs PS OSHC
- maintaining confidentiality at all times
- reviewing this policy in consultation with the Approved Provider, Nominated Supervisor, educators, staff, contractors and parents/guardians.

***In relation to providing a child safe environment at the service:***

- maintaining learning environments that provide sufficient space, and include carefully chosen and well-maintained resources and equipment to ensure a safe environment
- maintaining a regular cleaning schedule for all equipment to avoid cross-infection



- maintaining a clean environment daily, and removing tripping/slipping hazards as soon as these become apparent (refer to *Occupational Health and Safety Policy*)
  - conducting a daily check of the building, ensuring all children are signed out of the service, doors and windows are closed and locked, and appliances are switched off etc.
  - actively supervising children at all times
  - educating and empowering children to talk about events and situations that make them feel uncomfortable
  - ensuring children are adequately supervised at all times
  - ensuring the physical environment at the service is safe, secure and free from hazards for children (refer to the *Service policies* section of this policy)
  - conducting risk assessments for excursions and considering children's safety when leaving the service premises
  - ensuring all equipment and materials used at the service meet relevant safety standards (refer to the *Service policies* section of this policy)
  - ensuring the service is up to date with current legislation on child restraints in vehicles if transporting children (refer to *Occupational Health and Safety Policy*)
  - implementing and practising emergency and evacuation procedures
  - ensuring there are appropriate procedures in place for the safe delivery and collection of children
  - ensuring that children at the service are not subjected to any form of corporal punishment, or any discipline that is unreasonable or excessive in the circumstances
  - implementing and reviewing this policy in consultation with the Nominated Supervisor, educators, staff, contractors and parents/guardians
  - identifying and providing appropriate resources and training to assist educators, staff, contractors, visitors, volunteers and students to implement this policy (refer to *Sources*)
  - protecting the rights of children and families, and encouraging their participation in decision-making
  - keeping up to date and complying with any changes in legislation and practices in relation to this policy
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#### **Parents/guardians are responsible for:**

- reading and complying with this policy
- reporting any concerns, including in relation to potential for child abuse, to the Nominated Supervisor
- abiding by the service's *Family Code of Conduct and the ECA Code of Ethics*

**Volunteers and students, while at the service, are responsible for following this policy and its procedures.**

## **EVALUATION**

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider of Albert Park Preschool will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness particularly in relation to identifying and responding to child safety concerns
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notify parents/guardians at least 14 days before making any changes to this policy or its procedures.

## **AUTHORISATION**

This policy was adopted by the Approved Provider of Clifton Springs PS OSHC April 2019

## **REVIEW DATE** May 2020

**APPENDIX LIST**

<b>APPENDIX 1</b>	<b>Fee SCHEDULE</b>
<b>APPENDIX 2</b>	<b>EXCLUSION LIST</b>



# **APPENDIX 1**

## **FEE SCHEDULE**

## FEE SCHEDULE

BEFORE SCHOOL CARE	\$	\$15.00	
AFTER SCHOOL CARE	\$	\$18.00	
PUPIL FREE DAYS/Vacation Care excursions, incursions and special in-house activities)	\$	\$50.00	(additional costs for

All fees are to be paid weekly or fortnightly.

Cheques are to be made out to Clifton Springs Primary School.









# **APPENDIX 2**

## **EXCLUSION LIST**

Conditions	Signs and Symptoms	Exclusion of Cases	Exclusion of Contacts
Acquired Immune Deficiency Syndrome (AIDS / HIV)	Breakdown of body's defence system	Not excluded unless child has a secondary infection	Not excluded
Amoebiasis (Entamoeba histolytica)	Diarrhea	Exclude until diarrhea has ceased	Not excluded
Asthma	Laboured breathing persistent cough, blueness around lips and extremities, wheezing	Not excluded Recommend that a child who requires treatment more often than four hourly should not be in care.	Not excluded
Campylobacter	An intestinal infection, identified through faecal culture. Diarrhea (sometimes bloody), low-grade fever and abdominal cramping.	Exclude until diarrhea has ceased	Not excluded
Chicken Pox	Small dark pink spots on trunk and upper limbs, which appear in crops over a period of time. Spots then form watery blisters that break easily. Fever, runny nose, cough, fatigue and general rash.	Exclude until fully recovered or for at least 5 days after the eruption first appears. Some remaining scabs are not a reason for continued exclusion.	Any child with an immune deficiency (for example, leukemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded.
Common Cold	Upper Respiratory Infection Blocked nose, fever, coughing, headache, sore throat, irritability and sneezing.	Not excluded To prevent spread of infection, and provide effective care to the child parents are advised to keep children at home while symptoms are obvious - green/yellow nasal discharge, elevated temperature.	Not excluded
Conjunctivitis	Infection of the Eyes Weepy red eyes which are sore or itchy. Intolerance of bright lights. A discharge can cause eye lashes to stick together after sleep.	Exclude until discharge from eyes has ceased.	Not excluded
Croup	Croup refers to any kind of inflammation of the larynx or voice box in children - is not a single disorder in itself. Harsh, barking cough, noisy breathing. Several viruses can cause croup.	Not excluded Parents should be encouraged to exclude the child until fully recovered.	Not excluded
Cytomegalovirus	A member of the herpes group.	Exclusion not necessary	Not excluded

(CMV)	Either mild or no symptoms present.		
Diarrhoea	Increased frequency, runniness or volume of faeces. Vomiting and stomach pain.	Exclude until diarrhea has ceased or until medical certificate of recovery is produced.	Not excluded
Diphtheria	An acute infectious bacterial disease with inflammation of mucous membrane especially of the throat, resulting in formation of false membrane causing difficulty in breathing and swallowing.	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later.	Exclude family/household contacts until cleared to return by the Secretary.
Fever	Normal temperature 36-37 degrees. Temperature elevated. Child looks flushed and feels hot to touch	Not excluded A child with a temperature in excess of 38.5 degrees may also be required to go home.	Not excluded
Glandular Fever (mononucleosis)	An infectious viral disease characterised by swelling of the lymph glands and lethargy.	Exclusion is not necessary	Not excluded
Hand, Foot and Mouth Disease	A viral illness with blisters in the mouth and on the hands and feet. This is not a serious illness and has nothing to do with the animal disease known as Foot and Mouth Disease. The child may have a low fever and lack of appetite	Excluded until blisters have dried.	Not excluded
Head Lice, Ringworm, Scabies, Pediculosis	A parasite Itchy scalp, particularly when head is hot. Tiny pearls of white eggs attached to the root of the hair. Difficult to remove	Re-admit the day after appropriate treatment has commenced	Not excluded
Haemophilus type b (Hib)	Can cause meningitis, swelling of the throat, pneumonia, joint infection. Symptoms of meningitis include fever, vomiting, headache, irritability, fitting and neck stiffness. Caused by a bacteria in the throat and nose.	Exclude until medical certificate of recovery is received	Not excluded
Hepatitis A	Inflammation of the liver Caused by a virus. Jaundice, dark brown urine, pale stools, loss of appetite, nausea, low grade fever,	Exclude until medical certificate of recovery is produced, but not before 7 days after the onset of jaundice or illness	Not excluded

	lethargy, abdominal discomfort		
Hepatitis B	Infection of the liver, passed on by infected blood into a cut or the mouth lining of other person. Symptoms include abdominal discomfort, loss of appetite, nausea, fever, tiredness, joint pain, dark urine and yellow skin or eyes (jaundice)	Exclusion is not necessary	Not excluded
Hepatitis C	Infection of the liver. Made through contact with infected blood such as through a blood transfusion. Symptoms include abdominal discomfort, loss of appetite, nausea, fever, tiredness, joint pain, dark urine, and jaundice.	Exclusion is not necessary	Not excluded
Herpes simplex ("cold sores")	Area of infection usually reddens and then fluid-filled blisters appear. Blisters tend to reappear on the same part of the persons body.	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by a dressing where possible.	Not excluded
Impetigo (School Sores)	A bacterial skin infection caused by the staph organism, the strep organism or both. Flat, yellow, crusty or moist patches on the skin.	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing.	Not excluded
Influenza & influenza like illness	A viral disease of the respiratory tract characterised by fever, chills, headache, muscle pain, head cold and mild sore throat. Recovery between 2-7 days.	Exclude until well.	Not excluded
Leprosy	A contagious disease which affects the skin, mucous membranes, and nerves, causing disfigurement.	Exclude until approval to return has been given by the Secretary	Not excluded
Measles	A viral infection which begins with fever, tiredness, a cough, runny nose and inflamed eyes for several days, followed by bright red itchy rash, starting on the face then over the body. The child usually feels very ill. This is not a simple childhood disease.	Exclude for at least 4 days after the onset of the rash	Immunised contacts not excluded. Nonimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case they may be able to return to care.

Meningitis (bacteria)	Usually more severe than the viral form. Fever, loss of appetite, vomiting, stiff neck and irritability. Older children may experience irritability, confusion, drowsiness, stupor or coma.	Exclude until well.	Not excluded
Meningococcal infection	Meningococcal infection may cause meningitis or septicaemia. Symptoms of septicaemia include high fever and rash.	Exclude until adequate carrier eradication therapy has been completed.	Not excluded if receiving carrier eradication therapy
Mumps	A viral infection Swelling or soreness occurs on one or both sides of the face below or in front of ears. Difficulty in swallowing or eating. Fever, headache	Exclude for 9 days or until swelling goes down (whichever is sooner)	No excluded
Parvovirus B19, Slapped cheek syndrome, fifth disease	Mild viral illness, fever, red cheeks, itchy, lacelike rash on the body and limbs. May have a cough, sore throat or runny nose.	Exclusion not necessary	Not excluded
Poliomyelitis	An infectious viral disease which affects the central nervous system and can cause temporary or permanent paralysis	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery	Not excluded
Ringworm	A fungus infection Itchy skin eruption that spreads out ring like from the site of infection	May return after medical treatment has been completed	
German Measles (Rubella)	A mild viral disease. Swollen glands behind ears and at back of skull. Pink or red spots starting behind the ears spreading to forehead then rest of body.	Exclude until fully recovered or for at least 4 days after the onset of the rash	Not excluded
Salmonella, Shigella	Diarrhea, fever, abdominal pain, nausea and vomiting.	Exclude until diarrhea ceases	Not excluded
Streptococcal infection including Scarlet Fever	Begins with sore throat, high temperature and frequent vomiting. Followed by a rash which first appears on the neck, chest and rapidly spreads across the body to the legs.	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.	Not excluded

Trachoma	Contagious disease of the eye with inflamed inner surface of the lids	Re-admit the day after appropriate treatment has commenced	Not excluded
Tuberculosis	Infection of the lungs. Mild fever.	Exclude until receipt of a medical certificate stating child is not infectious	Not excluded
Typhoid fever (including paratyphoid fever)	An infectious bacterial fever with an eruption of red spots on the chest and abdomen and severe intestinal irritation.	Exclude until approval to return has been given by the Secretary (DHS).	Not excluded unless considered necessary by the Secretary (DHS).
Whooping Cough	An acute contagious disease of the bronchial tubes and upper respiratory passages. Incubation period 7-10 days. Heavy cold like symptoms, cough and fever.	Exclude the child for 5 days after starting antibiotic treatment.	Exclude unimmunised household contacts aged less than 7 years and close child care contacts for 14 days after the last exposure to infection or until they have taken 5 days of a 10 day course of antibiotics.
Worms (intestinal)		Exclude if diarrhea present.	Not excluded

## APPENDIX 2

Medical Certificate means certificate of a registered medical practitioner.

Details from: Communicable Diseases Section, DHS, May 2001

Staying Healthy in Child Care – Third Edition, June 2001







