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OSHC Parent Handbook

MISSION STATEMENT

As a childcare centre and OSHC service we aim to provide quality care that meets the needs of the children, families and wider community.

We will do this by supporting families as their children progress through early childhood, middle childhood and the primary years, and by providing a safe and nurturing environment in which social interactions and further learning through play and exploration are encouraged.

VALUE STATEMENT

Quality Care

Meeting the needs of the individual and providing them with the opportunity for self discovery.

Respect

For the individual, through the valuing of diversity

Communication

That is honest, reflective, respectful, open, two way and is treated in a professional and confidential manner

Environmental Responsibility

Delivering our service in an environmentally responsible way.



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STATEMENT A1 - HOURS OF OPENING POLICY

WE BELIEVE:

The centre opening hours must meet the needs of the community in which it belongs. The needs of the families who use the centre are the priority and the centre will operate according to this.

THEREFORE WE WILL:

- Ensure that the opening hours best suit the needs of the majority of families who use the service.
- Evaluate our opening hours on an ongoing basis to ensure we are still operating the centre to suit the current trends of the community.
- Ensure sufficient notice is given to parents regarding centre closures and prominently display signage regarding our opening times.

Out of School Hours Care is open;

BSC: Monday to Friday of the School Term 7.30am until 8.45am

ASC: Monday to Friday of the School Term 3.00 pm until 6.15pm

Vacation Care Monday to Friday of the School Holidays 8.00am – 6.00pm

(Please refer to the Pupil Free Day and School Closure Policy for the terms of care outside of OSHC.)

The Child Care Centre and OSHC is closed on public holidays and for a short time over the Christmas period.

STATEMENT OF PHILOSOPHY

Prospect Community Child Care Centre is founded on the following philosophy:

Children

Each child is important and has individual needs and rights. We believe that children have a right to:

- always feel and be safe, physically and emotionally
- be unique and express their ideas, creativity and feelings naturally and freely
- have fun, learning and developing through play and recreation
- a nurturing, learning environment which develops and extends their talents and adopts principles of equal opportunity and social justice
- a harmonious and well balanced programme which fosters the development of the whole child through the development of physical, social, intellectual and emotional skills.

We encourage:

- a sense of self-worth
- the formation of stable, caring relationships with staff and other children
- the development of independence and personal responsibility
- an awareness and understanding of differences in culture, language, gender, age, needs and ability
- the development of problem solving, negotiation and self-help skills
- an awareness of and respect for our environment

Parents, Caregivers and Families

We support parents/guardians in their role as primary caregivers and educators by:

- welcoming them into our centre
- encouraging their involvement and participation
- respecting and accommodating their child-rearing practices within DECS guidelines
- exchanging information with parents/guardians about their child
- providing information about other family and child services
- providing integrated services where possible, eg Inclusive Directions

Staff

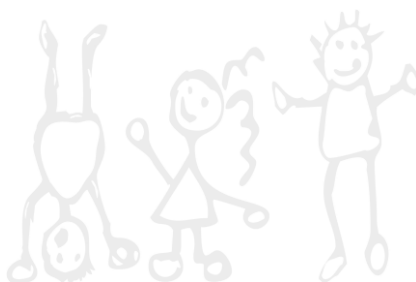
We support staff in their capacity to deliver high quality care consistent with this philosophy by

- providing a flexible work environment that supports their physical, professional and emotional needs.
- encouraging team work
- encouraging staff input to service and program improvements
- supporting individual professional development needs through training, mentoring and networking opportunities
- staffing above licensing minimum standards

Community

Our Centre will:

- promote awareness and understanding, and the importance of, quality child care
- participate with other community groups, agencies and services to share resources, and develop a support network
- endeavour to remain aware of, the changing needs within our community and respond to them where possible.
- be sensitive to the wider range of social and cultural backgrounds of the community it serves.



STATEMENT A2 - MANAGEMENT COMMITTEE

The Prospect Community Child Care Centre is managed by a committee of parents, staff and local community representatives. Members are elected each year at the Annual General Meeting, held within 4 months of the close of Financial Year.

Parent based management provides for families to be involved in an advisory, consultative and decision making capacity. The success of the Centre is therefore very much dependent on the involvement of parent users, and interested community representatives.

The members of the committee are:

- 1 The Executive Committee, which consists of the Chairperson, Deputy Chairperson, the Secretary (who is also the Public Officer) and the Treasurer.
- 2 Parent Representatives (includes office bearers)
- 3 The Director
- 4 A staff representative: one each from Child Care and OSHC.
- 5 School representative

The Annual General Meeting is held to elect members and provides an opportunity to elect the people who will run the Centre.

The Management Committee aims to be involved in the development and implementation of policies which reflect a clear statement of centre philosophy, to be mutually supportive, to manage funds, to oversee programming and to maintain equipment.

Membership or input into the Management Committee is encouraged. All parents are welcome to join the Management Committee and in this way contribute to their child's welfare in the Centre.

The Management Committee actively encourages families to provide feedback on any of the centre policies or significant procedures. Feedback sheets are available on each newsletter or you may choose to write or email as the need arises. Feedback will be passed on to the Chairperson of the Management Committee who will bring it forward for discussion.

The grievance procedure for parents is located in the Parent handbook and is also available in the policy book.

Management meetings are held monthly. The minutes of the previous meeting and the Constitution will be available for parent viewing and information as required will be conveyed to parents via the newsletter or additional flyer.

A list of Management Committee members is displayed in the centre and at OSHC.



POLICY A4 - COMMUNICATIONS BETWEEN PARENTS AND STAFF



WE BELIEVE:

Parents and staff have the right to easy, clear and open communication with each other at all times.

THEREFORE WE WILL:

- Upon enrolment all parents will be issued with a Parent Handbook. This handbook informs parents of the centre philosophy, value and mission statement, privacy statement & all the general information relating to the use of the service. More specific information can be obtained from the Director or the Team Leader. These are updated bi-annually by the management committee, which consists of parents, and centre staff.
- All Child Care newsletters and accounts are posted into individual pigeonholes located in the Big Room or sent via email as per parents request.
- There are also noticeboards located around the centre. These will display the week's programmed activities, room routines, menus and other information relating to the children.
- Staff are willing and more than happy to speak to parents about their child's day and parents are encouraged to discuss any problems or concerns with the Team Leader, Staff or the Director.
- A newsletter will be published 6 times a year, which includes information regarding changes to the centres policies and procedures, fundraising events, centre events and information relating to Child care.
- Translation of any information provided by the service is available on request.
- Inappropriate and/or aggressive behaviour between staff and parents will be documented and a warning issued to the aggressive party.
- In the event of a second incident the Grievance Officer will be involved for mediation.
- In the event of a third incident the Management Committee will take the necessary steps as deemed appropriate, which may include the expulsion of the aggressive party from the centre.
- The Grievance Procedure should be adhered to at all times in the event of a grievance occurring between staff and/or parents.

POLICY A5 - COMMUNITY LINKS

WE BELIEVE:

Forming partnerships between the Centre and local community groups is central to providing effective care.

These partnerships promote open and extensive communication, which is respectful of, and sensitive to, community needs.

THEREFORE WE WILL:

- Work closely with Prospect Primary School and Rosary School to make the transition from child care to school and Out of School Hours Care as easy as possible for the children and their families.
- Provide up to date information to families on local programs and activities for families e.g. kindergartens, school, playgroups, Kindergym, parent information sessions etc.
- Actively seek suggestions and feedback from parents on ways to enhance community links.
- Actively promote ourselves within the community and seek representation with other service providers in the local community.



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POLICY A6 - INFORMATION PRIVACY STATEMENT

The primary purpose for which our service collects information is to enable PCCCC & OSHC, to provide your child with an individual developmentally appropriate program that is educational, stimulating, nurturing and safe.

PCCCC & OSHC requires certain information be collected, in accordance with administration of Child Care Benefit, regulations or legislation that directly relate to the operation of a children's service.

PCCCC & OSHC discloses personal and sensitive information to the service's staff, for the specific purpose of administration and education of your child.

PCCCC & OSHC will obtain parent/guardian permission before disclosing a child's personal and sensitive information to a professional attending our centre for the specific purpose of providing a service for your child. This includes early intervention teachers, speech therapists, occupational therapists, doctors and counsellors.

Personal information collected about children is regularly disclosed to their own parents or guardians. On occasion information such as children's personal achievements, child portfolios and photos are displayed within the boundaries of our services building.

Parents/Guardians have the right to access personal information collected about them or their child. However, there may be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others, where access may result in a breach of the service's duty of care to the child or where children have provided information in confidence.

As you may know PCCCC & OSHC from time to time engages in fundraising activities. Information received from you may be used to make an appeal to you. We will not disclose your personal information to third parties for their own marketing purposes without your consent or for any other reason than for the purpose in which it was collected.

Prospect Community Childcare Centre, will include your child's name, age and specific needs in their Carer's focus children's folder. PCCCC & OSHC may include your emergency contact details in a class list and in PCCCC & OSHC contact directory. Access to these is generally limited to the staff at PCCCC & OSHC.

If you provide PCCCC & OSHC, with the personal information of others, such as doctors or emergency contacts, we encourage you to inform them that you are disclosing that information to the Centre and why. You will also need to inform them that they can access that information if they wish to do so.

PCCCC & OSHC takes all reasonable precautions to ensure personal information that we collect, use and disclose is accurate, complete and up-to-date. Please ensure you inform the service of any changes to the information supplied.





POLICY A9 - VACATION CARE BOOKINGS

WE BELIEVE:

All families have the right to access the Vacation Care Programme. A bond will be required to ensure a fair, equitable booking system and confirm all Vacation Care bookings.

THEREFORE WE WILL:

- Only accept bookings for Vacation Care when all outstanding monies for previous Vacation Care and Before and After School Care have been paid.
- Require a \$5.00 booking fee payable for EACH booked space made for Vacation Care.
- Accept bookings for Vacation Care only when this fee is paid.
- Cancellations with less than 48 hours notice will have full fee applied (minus ant CCB you are entitled to) – the \$5 booking fee will be deducted from this charge.

Note: cancellations for care the first day AFTER a weekend must be advised by 12.00pm on the day BEFORE the weekend.

Not apply a charge for care if care is cancelled with more than 48 hours notice. The booking fee will remain as a credit on your account.

POLICY B1 - PARENTAL INVOLVEMENT

WE BELIEVE:

The early and middle years of life are seen as vital to your child's individual development and therefore in keeping with the notion of partnership, family members are free to visit and participate in the daily life of the service at any time.

THEREFORE WE WILL:

- Encourage family participation and involvement in the centre and ensure it is always appreciated, encouraging parents to speak to our Director on any matter.
- Encourage family members to share their family life with the Centre's children. This could include sharing cultural foods, important ceremonies and festivals, music, stories, different languages or dance.
- Share families' cultures through informal gatherings, parent workshops and daily communication to enrich the lives of children, staff and families who use the centre.
- Fundraise, as necessary, to purchase new equipment etc and parents will be asked to support this process in any way they can.

POLICY B2 - FEES POLICY (in part)



WE BELIEVE:

Being a Community Children's Centre is an integral part of our identity. This means we are a Not-For-Profit organisation, meaning that all monies received from fees are used to pay staff wages and cover operating costs.

THEREFORE WE WILL:

Ensure fees are set by the Management Committee and approved by the [Department of Education, Employment and Workplace Relations](#) (up to the fee relief ceiling).

Actively encourage families to seek fee relief (Child Care Benefit) where possible. CCB is based on the number of children in care and the combined gross family income, which is assessed by the Family Assistance Office. (If your assessment has expired or has not yet been assessed, full fees **will** be charged.)

Fees in arrears

As the Child Care Centre & OSHC is a community based, non-profit service, the needs of the individual families in financial hardships must be balanced against the financial viability of the service and the needs of the families using the service.

Accounts must be brought to a nil balance within 2 weeks of the account date.

Families experiencing financial difficulties should contact the Director to discuss the situation. All matters will be handled in the strictest confidence.

Procedure for Payment

Payment is preferred by Credit Card (including over the telephone) /EFTPOS/Internet banking, although payment can be made by cash, money order or cheque made payable to the *PROSPECT COMMUNITY CHILD CARE CENTRE INC.* Parents paying with AMEX will be required to pay the associated fee as charged to the centre – applied to the next account.

Cheques may be lodged in the fees box in the reception desk from 7.30 am to 6.30 pm. For security reasons this box is cleared regularly.

Payments made by cheque that are refused by the bank will result in the families being charged any bank fees incurred by the centre.

Cash payments must not be left in the fee box and no responsibility will be taken by the Child Care Centre for fees stolen from this box.

POLICY B4 - LATE COLLECTION POLICY

WE BELIEVE:

The Centre has an obligation to ensure the health, safety & well-being of children not collected by the closing time of the centre – 6.30pm, OSHC – 6.15pm and Vacation Care – 6.00pm. Families are expected to abide by the Service hours, except in an extreme emergency. It is expected that if a parent cannot collect their child/ren by the end of either session time, then they will endeavour to let the Service know as well as try to organise for someone else to collect their child/ren as soon as possible.



THEREFORE WE WILL:

- Ensure that staff remain working to regulation for any child left in our care after the designated time of closure.
- Inform parents of our legal obligation to care for the child however noting that the centre is not insured or licensed outside the designated opening hours.
- A late fee must be charged as per Fees Policy.

Repeat offenders will go to the consideration of the Management Committee. Each offence will incur a \$50 fine. Repeat offenders run the risk of losing their child's place in the service.

Any parents who have been required to pay late fines or have been repeat offenders in the last three months will receive a personal letter.



POLICY B3 - PRIORITY AND ACCESS GUIDELINES

WE BELIEVE:

Families who utilise the centre are entitled to receive care in accordance to the Priority of Guidelines as outlined by the Department of Families, Community Services and Indigenous Affairs.

THEREFORE WE WILL:

- Ensure the waiting list is managed according to the following eligibility for child care:

Priority 1 – 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

Within these main categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families on low incomes
- Children in culturally and linguistically diverse backgrounds
- Children in socially isolated families
- Children of single parents “

Child Care Services Handbook 2007-2008 (2007) For all approved child care services Australian Government: Department of Families, Community Services and Indigenous Affairs

- allocate available spaces to those families as per priority schedule above
- contact parents/guardians as per the above guidelines when filling a vacancy. After the eligibility guidelines have been met, priority will be given to siblings and then to those on the waiting list according to date of application.
- Require families who are requesting additional days to notify the centre of these requirements and place them on the waiting list for this additional care. Requests for care are placed in date order.
- regularly update the waiting list.

POLICY B7 - GRIEVANCE PROCEDURE FOR PARENTS

WE BELIEVE:

That the partnership between families and staff is characterised by an active exchange of information and a mutual respect for similarities and differences in child-rearing practices.

THEREFORE WE WILL:

- Ensure staff communicate openly with families about the children and aim to work closely with the parents for the benefit of each child.
- Encourage parents or guardians who feel they have a grievance, or who are unhappy or uncomfortable with any aspect of their child's care, to discuss their concerns in the first instance with the staff who are caring for their child. If this is not possible or appropriate, or if after discussing the matter with those staff the matter is still unresolved, the parent should then raise the matter with the Team Leader and/or Centre Director.
- Inform Parents and guardians that they are also able to contact the Grievance Officer if their grievance is unable to be resolved using the above channels or if they feel more comfortable discussing the matter with the grievance officer at first instance to assist with a resolution of the matter.
- Inform parents and guardians the centre Grievance Officer can be contacted by telephone or email. Their details are available from the Administration Staff.
- Ensure the Grievance Officer is aware it is their responsibility to acknowledge each grievance that it receives, in writing, and to review and follow up each grievance or complaint to ensure that it has been resolved appropriately.



- Ensure the Grievance Officer is aware that they must keep the Management Committee informed of all grievances raised by parents or guardians, the suggested resolution of such grievances and any future strategies for managing similar matters.
- Ensure the Management Committee registers all grievances or complaints as Correspondence Received at the Management Committee held immediately after correspondence is received.
- Ensure the Management Committee analyses the nature of such grievances, the appropriateness of the resolution of those grievances and the outcomes of the grievance management procedures.
- Inform parents that any highly confidential issue, or serious grievance will be dealt with only by the Executive of the Management Committee.

POLICY B6 - MOBILE PHONE AND ELECTRONIC DEVICES

We Believe:

Our mission is to provide quality care in a safe, nurturing environment that encourages social interactions through play and exploration. We need to ensure that the use of mobile phones and other electronic devices supports this mission.

Therefore we will:

Recognise in some cases there may be the need for some children, staff and volunteers to have mobile phones and other electronic devices at OSHC/vacation care, including:

- Mobile phones – including camera phones
- Portable music devices – eg Mp3 players, ipods etc
- Unauthorised electronic equipment – Digital cameras, game consoles (DSI's) etc

- Walkie Talkies

Ensure the following expectations are met:

Expectations – Children

- Children who need to contact parents/care givers urgently should ask staff to do so from the OSHC mobile.
- Children require written permission (see attached form) to bring mobile phones/electronic devices to OSHC/Vacation care.
- All mobile phones/electronic devices must be turned off on arrival at OSHC/Vacation care and remain in their bag or handed in to staff for safe keeping.
- OSHC/Vacation care takes no responsibility for mobiles/electronic devices that are brought into the service.
- The use of mobile phones/electronic devices to take photos, video images or make audio recordings IS NOT PERMITTED AT ANY TIME
- On occasion staff will allow students to use their ipod with the ipod dock for music and movement experiences within the program. All musical content needs to be deemed appropriate by staff.



Possible Consequences:

If children breach the policy regarding mobile phones/electronic devices they may be subject to the following consequences.

- If a child is seen in possession of a mobile phone or electronic device (not using):
 - Reminder to put it away
 - If seen again, then device will be confiscated for the remainder of the day/session.
 - Continued disregard for this policy will result in meeting with parents to discuss reviewing permission for having an electronic device/mobile at OSHC

POLICY C1 - BEHAVIOUR GUIDANCE POLICY

WE BELIEVE

Each person has the right to play and learn in a safe, co-operative & caring environment Rights go hand in hand with responsibilities, & everyone is responsible for their own behaviour.

Everyone should show respect for themselves, others and their property.

Everyone is responsible for their own behaviour and for keeping themselves and others safe.

Each person has the right to experience success.

THEREFORE WE WILL

- Focus on the positive rather than the negative aspects of the child's behaviour & will guide the children's behaviour in the following ways:
- Encourage the children to make positive behaviour choices and acknowledge and reinforce these at every opportunity..
- Encourage a group "belonging" attitude with regard to using our equipment & resources.
- Encourage children to resolve conflicts & disputes using a defined set of steps & provide support to achieve this when necessary.
- We will ensure logical consequences follow an incident of inappropriate behaviour.
- Not use physical punishment be used at the Service.
- Develop with the children expectations, rules and logical consequences and rewards which will be displayed.
- Ensure that parents are kept informed of and involved in, Behaviour Procedures.
- Record occurrences of inappropriate behaviour and consequences enforced as required.
- Behaviour Guidance is a shared responsibility at OSHC involving children and their families, the staff, Director and Management Committee.
- Model appropriate behaviour, problem solving, assertiveness and conflict resolution skills for the children in a positive manner.

Harassment and Bullying

Definition: Verbal/physical behaviour which makes you feel unhappy, uncomfortable, unsafe or afraid.

Types of Bullying and harassment:

Sexist / sexual – putting someone down based on their gender

Racism – putting someone down based on their culture

Physical –violence

Verbal – name calling, threatening.

Cyber – any of the above via electronic means (text message, SMS, internet, chat pages)

What we will encourage children to do:

1. When you experience a conflict with another person, you should tell them how you are feeling, using appropriate language. ie "I don't like it when you call me names"
2. If this does not stop the situation, you should move away from the person/situation.
3. If this is still not working, or the person follows you, you should look for an adult and move towards them. You can run if you have to, and you can shout to get their attention.
4. Once you have the adult's attention, you should explain the situation to them, using words, which describe the person's behaviour, ie "they did not stop calling me names when I asked them to, and I tried to move away from them."
5. Staff will encourage the children to resolve conflicts and disputes themselves using the following steps and will offer support whenever it is deemed necessary & when the child has asked for help.
6. Make sure that you are satisfied with the way the situation was dealt with by the adult. If you are not satisfied then make sure you tell the staff member who dealt with it, so they can adjust the way they resolved the situation.
7. If harassment / bullying still happens make sure you KEEP reporting and telling someone.

It is important that the child has confidence in their ability to resolve conflicts successfully and knows that staff will support them.

Actions, consequences and warnings

If the conflict has not been resolved using the above steps then staff will use thinking time in the following way:

1. Staff will issue a reminder of the rules.
2. A 2nd reminder is issued if the child still fails to co-operate they will be expected to modify their behaviour.
3. If the inappropriate behaviour still continues the child will be moved away from the activity for a period of thinking time.
4. If further removal for thinking time occurs, involving the child's parents/guardians to discuss the issue may occur .
5. If a child chooses to continue behaving inappropriately at this level, they will be excluded from care & their parents/guardians will be called to pick them up immediately.
6. Staff at OSHC will monitor the child's re-entry into the program. The Director & the Management Committee will be kept informed of the situation.

Minor Misbehaviours	Major Misbehaviours
↓	↓
Staff Response	Manger / Director Response
<ol style="list-style-type: none"> 1. Logical consequences, reminder developed in consultation with children 2. Sitting out 	<ol style="list-style-type: none"> 1. If after 3 reminders the child continues inappropriate behaviour 2. Parent will be notified 3. Moved to Director's office 4. Taken home 5. Suspended from OSHC 6. Exclusion may result*

Rewards

Children are entitled to be rewarded for ensuring OSHC is a safe, secure, happy environment.

*Expulsion may be a result of the child's continual failure to comply with the OSHC behaviour guidance policy.

Sourced from:

Prospect Primary School Behaviour Management Policy Parent information document 18/05/2010

Prospect Primary School Harassment document 11/09/2001

Rosary School – Development of Personal Responsibility document



POLICY D1 - SUNSMART

WE BELIEVE

Prospect Community OSHC need to promote among children, staff and parents:

- Positive attitudes towards skin protection.
- Lifestyle practices which can help reduce the incidence of skin cancer and the number of related deaths
- Personal responsibility for and decision making about skin protection
- Awareness of the need for environmental changes in our OSHC to reduce the level of exposure to the sun.

THEREFORE WE WILL:

Ensure the policy is implemented throughout the whole year.

All members of the OSHC will be strongly encouraged to use the following skin protection strategies:

1. Take particular care if in direct sun between the hours of 10am and 4pm.
Outdoor activity sessions will be held in shaded areas wherever possible.
Whenever possible, all outdoor activities will be scheduled before 10am and after 4pm, conducted indoors or in the shaded areas of the service.
2. Endeavour to use the shade of trees, pergolas, umbrellas and tents whenever outdoors.
3. Wear appropriate clothing which protects the skin.

We recognise the sunsmart policies of Rosary School may differ and we encourage the children to wear appropriate hats and clothing whilst at OSHC during terms 2 and 3. During Vacation Care, all children who attend, regardless of school, will be expected to adhere to the policy.

Children, staff and parents will be expected to wear a broad brimmed or legionnaire style hat whenever they are involved in outside activities. Children not wearing an appropriate hat will be expected to play in the shade.

Children, staff and parents will be expected to wear t- shirts and encouraged to wear clothes with sleeves that cover the shoulders and longer shorts/skirts.

4. Liberally apply a broad spectrum sunscreen with an SPF 30+ to clean, dry skin, 15-20 minutes before going outdoors. Reapply sunscreen every two hours if outdoors for a prolonged period of time or more frequently if involved in water play or perspiring. (From May – August sunblock will be applied only as necessary as per Cancer Council of South Australia guidelines)

Adequate time must be allowed for correct application of sunscreen on children before they go outdoors.

5. Reinforcing the SunSmart message regularly in general service procedures is an important strategy in the adoption of skin protection behaviours.

POLICY D2 - ASTHMA

*Staying Healthy in Childcare – 4th edition states:
"One in five Australian children has asthma, making it the most common chronic medical condition in childhood settings."*

WE BELIEVE:

The staff have a 'duty of care' towards all children with asthma who attend this centre.

THEREFORE WE WILL:

Ensure that all staff who work in the centre are provided with asthma education on an bi-annual basis to ensure that they are competent in the recommended procedures involved in treating an asthma attack and managing children with asthma in their care. An asthma first aid kit containing reliever medication, an appropriate spacer device and instructions on their use and maintenance will be stored in the first aid kit.

Ensure parents fill in the medication folder for children requiring asthma medication for either set times or on an "if necessary basis" for each day the child is in care. This allows staff to administer and contact parents to inform them that individual plans have been followed.

Pre-Existing Condition

In the event of an asthma emergency where the child does not have medication and the parent has not filled in the medication folder, staff will follow the child's individual asthma plan using the centre's

medication and will contact parents /carer's immediately. If parents are not contactable and an individual plan has not relieved the child, staff will continue with the Asthma SA plan.

Require all parents who have a child with pre existing asthma or newly diagnosed asthma to provide the centre with an asthma plan signed by a medical practitioner. Records of asthma plans will be kept in the medication folders in each room to ensure staff have easy access to them.

Ensure if a parent has knowledge that their child will require asthma medication while attending the centre they must fill in the medication folder each day the child is in care. The folder may be filled out by allocating set times or by advising staff to follow the individual asthma plan.

First Instance / Suspected Asthmatic Episode / no plan in place

In the event of a child with pre existing asthma having an attack and parents have not given written authorisation in the medication folder staff will contact parents and follow the child's individual plan using the centre's medication. If the parents are not contactable and the individual plan has not relieved the attack, staff will continue with the Asthma SA plan. Staff will continue to attempt contact with the parents to advise them of the situation.

In the event of a first Instance or suspected asthmatic episode the standard Asthma First Aid plan will be followed using the centre's Asthma Reliever as supplied by Asthma SA



Ensure staff write up any medication given in the medication folder and parents/carers must sign this on collection.

Ensure all children with asthma will not be disadvantaged as far as centre activities are concerned.

Sourced From:

<http://www.asthmasa.org.au/index.php/selectedContent/579889110> sourced 16.06.10

Staying Healthy in Childcare – 4th edition

http://www.healthinsite.gov.au/topics/Management_of_Asthma sourced 16.06.10

POLICY D8 - HEAD LICE

Head Lice (pediculosis) are tiny insects that live on the human scalp where they feed and breed. Probably between 2 – 3% of children are infested at any one time. While they do not carry or transmit disease, they are the most common cause of head itch and scratching which may lead to infection and swollen lymph glands, therefore, they need to be eradicated.

1. Purpose

- 1.1 To respond to reports of head lice quickly and effectively
- 1.2 To ensure that an effective process for treating head lice is well known and consistently followed.

2. Goals

- 2.1 To ensure that parents and guardians are well informed about head lice treatment
- 2.2 To help treat and control outbreaks of head lice in OSHC.

3. Implementation

- 3.1 Anyone can catch head lice.
- 3.2 Head lice cannot fly, hop or jump. They spread from person to person by head to head contact, and by the sharing of personal items such as combs, brushes and head gear such as hats.
- 3.3 Upon positive identification of head lice, the Manager or Tam Leader will ensure that the parents of any infected child are contacted as soon as possible and informed that their child is to be

excluded from attending OSHC in accordance with the NHMRC "Staying Healthy in Child Care"- June 2001, until the children have been treated.

- 3.4 A child with head lice can be treated one evening and returned to OSHC the next day. No treatment kills all of the eggs so treatment must involve two applications, seven days apart. The purpose of the first treatment is to kill all lice, the 2nd treatment is to kill young lice hatched over the next six days
- 3.5 The Manager/Team Leader will also provide parents of infected children with information about head lice treatment and prevention.
- 3.6 Upon return to OSHC, each excluded child will be required to provide to the Manager a note stating that the head lice has been treated.
- 3.7 The Manager will ensure that information relating to the prevention and eradication of head lice appears throughout the year in the OSHC newsletter, particularly at times of heavy outbreaks

POLICY D10 - IMMUNISATION POLICY

WE BELIEVE:



The Management Committee will strive to reduce the incidence of infectious diseases amongst children attending the Centre. The Centre recommends parents of children at the Centre maintain levels of immunisation as recommended by the South Australian Health Commission.

THEREFORE WE WILL:

The Centre Management will endeavour to educate families on current recommended practices on immunisation including the names of local agencies offering immunisation services and will prominently display this information in the Centre.

Child care staff are also at risk from common childhood infections. Staff are encouraged to protect themselves by making sure that their own schedule of vaccinations are complete. Staff will be asked to complete an immunisation schedule on employment.

The Management Committee reserves the right to exclude any unimmunised child from the centre, however, will take into account cultural sensitivities of particular health needs of individual children and conscientious objectors.

When a vaccine preventable disease is present or suspected at the centre, children for whom the centre does not have a complete immunisation record may be treated as unimmunised.

In the situation of an outbreak of a notifiable disease, the centre reserves the right to exclude any child who is not immunised, as well as those carrying the disease. The centre will seek advice from recognised health authorities

Any outbreaks of an immunisable disease will be recorded on an "outbreak of an immunisable disease" form and filed. The centre will contact the Health Department to notify them on any outbreaks of a notifiable disease in the centre.

Enrolment forms will include questions about immunisation and parents may be required to show proof of immunisation (eg. blue book)

At the beginning of each year the centre will update individual children's immunisation profiles through its child update form.

Sourced from "Immunise Australia Program", Commonwealth Department of Health and aged care and The NCAC Quality Practices Guide 2005

POLICY E3 - MEDICATION

Requests for the storage and supervision of medication

WE BELIEVE

It is important for children who require medication – long term and/or short term – receive it as prescribed by the Doctor or Pharmacist.

It is also important that children who require 'over the counter' medication also receive it as written by a Doctor or Pharmacist.

THEREFORE WE WILL:

- Require all prescribed and 'over the counter' medications are accompanied by written directions from a Doctor or Pharmacist.
- Ensure all prescribed medication is only administered to the child to who it was prescribed - the right child has the right medication and the right dose by the right route (for example, oral or inhaled) at the right time, and that they write down what they have observed.
- Require parents to provide the appropriate way of administering the medication, eg; measuring cup or syringe.
- Ensure items such as nappy rash creams are written up in the medication folder. These will be administered by the staff without a medication plan.
- Ensure oral medications such as teething gels are written up in the medication folder. will not be administered without written consent from the parent or guardian.
- Ensure written instructions from a Doctor or Pharmacist are received in relation to 'over the counter' analgesics as it should be noted that analgesics (such as Panadol) can mask signs and symptoms of serious illness or injury and will not, therefore, be used by child care staff as a standard first aid strategy.
- Inform parents and guardians that in the instance of a repeat prescription, we do not require another medication plan to be completed if the repeat medication is concurrent with the first prescription and that no more than 1 week lapses between the first prescription finishing and the repeat prescription commencing.



Procedure for Storage of Medication

- Medication must be stored strictly in accordance with product instructions (paying particular note to temperature) and in the original container in which dispensed. Families may supply thermal carry packs to maintain safe temperature storage and for the ease of medication on excursions.
- Storage should be secure with clear labelling and access is limited to the staff responsible for medication storage and supervision.
- Long term medication (eg Asthma inhalers or epipens) are held in medibags located in each room. An up to date medication / Illness Action Plan must accompany each medication.

Safe storage of medication requires, as a minimum standard that the medication is:

- Prescribed by a Doctor
- Provided by the parent or guardian
- Within the expiry date of the product
- Provided with written instructions from the parent, guardian or doctor. These instructions must match those printed on the product packaging.

Sourced from:

<http://adam.about.com/encyclopedia/Storing-medicine-safely.htm>

Accessed: 9.02.2011

<http://www.decs.sa.gov.au/speced2/pages/health/faqMedication/?reFlag=1>

Accessed: 9.02.2011

POLICY G1 - INCLUSION IN CHILD CARE

WE BELIEVE:

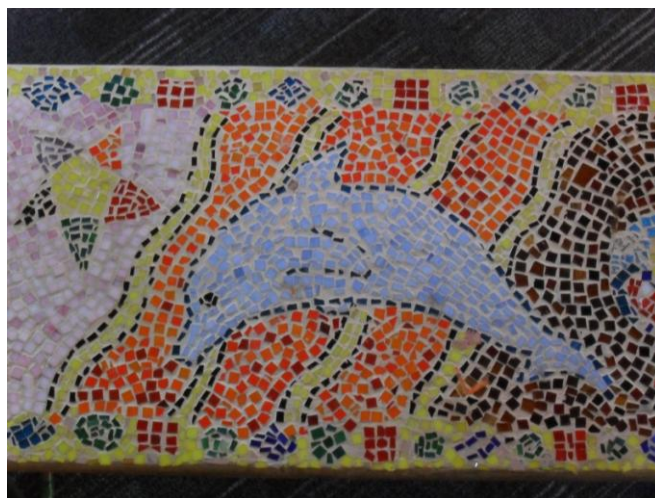
All children have the right to be included in child care activities and the child care environment.

THEREFORE WE WILL:

- Endeavour to support the inclusion of all children, including children with additional needs into child care.
- Provide quality care and support to families and children so that they are able to participate in a child care environment which facilitates learning, socialising and communicating with their peers.
- Respect children as individuals and provide opportunities for children to access all learning experiences.
- Work closely with parents to support inclusion in to child care by planning and adapting inclusive practices to ensure individual children and families are treated equitably.
- Work closely with agencies such as Inclusive Directions, Parenting SA, ARMSU (Aboriginal Resource and Management Support Unit) and other support agencies to provide effective support, training & advice to facilitate the inclusion of children into child care.
- Work in conjunction with local Kindergartens and Schools sharing information & resources to aid in inclusion.
- Ensure that we acknowledge that each child is an individual & is treated with respect.
- Ensure the environment enables children with additional needs to access all activities freely.
- Source specialised training on issues relating to children with additional needs
- Support and be advocates for inclusion.
- Source adequate resources and equipment to enable a child's inclusion
- Research funding opportunities to provide extra staff support to help with inclusion.

Sourced From:

National Quality Standard for Early Childhood Education and Care and School Age Care, Council of Australian Governments, December 2009 page 10



POLICY G2 - GENDER EQUITY

WE BELIEVE:

All children have the right to be treated fairly and equitably regardless of their gender.

THEREFORE WE WILL:

- Avoid sexist language when giving praise, for example “good boy” or “good girl”
- Avoid stereotypical comments such as “Aren't you a big brave boy? You didn't cry”.
- Use non-sexist language such as police officer and fire fighter.
- Encourage cross gender play choices.
- Ensure dress ups reflect male, female and neutral attire.
- Ensure jigsaw puzzles, books and pictures show males in caring/nurturing roles and females in adventurous/occupational roles.
- Encourage all children, regardless of gender to expand their aspirations and to participate in as many areas of the curriculum as possible.



POLICY G3 - ANTI-BIAS

WE BELIEVE:

Staff play a critical role in making children aware of the many possibilities and opportunities ahead and in ensuring they help remove barriers that may restrict them from reaching their full potential.

The quality of staff and service practices will be enhanced by providing staff with opportunities to participate in professional development and gaining access to reference materials.

THEREFORE WE WILL:

- Actively promote opportunities for children to develop competence and confidence to participate in a range of activities and actively promote equal opportunity.
- Regularly assess the program/'s materials and equipment for evidence of discrimination, sexism and other bias.
- Ensure Staff interactions with children show understanding, acceptance and respect for the many different cultures and religions in our service.
- Ensure Staff role model fairness and justice through active participation in programs, play and informal discussions.
- Encourage Staff to undertake training to ensure we reflect current best practice in anti-bias play.

POLICY G6 - ATTENDANCE POLICY

WE BELIEVE:

The Management Committee of The Prospect Community Child Care Centre Out Of School Hours Care Program are committed to ensuring the safety of children attending the OSHC service, including when they are dropped off at and collected from the service.

This policy provides instructions for staff and families about the required procedures for dropping off and picking up children. These instructions have been developed in consultation with Prospect Primary and Rosary School.

THEREFORE WE WILL:

Rosary School

- Escort all Before School Care children to Rosary School from the Prospect School site in the morning. In the afternoon, a Teacher will supervise children outside the Rosary School Hall until OSHC staff arrive and "take over". The children will then be escorted to the Prospect Primary OSHC campus.

Prospect Primary School

- Escort all Before School Care children in Reception and Year One to their classrooms. All other Before School Care children will be allowed to make their own way to their classes once Prospect Primary School staff are on duty. In the afternoon, staff will collect all After School children in Reception from their classroom and escort them to the After School Care program site. All other After School Care children will be expected to make their own way to the site. Teachers will be provided with a list of all Reception / Year 1 children who are booked in to the OSHC program. Where possible Teachers will also be notified on the day by staff if children are booked in for casual sessions.

PARENTS/GUARDIANS OBLIGATION TO NOTIFY OF NON-ATTENDANCE

Ensure parents/guardians are aware it is their responsibility to notify the OSHC service if their child is not going to attend their normal booked session. If parents/guardians are not able to contact the OSHC directly they should leave a message on the mobile phone or email the service.

Signing Children IN AND OUT

The attendance register is to be signed by the person dropping off or collecting the child/ren and the times should be recorded next to the appropriate child's name (this register is a requirement of the Department of Family and Community Services which provides Childcare Benefit to service users).

As a matter of courtesy, parents/guardians should let staff know when they are dropping a child off at Before School Care or collecting a child from After School Care. The After School Care service is licensed to stay open until 6.15 pm. Children not collected by this time and who cannot be collected by an authorised person will be referred to Crisis Care.

COLLECTION OF CHILDREN BY PERSON OTHER THAN PARENT/GUARDIAN

If parents are unable to collect their children they will be expected to arrange another person to collect them.

Only authorised persons nominated on the enrolment form by the parents/guardians will be allowed to collect children unless the parents/guardians advise staff of some other authorised person. Identification will be requested from persons who are not known to the staff.

CHILDREN WHO ARRIVE AT OSHC THAT HAVE NOT BEEN BOOKED IN

It is the responsibility of the Prospect Primary School and Rosary School to care for children who are not collected from school and are not booked into an After School Care session. An OSHC staff member will escort the child to the Front Office of the school the child attends, to ensure safe collection of the child.

ABSCONDANCE PROCEDURES

The OSHC staff will undertake the following procedure when children who are booked into After School Care do not arrive:

- Ring the child care centre and either Rosary School or Prospect Primary School office for any messages from parents/guardians regarding the child's non attendance at OSHC.
- Request the School administration staff to check with teachers regarding the whereabouts of the child.
- Contact the parents/guardians or an authorised person.
- If the location of the child cannot be ascertained then the OSHC service will notify the **Police**, the Director and School Principal.

The OSHC staff will undertake the following procedure when children abscond from OSHC.

- Contact the Director, Parents/Guardians and Police
- A discussion between the child, Parents/Guardians and Staff will occur before a child is re-admitted into the program.



POLICY G6 - EXCURSION POLICY

WE BELIEVE:

Every child has the right to feel safe and secure whilst within the OSHC / Vacation Care environment and when participating in any excursions outside the service during OSHC and Vacation Care. The safety of the children is of paramount importance. Due to this responsibility, the OSHC has an excursion policy which all staff will follow at all times.

This policy provides the procedure for staff to create a safe environment.

The procedures are seen to be an integral part of the children's education and the OSHC and Vacation Care program.

THEREFORE WE WILL:

Ensure the ratios are strictly adhered to as follows:

OSHC (Before School care and After School care) for every 30 children present there must be 2 staff with 1 staff member being qualified.

Vacation care for every 30 children present there must be 2 staff with 1 staff member being qualified.

- 1 staff: 8 children - when on an excursion.
- 1 staff: 5 children - when on a swimming excursion.

STANDARD PRECAUTIONS WHEN ON EXCURSIONS

Standard precautions are work practices which ensure that the high levels of supervisory control are used at all times, in all work settings, by all employees, volunteers and students, to the best of their capability.

On all excursions outside the OSHC, the following precautions are to be enforced at all times:

1. The OSHC Manager will discuss appropriate supervisory practices with staff before any excursion (dependant on the activity undertaken).
2. Each staff member will have a designated group of children which they will be responsible for supervising and monitoring their behaviour during the excursion.
3. All children will wear wristbands detailing the name and contact number for the OSHC.
4. Children are to be counted and the roll called before leaving the school grounds.
5. Children are to be counted as they board transport. Designated staff members will man all transport exits until all children have been accounted for.
6. Children are to be counted as they get off transport on arrival at their destination. A designated staff member will remain on board until all children have been accounted for.
7. Children are to be counted during the course of the excursion.
8. Children are to be counted and the roll called before they leave their destination.
9. Children are to be counted as they board transportation. Designated staff members will man all transport exits until all children have been accounted for.
10. Children are to be counted as they get off transportation. A designated staff member will remain on board until all children have been accounted for.
11. Children are to be counted and the roll called as they arrive back at OSHC.
12. The Manager is responsible for the first count and a nominated team leader will double check the count.
13. In the absence of the Manager, a Team Leader will be responsible for the first count and a nominated staff member will double check the count.
14. All staff should be aware that a count has been conducted and be responsible for checking that children remain with the group at all times.
15. Children will be accompanied by staff when using the toilets, change rooms or purchasing food/goods at all times.
16. Parents are asked to be equally concerned in maintaining standard precautions by informing staff when they arrive or depart from the OSHC and by signing children in and out as required by Commonwealth guidelines.

WHAT TO DO IF A CHILD IS LOST OR MISSING

It is the responsibility of OSHC staff to ensure its practices minimise the risk of loss of a child/children on an excursion or whilst attending the OSHC or Vacation Care. Children are never to be left unattended either inside or outside an excursion venue and every effort is to be made to prevent children being lost or leaving the OSHC or Vacation Care without an authorised person who has signed the attendance register. In the event that a child is unaccounted for on an excursion, at OSHC or at Vacation Care the staff will take appropriate action according to the OSHC policy as soon as they are aware that a child or children are missing or unaccounted for:

1. All possible areas that the child may be located are double checked, if appropriate.
2. The police will be contacted. The Police will take control of the situation from the OSHC service at this time. The OSHC Manager is to liaise with the Police.
3. The Director will be notified...
4. The parents will be contacted by the Director informing them of the situation and the steps being taken
5. The Director will contact the Chairperson and the Executive members of the Management Committee.
6. The Executive Committee will meet and document the incident and the plan to be put in place to prevent the incident from occurring again.

Information for this policy sourced from

<http://www.decs.sa.gov.au/ybsproviders/files/links/Policy.pdf> accessed 27.10.10

http://www.ncac.gov.au/factsheets/oshcqa_factsheet_7.pdf accessed 27.10.10

Thank you for choosing our service.



Ph 0407 695 645 – bookings and enquiries

Ph 8344 3066 - accounts

Fax 8344 3613

Email oshcprospect@live.com.au

Web www.prospectcc.com.au