



Malmsbury Primary School Outside School Hours Care Parent Handbook



2021

This handbook has been created as a guide for families new to our Outside School Hours Care service.

Please read this handbook thoroughly and keep for future reference. A full copy of policy and procedures that guide our staff in the management of our service is available for inspection from the Coordinator.

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Welcome to the Malmsbury Primary School OSHC Service. We aim to provide your child/ren with care of the highest possible standard within a safe, secure and stimulating environment. We hope you and your child/ren enjoy the time spent in our service.

In 2015, the Malmsbury Primary School applied for and was granted approval to run an Out of School Hours Care Program at the school.

The Malmsbury Primary School OSHC service provides high quality primary school-aged childcare in a safe, enjoyable and caring environment. It is provided at the lowest possible cost and enables parents to pursue options leading to employment, training, recreation and the pursuit of personal interests.

The service includes a wide variety of activities that are prepared and implemented in a friendly environment, and cater for children's social, emotional, intellectual, language, physical and creative needs. The service always endeavours to complement the school's activities and be consistent with the school's policies and practices.

The OSHC Coordinator, Paul Allen, is available to answer any questions or concerns you may have. Please call the school office to book a time or speak to the coordinator when you collect your child/ren. A copy of our service policies and procedures is available for you to read. If you would like a copy, please let us know.

1 INTRODUCTION

1.1 SERVICE APPROVAL

Under section 48, Education and Care Services National Law 2010, amended under section 55 of the National Law, the Malmsbury Primary School OSHC has been granted approval to provide Education and Care for up to 15 children. Service approval number is SE – 40003804.

Malmsbury Primary School is listed on the Bushfire at Risk Register. This means that on any day declared to be a Code Red day for the region, our OSHC service is closed for the duration of the Code Red Day. No staff or children are permitted to be at the service on a Code Red Day.

1.2 SERVICE PHILOSOPHY AND GOALS

Malmsbury OSHC Philosophy

We believe that all children should be provided with a safe, caring and happy environment where all have the opportunity to play, learn and grow.

We believe that all children are capable, confident and curious learners and are unique individuals with their own interests and strengths

We aim to provide a quality service in a creative, stimulating and secure environment. The service is community-based, flexible and meets each child's need for care during outside school hours.

The philosophy is implemented by the following goals:

To offer a flexible service that responds to the care and recreational needs of children.

To provide an environment for children that is both safe and challenging, fosters individuality, recognises their needs and interests, promotes physical health and wellbeing. The program acknowledges the importance of the middle years of child development, values the benefit of play in both structured and self-directed experiences and fosters a spirit of equity and inclusion

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 and encouraging comments and feedback from all parents. Acknowledging and being sensitive to the cultural backgrounds of families.

To meet the Victorian Early Years Learning and Development Framework and Strive to achieve the highest level of quality as determined by the National Framework for School Aged Children "My Time, Our Place" through the following 5 outcomes :

- Children have a strong sense of identity.
- Children are connected with and contribute to their world.
- Children have a strong sense of wellbeing.
- Children are confident and involved learners.
- Children are effective communicators.

To ensure that staff are able to fulfil the role and responsibilities they are employed to undertake and the needs of all children are met.

Purpose

To respond to school community needs in providing OSHC for students of Malmsbury Primary School.

Guidelines

The program complements the school's activities and is consistent with its goals and the values of respect, responsibility, honesty and inclusiveness.

- The program is a highly valued resource of the school.
- The Program Coordinator will liaise with and report to the Principal and the OSHC School Council Sub Committee.
- The service will operate in accordance with the expectations of the National Frameworks for School Aged Care and Education Care Services National Regulations 2011 and Education and Care National Law Act 2010.
- The service is registered with the Australian Children's Education and Care Quality Authority (ACECQA) to participate in the Outside School Hours Care Quality Assurance System. The service will strive to meet the highest level of Quality Assurance.

1.3 CHILD SAFE

Malmsbury PS OSHC is committed to the rights of all children to feel safe, and be safe at all times, including:

- promoting the cultural safety of Aboriginal children
- promoting the cultural safety of children from culturally and linguistically diverse backgrounds

- promoting the safety of children with a disability
- values, respects and cares for children.
- fosters opportunities for each child to participate, express their views and to learn and develop.
- always acts in the best interests of each child and has zero tolerance of child abuse.
- takes all reasonable steps to ensure the health, safety and wellbeing of children at all times, whilst also promoting their learning and development.
- actively manages the risks of abuse or harm to each child, including fulfilling our duty of care (refer to *Definitions*) and legal obligations to protect children and prevent any reasonable, foreseeable risk of injury or harm.
- continuously improves the way our service identifies risks of and responds to child abuse, and encourages reporting and improved responses to allegations of abuse.

1.4 CODE OF CONDUCT

The Malmsbury Primary School Outside School Hours Care Service supports staff to demonstrate high standards of professional conduct at all times in their work with children, families, other staff and the wider community. It is important that staff practices and behaviour reflect the professional principles and values of the early childhood sector, Malmsbury Primary School values of Respect, Responsibility, Honesty and Inclusiveness and those of the general wider community, this applies to all permanent, casual staff and volunteers/work experience students at the service.

The Malmsbury Primary School Outside School Hours Care Service's Code of Conduct complements the Early Childhood Australia's Code of Ethics and should be read in conjunction with it. The Code of Ethics provides a basis for critical reflection, a guide for professional behaviour, and general assistance with the resolution of ethical dilemmas.

1.4 STUDENT AND VOUNTEERS AT THE SERVICE

Volunteers are able to assist with staff: child ratios on excursions or to enhance the services activities. However, volunteers cannot relieve or replace paid staff.

The service maintains correct staff: child ratios as outlined in Education and Care Services Regulation 2011. Volunteers are not counted, but are in addition and are supervised by a staff member at all times.

1.5 MANAGEMENT AND EDUCATORS

School Council:

The Malmsbury Primary School Council is the sponsor of the service and, with the Principal, will ensure that the day to day management of the service meets with the requirements set by the Commonwealth Department of Education and the Victorian Department of Education and Training (DET) and complies with the legislation set by State and Commonwealth Governments. The Principal and sub-committee are responsible for all aspects of the service, including policy, program and budget development, approval of all expenditure of the budget and management of staff.

The sub-committee is made up of representatives from the sponsor body. The primary role of the Sub-Committee is to operate the OSHC service and to implement the school policy in relation to the service. The committee will encourage participation and suggestions from parents and staff regarding

decisions to be made about the service operation, its policies and the fulfilment of its philosophy and goals.

Principal:

The Principal ensures that the day to day management of the service meets with the requirements set by the State and Commonwealth Department of Education and the Department of Education and Training. (DET).

Coordinator:

The Coordinator is responsible, in conjunction with the Principal, for the day to day operation of the service and its programs and is accountable to the Principal and the OSHC School Council Sub Committee.

Nominated Supervisor:

The service is required under the Education and Care Services National Regulation 2011 to have a nominated supervisor appointed at the service. Information on the appointed person is displayed on the OSHC information board.

The OSHC School Council Sub Committee will provide appropriate staff for the service as per the Education and Care Service National Regulation 2011. The service is registered as a type 1 and requires one staff member to be on duty for up to 15 students, and two staff members when numbers exceed 15. The Coordinator who holds qualifications of Diploma in Children's Services (or equivalent) is responsible for the day to day running of the program and Assistant Educators may be employed who hold a Certificate 3 in Children's Service (or equivalent). The ratio of staff is 1 Educator: 15 children which must include a qualified Educator who also covers up to 30 children at the service. The Malmsbury Primary School OSHC service is funded for 15 places.

The OSHC Service provides the following component of care:

After School Care:

The After School Care Service operates from 3:30 pm to 6:00 pm each weekday during school terms for 40 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.

In the event of an early school finish (end of term etc) the service will operate from the time school finishes until its normal closing hours. The service may be available on pupil free days if there is enough interest.

16 ROLE OF GOVERNMENT

COMMONWEALTH AND STATE GOVERNMENTS

The Commonwealth Department responsible for Outside School Hours Care is the Department of Education and Training. The Department provides services to children and young people both directly through government schools and indirectly through regulation and funding of early childhood services and non-government schools.

The Victorian Department of Education and Training has four main responsibilities:

- Provide policy advice to our Ministers about education, early childhood development and children's services in general.
- Implement Victorian Government policy on early childhood services.
- Implement Victorian Government policy on school education for all school age students.

- Manage and drive continuous improvement in the delivery of primary and secondary education in Victorian government schools.

Details taken from DET web site www.education.vic.gov.au

Education and Care Services National Regulations 2011 and Education and Care Services National Law Act 2010

The service is required to abide by the regulations and law contained in the above acts, a copy of these are available to be viewed at the service.

National Standards and Frameworks

The Commonwealth and State Governments have jointly developed National Standards for child care services. These standards express a national view about the level of care all Australians should expect to find in the different kinds of child care services available to them. Guidelines for services are provided through “My Time, Our Place” frameworks for school aged care in Australia and Victorian Early Years Learning and Development Framework (for all children from birth to eight years).

Child Care Benefit

Child Care Benefit is funded by the Commonwealth Government to assist families using an approved child care service with child care fees. Its primary focus is to support families who are working, studying, training and looking for work. The other main client group it supports is children who are at risk. The service is funded by the Commonwealth and as a result abides by regulations and guidelines pertaining to this funding.

Family Assistance Office (FAO)

The FAO is the main service delivery organisation for the Child Care Benefit and Child Care Rebate. The FAO is a joint venture of Human Resources, the Australian Taxation Office and the Health Insurance Commission (Medicare). All service outlets of those organisations include FAO offices. The FAO can be contacted on 13 61 50.

LOCAL GOVERNMENT

Food Safety

The State Government through the Department of Human Services is responsible for food regulation in Victoria through the administration of the Food Act (1984). The Department of Human Services works with Local government who register food businesses in Victoria.

2 COMMENCING CARE

2.1 INFORMATION ABOUT THE VENUE

The service is located in the Playgroup/OSHC room. This room is equipped with tables, chairs, cushions, air conditioning, heating, is close to the undercover area, the toilets and the kitchen and there is ample space for recreational activities.

Outside all play areas are available to the program. The children guide which area they would like to play in and then to allow for supervision, staff will designate a boundary i.e play equipment area.

2.2 ENROLMENT

All children must be enrolled before receiving care. Children must be re-enrolled on an annual basis, the forms are available at the school office; these forms must be completed and submitted before a child is considered to be enrolled.

2.3 COMMENCEMENT OF CARE

When making bookings it is helpful if parents inform staff if their child is new to the school and /or service or is in Prep. New children are given an orientation buddy and are shown around the service to familiarise themselves with the program including where bags are kept, snack times and expectations. School rules are still applicable at the service. All new children are informed as to which areas they may play outside in whilst at the service.

Prep children are brought to the OSHC room by their teacher, or collected by the coordinator, until they are settled in and able to make their way independently to the service.



2.4 BOOKING INTO SESSIONS

Definitions

Permanent Booked Care: Regular bookings used each week and are required to be made in advance.

Casual Care: Care used irregularly. Parents must contact the school office by 11am to book their child in on a casual basis and to ensure a place is available.

All bookings and cancellations are made through the School office and must be made by 11am on the day.

After School Care notification of cancellations are made by 11am on the day of cancellation or normal costs are incurred. If requiring emergency or casual care due to unexpected circumstances they can contact the service via the school office by the end of school. (If there is not a vacancy in OSHC, the school will make arrangements to ensure that a child is supervised in an emergency situation.)

2.5 WAITING LIST – PRIORITY OF ACCESS

Malmsbury Primary OSHC Service maintains a waiting list for care in application date order and in accordance with the Commonwealth Government's Priority of Access Guidelines.

The Service is provided as a first priority to children attending Malmsbury Primary School.

2.6 ARRIVAL AND DEPARTURE PROCEDURE

All children attending Malsbury Primary OSHC Service must be signed in by the coordinator and must be signed out by the parent/ guardian/ authorised person every session (signing in and out includes the date and time of arrival and departure). Parents/guardians/authorised persons have undertaken their responsibility of signing the attendance register in accordance with Government regulations.

Authorised persons can be asked to provide proof of identification when collecting the child from care. No child is permitted to leave the centre with a person who is not 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. Verbal permission over the telephone may be provided to Service staff to allow another person to collect their child from care. This must be confirmed by a second staff member, recorded, and should then be followed up with written permission.

Hand written and signed notes from the parent/guardian/authorised person must accompany a child if there is a request for them to leave the service alone. This is not a recommended option however; children attending activities out of the school grounds with permission from a parent will be signed out of the service by staff. The service cannot accept responsibility for the child once he/she has left the service.

2.7 ATTENDANCE AT THE PROGRAM FOR CHILDREN NOT COLLECTED AFTER SCHOOL

Malsbury Primary OSHC Service is available to children whose parents have not arrived after 3.45pm to protect their safety and wellbeing.

All families within the school will receive a copy of the school policy regarding this matter and have the option to 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 4.00pm 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. Families are charged a session fee for the child's attendance.

2.8 NON COLLECTION OF CHILDEN FROM THE OSHC SERVICE

Malsbury Primary OSHC Service will ensure the safety of children not collected from the service by the closing time. Malsbury Primary OSHC Service closes at 6.00p.m. 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 6.05 pm
- 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 6:15pm and will notify the Principal.
- The children will be reassured and made comfortable whilst staff are trying to contact the parent.
- If by 6.30 pm, the parent/guardian/authorised persons still cannot be contacted, staff will contact the Department of Education and Training Loddon Mallee Region Office for directions.
- The Principal may consider calling the police for a welfare check of the family home.
- OSHC School Council Sub Committee is contacted to advise of the action offered by police and the Department of Education and Training.

2.9 CHILD PROTECTION

The health and welfare of all children in care is paramount. Malmsbury Primary OSHC Service 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. All Staff working with children have a duty of care to ensure that all children are safe from harm. Our OSHC enforces the Child Safe Standards at all times- Protecting children and young people from abuse is our responsibility.

Please make sure that if there have been any changes in the care arrangements for your child/children since filling in the original enrolment form, that you have notified the service and provided details particularly if there are any court or custody orders .

3 SERVICE ADMINISTRATION AND FINANCIAL MATTERS

3.1 CHILDCARE BENEFITS

All families will be notified of the availability of Child Care Benefit (CCB) and Child Care Rebate (CCR) and their responsibilities in accepting this funding upon enrolment. Families can call the Family Assistance Office (FAO) on 13 61 50 to ascertain eligibility. Families are informed of their responsibilities in terms of access to CCB.

3.2 ALLOWABLE ABSENCES

Parents need to inform the service if the child enrolled attends any other Before, After or Vacation Care service as each child is only entitled to 30 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 administrator.

A family may take more than 30 days if they have a medical certificate to support the absence.

3.3 FEES

Malmsbury Primary OSHC Service 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 School Council. Malmsbury Primary OSHC Service aims to provide a quality service which is accessible and affordable to families.

Fees will be set annually by the OSHC School Council Sub Committee 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. Fees are charged on a per session basis per child. Fees are charged to all booked sessions.

The fees for 2021 have been set at \$22 for a permanent booking session and \$25 for casual booking session.

3.4 PAYMENT PROCEDURES

Families will be issued fortnightly with invoices stating care usage for the fortnight and have seven days to pay by direct deposit, cash or cheque to the OSHC program. Payment can be dropped into the school office or sent with your child to school. If choosing this method please put payment into an envelope and label it OSHC payment.

The service is unable to carry fees and charges for dishonoured cheques, therefore any cost to the service will be charged to the parent the following week.

3.5 LATE PICK UP FEES

The After School Care program closes at 6.00 p.m. each evening. Late pick up fees have been put into place to prevent any family from continually attending the service after the **approved hours of funding have ceased**. The policy also ensures that staff are paid for the additional hours they are required to work due to the late pick up of children.

A late fee will be charged for children remaining in care after the advertised closing time. In 2016 the late fee will be \$1 per minute after 6 pm. The late fee will be added to the child's weekly invoice for care.

3.6 LATE/ NON PAYMENT OF FEES

All fees for care must be paid by the due date. If fees are not paid within the fortnight, the family will be sent a late fee note. If fees continue to remain unpaid a follow up phone call will be made. If you are experiencing financial difficulties please contact the Administrator to discuss payment options.

4 WORKING WITH FAMILIES

Malmsbury Primary School OSHC 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's participation and communication is critical to the success of the service and its programs.

4.1 COMMUNICATION

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.

Malmsbury Primary OSHC Service 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. The Coordinator is available to discuss centre programs and activities by appointment.

Malmsbury Primary School OSHC Service will access a translation and interpreter service for families who cannot speak or read English.

4.2 FAMILY INVOLVEMENT

Malmsbury Primary OSHC Service actively encourages family involvement in the development of the program and management of the service. Families are encouraged to participate in evaluation of the service and accreditation activities and processes.

4.3 EVALUATION OF THE SERVICE

Malmsbury Primary OSHC Service believes continual assessment and evaluation of the service by the committee, parents, staff and children is integral part of program planning. 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, suggestion box, younger children drawing what they like in the program, written surveys, and children's interest checklist.

Staff will regularly evaluate activities and the program, informally and at staff meetings.

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.

4.4 PARENTAL REQUESTS

Staff will consider all requests from families in regard to their children and every effort will be made to satisfy requests, subject to the legal and legislative framework that governs the service operations. Where a parental request cannot be fulfilled due to legal or legislative requirements or because it is not practicable, an explanation will be provided. Discussions will be held with families in regard to the benefits of the experiences provided to the children in the service. Respect is given to families in regard to their right to make decisions on behalf of their child.

4.5 ACCESS TO CHILDREN

All parents and authorised persons have access to the Malmsbury Primary OSHC Service and their children at all times, unless relevant Court Orders are held by the service that specify otherwise. 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 record and treated confidentially. Parents are asked 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. If 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 and the police will also be notified.

Malmsbury Primary OSHC Service will ensure that appropriate mechanisms are in place to allow the staff to monitor entry to the program, keeping in mind the safety of and duty of care for the children.

4.6 PRIVACY ACT

Malmsbury Primary OSHC Service is committed to protecting the rights of children and families and has a responsibility to comply with the Privacy Act 1988, which governs the release of personal information. Private information regarding children and families will not be disclosed to other families within the service or external persons.

Staff will respect parents/guardians rights to confidentiality when these rights do not conflict with the rights and safety of the children e.g. Child Protection matters. All private information regarding children and families will be held in a locked and secure place.

Access will be restricted to the Coordinator and staff who are 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.

Parents are informed that they have a right to view the records held in regard to themselves and their child and may request this via the Coordinator. The person making the request will be asked to complete a written request for access outlining the reason for the request. Access to files will be made within 30 days of application. The service has a right to refuse access to files based on the terms specified in the Privacy Act.

4.7 COMPLAINTS AND GRIEVANCE

Families are encouraged to discuss with the Coordinator any complaints or concerns they have about the service or staff.

The Coordinator will address all complaints and concerns promptly and respectfully.

All complaints will be dealt with in a confidential manner.

The staff will respond to a family verbally within 24 hours and/or in writing within 5 working days.

For complaints, that are not resolved to the family's satisfaction, the Principal can be contacted during school hours by phoning – 54248244. A complaint may also be referred to the Sub Committee of School Council.

Complaints which cannot be resolved by the Sub Committee of School Council are referred to an independent person from Loddon Mallee Region DET.

5 CHILDREN'S PROGRAM

5.1 PROGRAM PLANNING

Malmsbury Primary OSHC Service is committed to nurturing and extending each child's social, physical, emotional and intellectual development in a child-friendly, supportive and fun environment. Malmsbury OSHC aims to provide a planned, flexible and balanced program that responds to children's interests, needs and stages of development. Games and activities are altered where

appropriate to ensure all children are able to participate fully. Planning is undertaken for both individuals and the whole group.

The program will be developed in collaboration with children, parents and staff. The program will be displayed for parents and guardians.

The program allows the children to have ample opportunity to do things on their own, to accept appropriate responsibility and to use their free time creatively. Children are encouraged to respect individual differences and respond by providing play experiences which recognise the importance of peer group relationships. Children are offered both active and quiet experiences and areas within the indoor and outdoor program.

Children are provided with opportunities to work on and complete individual and group projects over a period of time. The program is evaluated by parents, children and staff on a regular basis.

5.2 CATERING FOR CHILDREN'S INDIVIDUAL NEEDS

The service will ensure that all children are catered for within the weekly program plan either through individual planning or group planning. The program offers a balance of activities, ensuring flexibility and providing for child-initiated activities. Experiences are adapted to meet the needs of individual children.

All children have equal access to equipment, resources and play spaces within the service. Planning for children focuses on strengths and interests and ways to extend and challenge existing skills for all children. Support agencies are used (with parental permission) to maximize the inclusion of all children into the service.

5.3 EXCURSIONS

The Service recognises the importance of extending the children's knowledge and learning, as such it may be necessary to organise excursions to further enhance program planned activities.

The OSHC School Council Sub Committee has a responsibility to ensure that a staff member of the children's service does not take a child on an excursion outside the premises at which the children's service is provided unless written authorisation for the excursion has been provided.

5.4 ENVIRONMENTAL SUSTAINABILITY

Malmsbury Primary OSHC Service encourages environmental awareness and provides relevant experiences and materials to enhance children's understanding of these issues. Children's environmental awareness is encouraged through everyday experiences and specific activities. 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.

5.5 OUTDOOR PLAY AND RECREATION

Malmsbury Primary OSHC Service encourages all children to participate in outdoor play and recreational activities on a daily basis. 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 focused both on individuals and groups. However, energetic play is encouraged whilst outdoors. The outdoor plan not only focuses on physical development but also on all other areas of child development.

5.6 VIDEOS, TELEVISION, COMPUTERS AND ELECTRONIC GAMES

Malmsbury Primary OSHC Service is an extension of home and children's leisure time. The service endeavours to reflect children's interests, therefore activities such as videos, television, computers, and electronic games will be offered in a balanced program of activities.

The amount of time children can participate in the following experiences; television, 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 and parents for appropriateness.

5.7 TOYS FROM HOME

The service provides a dedicated area for storage of children's personal belongings however the service is not responsible for any loss or damage. We recognise that children sometimes bring their own toys to school; however children are encouraged to leave these toys in their bags whilst at the service.

5.8 HOMEWORK

Children who attend the service full time may find it difficult to undertake homework tasks at home. Malmsbury Primary OSHC Service supports positive relationships between parents and children and therefore understands that providing 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.

Staff will attempt to provide a quiet, safe area for children to undertake homework tasks. However they will not take responsibility for completion of homework; this is the responsibility of the parent and child. The staff can assist children with homework tasks as part of the daily program of experiences, where time and resources permit.

6 WORKING WITH CHILDREN

6.1 POSITIVE GUIDANCE OF CHILDREN

Malmsbury Primary OSHC Service 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.

To ensure that this occurs all staff will endeavour to know all children's names and address each child individually upon entering and leaving the service. They will communicate with all children in positive and respectful manner, actively listening to what children have to say and acting upon this. It is important that children are provided with a role model that reflects values and attitudes of the local community and is consistent with the service policy.

To ensure all children are cared for effectively they will be supervised actively at all times by the staff team. Children are encouraged to be considerate and supportive to each other and 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 re direction are methods used for misguided behaviour. Children are supported by staff who will assist them to label their feelings and find appropriate ways of expressing them. They encourage positive behaviour and give clear, consistent guidelines to children regarding the service's expectations and code of conduct.

Children are involved in developing behavioural guidelines and consequences of inappropriate behaviour for the service, within the existing guidelines of the Malmsbury Primary School rules. All children and parents are made to 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 behaviour consistently conflicts with the service's behavioural guidelines and are invited to assist in the development of behavioural plans to assist the child.

In extenuating circumstances alternative care may be required for a child whose behaviour affects/endangers other children and has not improved after a behaviour plan has been implemented

6.2 ANTI BULLYING STRATEGY

Malmsbury Primary OSHC Service is committed to developing a safe and secure environment, which encourages children to interact positively with respect for others.

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

Our team of staff will listen to the child's point of view, provide consequences, focus on the behaviour, use a problem-solving approach, help the children develop empathy, keep good relationships with the children, 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.

The staff team has the responsibility to ensure that they are aware of all forms of bullying behaviour - physical bullying, verbal bullying, and relational bullying and they make it safe for children to report bullying. Staff will model and teach children to 'Name it'.. Staff have a responsibility to let everyone know the consequences of bullying.

Children are encouraged to be considerate and supportive to each other and are encouraged and supported in developing friendship skills. 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, modelling, teaching and reinforcing safety practices. Children are taught ways to resolve arguments without violent words or actions.

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 school principal is informed if a child's behaviour consistently conflicts with the service's expectation that all children feel safe whilst in attendance at OSHC.

A child who compromises the safety of others and is unable to modify his/her behaviour, to ensure the safety of all, will be excluded from the service. Alternative care will be discussed with parents/guardians of any child who is to be excluded because of extreme behaviour that compromises the safety of others.

6.3 EQUITY POLICY

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

OSHC Service offers an anti-biased approach to programming which is sensitive to all cultures, religions and ethnic groups and acknowledges celebrations and festivals that encourage children to celebrate their own cultures and practices and learn about others.

The OSHC Service provides materials which depict the multicultural and diverse society that we live in.

Educators are aware of the diverse family structures that are present within the service and encourage children to respect and value each other.

The service and families have access to interpreter and translation services as required.

6.4 RESOURCE AGENCIES AND REFERRALS

Resource agencies and workers are accessed to assist staff in meeting the individual health and developmental needs of children. Families are consulted before a resource agency is contacted for assistance with their child's health and development. Links are made with key workers and agencies. Some contact numbers for local agencies are provided at the end of this handbook.

7 HEALTH AND SAFETY

7.1 NUTRITION AND FOOD HANDLING

Malmsbury Primary School OSHC Service will provide nutritious, balanced afternoon tea snacks for children reflecting children's tastes, religious, culture, and health concerns. All food will consider the

five main food groups and the sugar, fat and salt content. Children are encouraged to offer suggestions about what they would like for the coming week's menu.

The staff are aware of the individual dietary needs of the children in the group where this has been advised by parents. Children with specified allergic reactions are only served allergy free food. Staff are trained in dealing with allergic reactions should they occur.

All meal breaks are monitored by staff to ensure all children have the opportunity to eat and drink. Children are required to be seated while eating and drinking. Staff will model this behaviour by sitting with the children and discussing the food the children are eating along with events of the day.

The Service maintains a clean and hygienic area for food preparation which meets National Standards for OSHC services. 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.

Cooking is an important part of the program and is regularly planned for within the program. Children are encouraged to cook, serve and clean up as part of the program activities and are educated in necessary safety precautions whilst cooking. Children are always supervised whilst cooking.

7.2 MEDICATION

Definition –Medication

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

All Medication will be administered in accordance with the Education and Care National Regulations 2011 and our OSHC medication policies and procedures. 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. Medication will be kept out of reach of children in keeping with the environmental conditions required of the medication (fridge or locked cabinet).

Authorisation, in writing, from a parent /guardian/ approved person includes the child's name, the name of the medication, the dosage and times and/or circumstances of administration and details of the last dosage taken and dosage to be administered. If the medication is administered to the child, we record the dosage/ time/date administered. Two staff are present and both will check the dosage when medication is administered and both will sign the medication register/log to acknowledge the medication has been administered correctly. Medication is administered only if the medication is clearly marked with the child's name, contained in the original container and within its due date. Children will not be given a higher dosage than that prescribed on the label. Written consent is kept on the child's individual file. These files are locked away and kept confidential.

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.

7.3 MEDICAL INCLUDING ASTHMA, DIABETES AND ANAPHYLAXIS

Enrolment forms provide families with the opportunity to share their child's medical information with the service staff. Medical details are kept in accordance with the Privacy Act 1988.

Individual medical health plans are designed for children with serious health conditions, information includes a medical management plan, risk minimisation plan and a communication plan. Individual medical health plans are reviewed on a yearly basis (to ensure relevance and accuracy) unless there is a change of condition.

If relevant you may be asked if the staff can display your child's medical details within the room to ensure their health is considered at all times and that all staff working with your child are aware of their condition.

If your child has a serious health condition such as asthma, epilepsy, serious allergies or any other serious or life threatening medical condition it is important that the staff are made aware of this prior to commencement. Please ensure that your child brings their medication to the service each day.

A medical register will be maintained by the service containing the date, time, dosage of medicine that was administered as well as the name of the person who administered and checked.

7.4 HYGIENE

Staff will model a high level of personal hygiene and will encourage children to follow personal hygiene practices in order to ensure cross infection is prevented. Staff and children wash and dry their hands before meal times, after using the toilet, blowing their nose, handling animals and other unhygienic practices. Children are provided with paper towels for the drying of hands.

Our OSHC room is cleaned daily with high touch surfaces receiving extra cleaning with disinfectant. Children receive regular reminders to wash their hands and hand sanitiser is available in the room.

7.5 INFECTION CONTROL

In order to ensure all staff and children are safe whilst at the service sound hygiene and infection control guidelines are followed at all times.

Staff will follow universal precautions in regard to the management of blood/bodily fluids. A blood spills kit is provided within the facility. 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. 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.

7.6 INFECTIOUS DISEASES

Malmsbury Primary OSHC Service 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. Malmsbury Primary OSHC Service will ensure that the policy is adhered to. Parents/ guardians/ approved persons are notified of any infectious diseases present at the venue or school. Details of specific individuals are not disclosed.

Our OSHC room is cleaned daily with high touch surfaces receiving extra cleaning with disinfectant. Children receive regular reminders to wash their hands and hand sanitiser is available in the room.

Children who display any symptoms of coronavirus will not be able to attend the service. If children become unwell while attending OSHC their parents will be contacted to collect them as soon as possible.

Information on common infectious diseases is available for families as required. The service will hold information regarding immunisation schedules, providers of immunizations. The Department of Health provides information at <http://www.health.vic.gov.au/>

Upon enrolment your child/ren's immunization status will be requested to ensure that you are notified of any outbreak of infectious diseases which may affect your child. 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.

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. Before returning to the service parents need to provide a medical certificate stating that the child is no longer infectious.

7.7 HIV/ AIDS/ HEPATITIS

It is important to inform the service of your child's medical needs upon enrolment. However this is not mandatory. Families will not be pressured to disclose their medical condition to the service and children may not be excluded on the grounds of HIV infection.

All medical details of staff, parents or children attending the centre will be kept confidential. 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. Children with moist skin lesions or abrasions are asked to cover them with a waterproof bandage whilst attending the service.

7.8 FIRST AID

In the event of an accident or a child falling ill, first aid equipment and expertise will be available. A first aid kit will be accessible to the staff and maintained in good order. All staff members on duty must hold a current HLTAID004 first aid certificate and anaphylaxis management training. All staff members to have undertaken training in administering Epi/Ana pens and basic CPR training at least every 12 months.

7.9 ILLNESS

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. When a child becomes ill the parent/guardian or approved person is contacted as soon as practicable. The child is kept 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 forms held by the service and placed in the Incident/Accident/Trauma/Illness record book.

7.10 ACCIDENTS

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. Your child's wellbeing is of prime concern and first aid will be administered immediately by staff to ensure the best outcome. Parents will be informed immediately if medical aid or hospitalisation is required.

In the event of an accident, 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. Every attempt will be made to contain the situation. If required, an investigation of the cause will be completed. The Service will ensure that staff, families and children are provided with counselling services to assist in managing stress or grief associated with a serious incident.

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. 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.

7.11 EMERGENCY MANAGEMENT

The personal safety and security of children and staff while attending the service is of paramount importance, therefore the service has emergency procedures which are known and practiced regularly. 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

7.12 SUNSMART

Staff will observe strict health, hygiene and sun protection practices in accordance with relevant government guidelines to minimise risks to themselves and the children. All staff and children are required to wear a suitable hat and apply sunscreen (factor 15 or greater) before they go outdoors in terms 1 and 4. Visitors are encouraged to adopt sunsmart behaviours.

Suitable hats means broad brimmed style that shade the face, ears and neck, the Malmsbury PS school hat is a suitable hat. Clothing should provide adequate protection from the sun. Shirts that cover the shoulders and have collars and sleeves that are at least elbow length, and longer style shorts and skirts are recommended.

Children are encouraged to play in shaded areas. Sunscreen (factor 30+, broad-spectrum, non-allergenic, water resistant) will be made available by the OSHC service and the sunscreen will be on open access so parents can check the ingredients and assist in the prevention of allergic reactions to the cream. , Families are encouraged to provide their own sunscreen if allergies are known. Children are encouraged to apply sunscreen approximately 20 minutes prior to going outdoors. A reminder to reapply sunscreen will occur after 2 hours..

7.13 SMOKE FREE ENVIRONMENT

Malmsbury Primary OSHC Service operates in a smoke-free environment. We ask that all family members and visitors meet this requirement whilst in the school grounds.

7.14 VENUE SECURITY

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 venue, grounds, and all equipment and furnishings used by the service are maintained in a safe, clean, hygienic condition and in good repair at all times.

Appropriate heating, ventilation and lighting both indoors and outdoors is provided. Heating and cooling units will be adequately guarded and positioned so as not to harm the children.

Emergency exits are clearly identified and 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. The venue is secure when the service is operating, the point of access is by both entrance doors in the main building and closing routine is undertaken when leaving the premises. Adequate lighting is provided during the winter months to ensure safe arrival and departure to and from the service for parents, children and staff.

USEFUL CONTACTS/ RESOURCES**OSHC Malmsbury Primary School**

Principal: Carolyn Tavener Ph:03-5423 2284

Co-ordinator: Paul Allen Ph: 03-5423 2284

Loddon Mallee Area Team- North Western Victoria region: Bendigo office 4433 7502

Lady Gowrie Victoria- 93476388

Local support agencies-

Noah's Ark Loddon Mallee Inclusion Support Agency: 5434 4500

Cobaw Community Health Service: 1300 026 229

St Luke's Anglicare: 5421 2000

Department of Human Services-Child Protection: 13 12 78

Centre for Non-Violence, Bendigo: 5430 3000

The Orange Door website- <https://orangedoor.vic.gov.au/>

