



# Family Handbook

*Education is not  
Preparation for life;  
Education is life itself.*

*John Dewey*

*St John's OSHC  
Catholic  
Education Diocese  
of Rockhampton*

Ph: 0417636948



## CATHOLIC EDUCATION – DIOCESE OF ROCKHAMPTON

### MISSION STATEMENT

*Inspired by the person and teaching of Jesus Christ, we serve the communities of the Diocese of Rockhampton, by providing:*

- *life-long faith education*
  - *religious education*
  - *relevant, holistic, quality education*
- to assist all in their search for meaning for life.*

### PHILOSOPHY STATEMENT

*At St John's Outside School Hours Care we aim to provide the children and families with the highest quality care in a safe, fun, secure and confidential environment. Our service's policies are fair and non-discriminatory and are always in the best interest of children and their families with a focus on the environment. All children are unique and different with a variety of cultural backgrounds that serve to enrich our service. By providing programs supportive of each child's individualism this will enable them to grow in their own way and provide opportunities where all areas of development are extended upon – physical, social, emotional, spiritual, cognitive, creative, language and interests*

*We endeavour to develop warm, positive and open communications and relationships between children, parents and staff so a pleasant, flexible and supportive atmosphere is maintained. We will provide regular feedback on our service to the community and to our families. We are committed to providing up to date activities and facilities of a high standard. We shall also ensure our staff members are trained on a regular basis so that we can maintain a high standard where the children will benefit by developing the confidence to freely express, explore and participate in experiences through a variety of activities.*



## *STATUTORY AUTHORITY - ACECQA*

The Australian Children's Education and Care Quality Authority (ACECQA) can be contacted at:

Address: Level 15, 255 Elizabeth Street, Sydney, NSW, 2000

Postal Address: PO Box A292, Sydney, NSW 2000

Email: [enquiries@acecqa.gov.au](mailto:enquiries@acecqa.gov.au)

Phone: 1800 181 088

All our services are managed through the associated school with support from our Rockhampton Diocesan Catholic Education Office (DCEO).

[Catholic Education- Diocese of Rockhampton](#)

143 West St

Rockhampton QLD 4700

Postal Address

GPO Box 524

Rockhampton QLD 4700

Phone: (07) 49313600

Fax: (07) 49313 702

Email: [OSHC@rok.catholic.edu.au](mailto:OSHC@rok.catholic.edu.au)

Web: <http://www.rok.catholic.edu.au/index.htm>

## *REGULATORY AUTHORITY - OECEC*

Office for Early Childhood Education and Care Department of Education and Training can be contacted at:

Website: [www.education.qld.gov.au](http://www.education.qld.gov.au)

E-mail: [ecec@dete.qld.gov.au](mailto:ecec@dete.qld.gov.au)

PO Box 15033

City East QLD 4002

Phone: 1800 637 711

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## TERMINOLOGY, ABBREVIATIONS & ACRONYMS

| TERM                 | REFERS TO THE FOLLOWING:   |
|----------------------|--|
| Parent/s             | Parents/Carers/Guardians   |
| DCEO                 | Diocesan Catholic Education Office   |
| ACECQA               | Australian Children’s Education and Care Quality Authority   |
| OECEC (DET)          | Office for Early childhood Education and Care, (Department of Education and Training)  |
| DEEWR                | Department of Education, Employment and Workplace Relations  |
| CCMS                 | Child Care Management System – organisation that oversees child care assistance  |
| CCB                  | Child Care Benefit   |
| CCR                  | Child Care Rebate  |
| FaCSIA               | The Department of Families, Housing, Community Services and Indigenous Affairs   |
| Nominated Supervisor | Person who is in charge of the day-to-day running of the service. In our service this is the principal. The Nominated Supervisor may appoint a certified supervisor to the role of responsible person when they are not present at the service. In all documentation, where it states Nominated Supervisor, it also encompasses the delegated person to be in charge of the service. |
| Certified Supervisor | Those staff members who are able to take on the running of a service (with one of these certified supervisors appointed as the nominated supervisor of the service).   |

## GOVERNANCE

Welcome to our Outside School Hours Service

The Outside School Hours Care (OSHC) service is managed by Diocesan Catholic Education Office (DCEO) Rockhampton for and on behalf of the Approved Provider – *The Roman Catholic Trust Corporation for the Diocese of Rockhampton*. The principal of the school, working closely with the OSHC coordinator, Diocesan Coordinator Early Learning & Care and Assistant Director: Schools are responsible for the overall operation and management of the service. Additionally, this service is provided with ongoing support through the Diocesan Catholic Education Office.

The service aims to provide play and leisure-based learning experiences for children in a caring and nurturing after school environment. It is through the dedication of our qualified staff that we can support every child’s spiritual, physical, social, intellectual and emotional abilities.

As an approved service we are committed to the following:

- Advocating for the rights and best interests of the child;
  - Viewing children as successful, competent and capable learners;
  - Promoting equity, inclusion and diversity;
  - Valuing Australia’s Aboriginal and Torres Strait Islander cultures;
  - Respecting and supporting the role of parents and families;
  - Providing best practice through the provision of qualified educators;
  - Communicating regularly with families;
  - Providing a program that supports children to build positive relationships with others, develop their emotional well-being, motor development and wonder about their world and God.
- (Please refer to our service’s philosophy for a comprehensive statement of beliefs)

*Please take the time to read this handbook as the following information has been prepared to assist you and your child’s transition into school-age care.*

The service is required to adhere to a number of guiding documents to fulfil its commitment as an 'Approved Service'. These include: policies and procedures, the *National Education and Care Services Law and Regulations (Guidelines and fact sheets are available to assist families with these documents)*, *My Time Our Place*, *Spirituality in the Early Years* and the *Quality Improvement Plan*. All documents are available to families on request. Please notify the service if you require these or any other documents to be provided in a language other than English.



### **SCHOOL BOARD**

We believe that parents' contribution to the service is vital in the ongoing success of the service's operation and delivery. The Board plays an important role in providing a parent perspective and offering a voice for families.

The Board aims to ensure that effective communication exists between all key stakeholders of the service. Relevant information pertaining to the service may be tabled at the Board meetings through your educators, written correspondence or parent representative.

### **MEMBERS OF THE SCHOOL BOARD**

Members may consist of:

- Parents whose children are attending the service ;
- The Principal of the school;
- Representative(s) of the parish priest (if he requests same) or Parish Council member;
- Other interested stakeholders in the local community.
- The Board acts to provide advice and support to the service in relation to local issues and the service benefits from the input of parents.
- All parents are welcome and are encouraged to make written submissions to the Board as part of the service's monthly report. These meetings are usually held quarterly or at the discretion of the Board Members, and are advertised beforehand.

### **FUNCTIONS OF THE BOARD**

- To liaise with the service and other relevant bodies so that mutual understanding of the service exists and opportunities to work together are identified.
- To assist management to identify any particular needs or issues relevant to the service and assist in the development of solutions.

### **QUALIFICATIONS**

Our service has qualified educators. The individual qualifications of educators are displayed in the service. Additionally, information regarding the person who is in the role of the 'responsible person', nominated supervisor and education leader is also displayed for families to view.

The ratio of educators to children is always aligned to legislative requirements.

## **FAMILIES AND COMMUNITY**

### **ENROLMENT, ORIENTATION & FEES**

#### **FAMILIES**

On return of the enrolment and booking form and payment of the enrolment fee the coordinator will verbally discuss with each family the general operations of the service, highlighting various aspects of the program. This orientation may include but is not limited to: participation of family in the service's program, sign in/out procedures, fee payment options, location of the parent area, location of relevant documents, introduction of staff, and family code of conduct and parent concern procedures.

*If required, service information and other relevant community information can be translated.* Please speak to the teacher if you should require this for yourself or any member of the enrolled child's family.



## **PARENT INVOLVEMENT**

Our service has an 'Open Door Policy', which means you are most welcome to come and spend time with your child.

As parents you can visit during hours of operation to ensure confidence in the service offered to your child. A continuing exchange of ideas and information is important and enhanced with open communication and we welcome any suggestions or comments you may have.

Your involvement in the service can vary depending on your availability. Any contributions of time or donations (e.g. containers for collage, dress-ups etc.), will be very much appreciated. Some of the ways you can become involved in your child's OSHC experience include, story-telling, assisting with preparation of resources, sharing any talents/interests that you may have, participating in working bees, demonstrating a skill that you may have such as cooking, carpentry etc. with the children, offering your professional knowledge with educators and children, partaking as an active Board member etc.

As parents of children enrolled at our service, staff recognise that you are the primary carers of your child. The participation of parents can help ensure that the service is responsive to the needs and wishes of families.

## **PARENT/CARER RIGHTS**

- To know that your child is in a safe and welcoming environment;
- To visit the service prior to your child commencing, during the child's attendance and at other times to discuss your child's progress with educators;
- To expect support in your role as the primary carer of your child;
- To be greeted by staff, volunteers and others associated with the service, in a warm and welcoming manner;
- To view and contribute to the service's philosophy and goals;
- To view and contribute to the policies and procedures that oversee the operation of the service;
- To be involved in the growth and development of the service and provide feedback;
- To receive regular information from the service, be it by print, electronic media or other means that are deemed appropriate for individual family's needs (e.g. where English is a second language);
- To collaborate and consult with staff regarding your child in a confidential environment;
- To be provided in the enrolment package, the service's contact details, opening times, grievance procedures and any relevant governing authority information;
- To participate on the Board (a process of induction prior to this role is required);
- To receive information on workshops, functions and any other information which may be of benefit to your family or impact on care practices;
- To receive updates on current research regarding health and safety practices (e.g. immunisation, sun safety, nutrition, best sleep practices etc.), child development and play, as made available to the service
- To express concerns according to service policy, and have these addressed in a timely and respectful manner;
- To be informed of contagious diseases that may have been identified at the service;
- To be informed of emergency, lock-down and evacuation procedures;
- To access current information about community services and resources to support parenting and well-being;
- To have access to the records and planning kept in relation to your child;
- To receive the *Dealing with Medical Conditions Procedure* if your child has a medical condition that requires a management plan;
- To view up-to-date information on staff qualifications, the name, contact details and position of the responsible person on duty, nominated supervisor, approved provider and educational leader;
- To view and contribute to service programs;





- To view the current *Approval to Operate as a Service* information;
- To be involved in the ongoing *Quality Improvement Plan* process and view the outcome of this assessment process incl. the service's rating.



### **PARENT/CARER RESPONSIBILITIES/ CODE OF CONDUCT**

- To respect the philosophy and goals of the service, Catholic ethos and values of Catholic Education – Diocese of Rockhampton;
- To support the service in its endeavours to provide a quality program for all children;
- To work cooperatively with staff in developing and implementing a Resolution Management Plan [as required];
- To read and be familiar with the service's philosophy and goals and follow policies and procedures;
- To follow the parent Grievance Procedure and to raise concerns in a timely and respectful manner;
- To sign children in and out on a daily basis and to make sure no unauthorised person is sent to collect a child without first contacting the service ;
- To notify the service of your child's immunisation status;
- To notify the service of any contagious disease that your child may have been in contact;
- To keep your child home if you are aware or ought to reasonably know that your child has, or may have, a contagious condition (Public Health Act s 161);
- To value the individuality and uniqueness of your child and other children attending the service;
- To approach all communication with staff, volunteers and other parents in a respectful manner;
- To approach the service educators if there is a concern involving another child;
- To collect children by the service 's closing time;
- To notify staff of any medical/dietary or personal needs of your child through regularly updating your child's enrolment form;
- To notify the staff in writing of changes to or cancellations of bookings;
- To make regular payments of fees as per the Fee Payment Procedure and to ensure accounts are settled in full at the end of each term (and if applicable, pay any outstanding fees e.g. a late fee).

***With regard to the above Rights and Responsibilities, all stakeholders are encouraged to sensitively address any concerns with parents/carers, educators, the Director or Diocesan Coordinator Pre-prep & OSHC.***

It is essential that all such processes be undertaken in a respectful and professional manner. Signed and dated hard copies of all letters, meeting notes and records of conversations will be kept on file.

### **PARENTS CONCERNS AND FEEDBACK**

Upon enrolment, parents are given written information encouraging them to develop open communication with staff. It is a parent's right to contact the service's management and the relevant government agencies if they have any concerns. All those involved in any grievance procedure are expected to behave in an appropriate manner. In order to ensure confidentiality and to respect the dignity of those involved in the process, discussions relating to a grievance should not be discussed within hearing of children or parents and staff not directly involved.

### **PARENT CONCERNS**

Where a concern is raised, an individual employee will write the details down noting the concern, place, person etc. and refer this note with contact details of the person to the relevant educator. The educator/coordinator shall then arrange for an investigation into the complaint and take necessary action to resolve the complaint.



## Procedure

- If you, as parent/carer have concerns with a staff member or the service that cannot be resolved with the personnel involved, you are encouraged to raise the matter with the Principal.
- If your concern is not resolved, you can contact the Diocesan Coordinator Pre-prep & OSHC at:

Address: 143 West St, Rockhampton, QLD 4703  
 Postal Address: PO Box 524, Rockhampton, QLD 4703  
 Email: OSHC@rok.catholic.edu.au  
 Phone: 0749313753

- If you consider that the Diocesan Coordinator Pre-prep & OSHC did not adequately address the concern, you can contact, in writing the Assistant Director Schools, at the above address.
- In the event that you are not satisfied with the outcome, the following authorities may be of assistance:

### **Office for Early Childhood Education and Care Department of Education and Training**

Website: [www.education.qld.gov.au](http://www.education.qld.gov.au)  
 E-mail: [ecec@dete.qld.gov.au](mailto:ecec@dete.qld.gov.au)  
 PO Box 15033  
 City East QLD 4002  
 Phone: 1800 637 711  
 Fax: (07) 3234 0310

### **Australian Children's Education and Care Quality Authority (ACECQA):**

Address: Level 15, 255 Elizabeth Street, Sydney, NSW, 2000  
 Postal Address: PO Box A292, Sydney, NSW 2000  
 Email: [enquiries@acecqa.gov.au](mailto:enquiries@acecqa.gov.au)  
 Phone: 1800 181 088  
 Media only: 0477 301 274

## **PARENT FEEDBACK**

The service will provide regular opportunities for parents/carers to contribute to the evaluation of the service. For ongoing quality improvement and to ensure high standards, it is important that families and community are involved in decision-making regarding service provision. These are just some of the areas that feedback and suggestions would support the service:

- The suitability and quality of services offered;
- The planned activities offered to children;
- Interactions between staff and children;
- The facilities and equipment in relation to the operating environment;
- Cultural aspects of the program;
- The development of service specific policies and procedures;
- Any measures that might be taken to improve methods of communication with parents.

Management will take seriously parent responses to feedback review and evaluations and communicate with parents about any changes made as a result of their suggestions.



Parents have a right to raise any grievances or concerns about our services or treatment of them at any time during their involvement with the service. Please see your child's educators or principal for more information.

## **DISCRIMINATION COMPLAINTS**

The service staff will ensure that they do not engage in, encourage or accept any act of unlawful discrimination against a parent or child. Catholic Education will include training on aspects of unlawful discrimination in induction training sessions for new staff.

All staff will treat any complaint by parents concerning any unlawful discrimination sympathetically and seriously. Unlawful discrimination includes discrimination on the basis of sex, race or ethnicity, disability, age, religious or political belief.

Where a complaint is raised, a member of staff will record details of the alleged form of discrimination, place, person etc. and refer this note with contact details of the person alleging discrimination to the principal, Assistant to the Director Schools and/or Diocesan Coordinator Pre-prep & OSHC. The relevant person will then arrange for an investigation and take the necessary action to resolve the complaint.

## **METHODS OF COMMUNICATION**

Daily information will be shared with families regarding their children. At other negotiated times it may be necessary for educators and families to meet to discuss confidential and sensitive matters. The service values the contributions of families and their knowledge of their child.



The service may use a variety of media every term to keep parents informed of changes happening in relation to legislation or service operations, introducing new staff, updating information on staff professional development as well as any other information relevant to the service.

From time to time, important information will be displayed for families at the service, Catholic Education or parish newsletters. In our designated parent information area you will find a selection of brochures and fact sheets on various topics relating, but not limited to: child development, child protection, health and nutrition, bullying, inclusion, diversity and community resources.

We also encourage parents to look at our collections of pictures and other items of interest created by the children and displayed throughout the service.

## **COMMUNITY INVOLVEMENT**

Please see Fact Sheet 7 regarding Community Involvement.

# *OUR CHILDREN*

## **RESPECT FOR CHILDREN**

School-aged care is a place where the children, staff and parents are treated as individuals and respected for their cultural and gender differences. Our daily programmed experiences focus on the needs and interests of each child and family.

The dignity and rights of the child are respected at all times. The service promotes positive relationships and citizenship and therefore supports children in making responsible choices.

Physical, verbal or emotional punishment including corporal punishment or discipline that humiliates, frightens or threatens a child is totally unacceptable and is not permitted or justified as a means to guide behaviour at our service.

Educators endeavour to:

- Provide an environment that enhances the mental and physical health of the child, stimulates the child's involvement in experiences and encourages self-esteem and a sense of achievement
- Provide support for children to make responsible choices through a decision-making process

- Provide children with uninterrupted play periods where they can become fully involved in and complete activities
- Ensure that interactions with the children are always consistent, harmonious, fair, warm and sensitive. They will encourage the child to learn about their own rights and develop a respect for the rights of others
- Ensure staff instructions are positive and age appropriate (e.g. "Please walk," instead of "Don't run!")
- Provide security by displaying a collaborative routine
- Ensure confidentiality when discussing a child's individual needs
- Ensure photographs of children are not taken or displayed without written permission from parents. This includes video, still film and digital images.

### **INCLUSION AND DIVERSITY**

Educators endeavour to:

- Provide a variety of experiences that encourage the participation of all children
- Be aware of the children's environment and individual social needs
- Cater for children from all cultural backgrounds including any social considerations, food provisions and additional communication requirements
- Encourage interaction between gender groups in a positive way with organised activities and games
- Encourage children to support one another with activities and routines
- Provide a wide variety of resources (appropriate to their developmental stage) in sufficient numbers to ensure the child is not expected to wait for long periods of time for a turn
- Cater, where possible for children with disabilities, including additional staffing and special requirements associated with their care
- Liaise closely with families and with permission, associated professionals, to provide appropriate adjustments where necessary to ensure all children have access to experiences



### **CHILDREN'S RIGHTS**

- To a caring environment where they are seen as unique as well as part of community;
- To have fun and feel comfortable in expressing their personality;
- To be treated justly and sensitively;
- To be connected with and contribute to their world
- To be seen as capable of succeeding;
- To be treated with care, courtesy and respect;
- To be treated consistently and equitably by educators;
- To play and be challenged in a safe environment;
- To contribute to and be involved in the program and the service's environment.

### **CHILDREN'S RESPONSIBILITIES – WITH THE SUPPORT OF EDUCATORS**

- To interact with others in a courteous, respectful and empathetic manner;
- To show care for their own belongings, those of others and of the service;
- To co-operate with educators and peers to further improve the quality of time-shared together;
- To follow, with the guidance of educators, the legislative requirements whilst at the service e.g. health and safety procedures.

## **CHILD'S CONCERNS**

The service respects and supports all children's right to express their concerns and grievances. Staff will actively listen to and encourage the children to express their likes, dislikes, concerns or feedback regarding any aspect of the service's operation during planned and spontaneous activities.

**All contributions from children are respected and may be used in program and service evaluation and development. Children's concerns and feedback will be acknowledged and followed-up respectfully.**

## **ANTI-BULLYING/ HARASSMENT**

All children have the right to attend the service free from bullying and/or harassment by others. Children who are found to be bullying or harassing others will be dealt with through the development of a *Resolution Management Plan* [**Refer to Parent Information Fact Sheet 8 –Promoting wellbeing & positive relationships**]

## **CHILD PROTECTION AND REPORTING**



Child protection is everyone's business. As adults we all have a responsibility to care for children and young people and to protect them from all forms of harm as well as to positively promote their welfare. Catholic Education in the Diocese of Rockhampton seeks to continue its adherence to legislative requirements and duty of care to children by a commitment to the implementation of child protection strategies and procedures. All families will receive a *Child Protection Procedures pack* on request. If families and/or educators have any concerns regarding child protection, they are encouraged to contact the Student Protection Officer at the Diocesan Catholic Education Office: 0749313600.

All staff will hold a current Positive Notice Blue Card from the Commission for Children, Young People and Child Guardian and have undergone a criminal history check as appropriate.

## **MOBILE PHONES**

It is recognised that some children have mobile phones. Children are asked not to use mobile phones whilst at OSHC.

- All mobile phones are to be handed in to the staff upon arrival at the service for storage in a secure location and will be returned to the child when they are signed out.
- All mobile phones must be clearly labelled with the child's name to ensure the correct phone is returned when the child is signed out.
- If a child needs to use a phone during the course of their attendance at the service, they must ask the staff for the use of the service's landline and make the necessary call.
- If parents need to contact children during the course of the session it is necessary that they do so via the service's contact details.

The restriction on the use of mobiles is to:

- Manage the risk of children contacting or being contacted by external, inappropriate or unauthorised persons.
- Assist with child protection risk management.
- Minimise the risk of theft of mobile phones.
- Ensure the privacy of other children and staff is not breached through the use of mobile phone internet, cameras, videos and other SMS devices.

## **HOMEWORK**

Whilst it is the policy of services that homework is a parent/child responsibility, we will endeavour to create a time and place whereby homework may be done. Staff **may** assist with homework from time to time depending on numbers and ratios requirements. It is our responsibility to provide:

- Quiet time;
- A well-lit area for homework to be undertaken;
- Supervision;
- Equipment e.g. pencils and paper.

Each day we observe quiet time by participating in indoor activities or doing homework in an allocated area.



### **Toys**

Children and families are strongly requested not to bring toys to the service. The staff take no responsibility for loss or damage to personal items.

If children are required to bring items from home for show & share purposes, we will endeavour to provide a place for safe storage.

## **LEGISLATIVE REQUIREMENTS**

Each State and Territory Government is responsible for legislation under which child care services are approved. A National Quality Framework provides guidelines to support services to achieve the highest of standards in all areas of education and care. Details of The National Quality Framework can be found at <http://acecqa.gov.au/national-quality-framework/>.

The Office for Early Childhood Education and Care Department of Education and Training has been appointed as Queensland's regulatory authority to work closely with services to ensure the best outcome for families and children.

### **ENROLMENT**

The service is required to maintain a record of each child to ensure the safe and appropriate care of children and compliance with legislation. Children may enrol at the service at when a place becomes available at any time during the year.

The service adheres strictly to the Enrolment Procedures priority of access guidelines. Parents are encouraged to request a copy of this procedure if they seek further information regarding enrolment procedures.

### **SIGN IN/OUT**

- A child may only leave the education and care service premises under the following circumstances:
  - a parent or authorised nominee (as identified on the child's enrolment form) collects the child
  - a parent or authorised nominee provides written authorisation for the child to leave the premises
  - a parent or authorised nominee provides written authorisation for the child to attend an excursion
  - the child requires medical, hospital or ambulance treatment, or there is another emergency.
- All children will be signed in and out by a parent or an authorised person (as identified on the child's enrolment).
- In addition, the authorised person (staff member or parent) signing a child in or out on the attendance sheet must:
  - Note the time;
  - Print their name;
  - Sign the entry.
- Responsibility for the child by service personnel begins when the child is signed in by an authorised person. Responsibility ends when the child is signed out by a parent or an authorised person.

### **ABSENCES**

Parents and staff should record the arrival and departure times of a child attending care. This ensures transparency of the record of operational hours the service reports as part of the CCMS guidelines. Fees are calculated on a weekly basis. All days booked must be paid for regardless of whether your child is in attendance.

### **PRIORITY OF ACCESS GUIDELINES**

The Australian Government has determined Priority of Access Guidelines for allocating places in care services. These guidelines set out the following three levels of priority:

Priority 1 - a child at risk of serious abuse or neglect;

Priority 2 - a child of a single parent/guardian who satisfies, or of parents/guardians who both satisfy, the work/training/study test under section 14 of the Family Assistance Act;

Priority 3 - any other child.

A child care service may require a Priority 3 child to vacate a place to make room for a child with a higher priority. They can only do so if you:

- are notified when your child first entered care that your service follows this procedure
- are given at least 14 days notice of the need for your child to vacate.

*(The Australian Government has 'Priority of Access Guidelines')*

Parents may request a copy of the service's Enrolment Procedure.

The intent of establishing school-age care facilities was to support the school families in caring for their children outside school time. Therefore, families of the associated school will be given priority of access to care, then neighbouring Catholic schools.

### **FIRST AID FACILITIES AND QUALIFICATIONS**

First aid qualified staff and first aid equipment will be available to children, staff and visitors in the event of an illness or accident.

At least one staff member qualified in first aid and CPR is on duty at all times while children are in attendance. The service also has a qualified asthma and anaphylaxis trained person on site.

A maintained first aid kit is kept at the service in a place that is clearly signed and out of reach of children but easily accessible to the staff.

If medical assistance is required, parents will be contacted immediately. In the event that a medical emergency occurs which requires transportation of a child to a medical facility, every effort would be made to accompany the child. If a child is injured, staff will complete an incident report form as soon as practical and parents are required to sign this form.

## HEALTH & SAFETY



The service's Health and Safety Procedures will be adhered to by every employee, volunteer, client and visitor entering onto or into the premises. The nominated supervisor (Principal or delegated person in charge) will ensure the service is a safe and healthy environment. This is in accordance with the Work Health and Safety Act & Regulations 2011.

In order to support this procedure the nominated supervisor (Principal or delegated person in charge) will ensure that the service:

- Complies with all relevant Work Health and Safety Legislation and Australian Standards.
- Promotes health and safety awareness for all people coming to the location.
- Develops safe work practices and safety guidelines at each location.
- Encourages awareness of the need for health and safety at each location.

**Employees, volunteers, contractors and visitors (parents/carers and others) to the site will be expected to:**

- Be accountable for his/her own actions and to willingly cooperate in making the service a healthy and safe environment.
- Be accountable for the health and safety of children.
- Observe and practise personal safety while at the service.
- Report any unsafe situations or faulty equipment to the responsible person in charge of the service.
- Report any serious injury, dangerous occurrence or near miss responsible person in charge of the service as soon as practicable.
- Avoid actions that have the potential to place at risk their health and safety or others.

### **HANDWASHING**

Hand washing is one of the most important aspects of "infection control" in all activities of life. Each person at the service including volunteers can easily contribute to satisfactory infection control procedures being



maintained. Listed are recommendations from *Staying Healthy in Childcare* (2005) regarding suitable times to wash hands for staff, parents/ volunteers and children:

#### **WHEN TO WASH YOUR OWN HANDS**

- *When you arrive at the service - this reduces the introduction of germs (Parents are welcome to use service facilities on arrival);*
- *Before handling food;*
- *Before eating;*
- *After removing gloves;*
- *After going to the toilet;*
- *After cleaning up blood, faeces or vomit;*
- *After wiping a nose, either a child's or your own;*
- *Before giving medication;*
- *After handling garbage;*
- *After coming in from outside play;*
- *Before going home - this prevents taking germs home (Parents are welcome to use service facilities on departure).*



#### **WHEN TO WASH THE CHILDREN'S HANDS**

- *When they arrive at the service - this reduces the introduction of germs (Parents are welcome to use service facilities on arrival),*
- *Before and after eating and handling food;*
- *After going to the toilet;*
- *After coming in from outside play;*
- *After touching nose secretions;*
- *After coming in contact with blood, faeces or vomit;*
- *Before going home - this prevents taking germs home (Parents are welcome to use service facilities on departure).*

#### **NUTRITION**

The service provides a variety of food and drinks that are nutritious and enjoyed by the children (see <http://www.nutritionaustralia.org/> for further details on healthy eating). Fresh water is available at the service at all times and snacks are always available to children on request.



The service will encourage positive learning experiences during meal/snack times where appropriate food habits are developed in an appealing, social environment. The service will offer opportunities throughout the year for children to experience food from different cultures. Food provided by Parents will not be reheated/cooked by the service due to health & safety guidelines.

Menus will be displayed daily for parents to view. We always welcome suggestions such as recipes and healthy snack ideas from families.

Please see our Nutrition Procedure for further information.

#### **SPECIAL DIETARY NEEDS AND ALLERGY AWARENESS**

The service is supportive of special dietary requirements of children. Parents are encouraged to discuss their child's needs, including but not limited to, any food allergies, cultural or religious beliefs and how the service can support parents to meet their child's dietary requirements.

A regularly updated list of children who have special dietary requirements will be placed in the kitchen/food preparation area for staff reference.

Parents will note details of restrictions and/or "special" diets on the enrolment form.

Other parents are not to send food that may endanger those with special dietary needs. Please see staff for details.



Due to the serious allergic reaction that some products pose to some children who may attend service, we strongly recommend that children are not to consume while in care, products known to contain allergens.

### **MEDICATION**

Medication will **only** be administered if it is accompanied by an *Authorisation to Administer Medication Form* signed by the parent and is:

- Accompanied by a letter from a medical practitioner/pharmacist stating the time it is to be administered and, for medications such as rectal valium & epinephrine [Epi-pen™], authorising appropriately trained staff to administer.

OR

- In its original package with a pharmacist's label that clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date.

In addition:

- All medication will be kept by the staff and stored in a safe place.
- All medication will be administered and witnessed by an appropriately qualified member of staff.
- All unused medication will be returned to the parent on collection of the child.
- Should your child require ongoing medication e.g. asthma relief etc. please provide the service with a copy of a care plan.

### **ILLNESS AND INFECTIOUS DISEASES**

Children, who develop symptoms of an infectious illness or condition, will be isolated from contact with other children as soon as the symptoms are detected. The parent will be contacted for immediate collection. The child will be monitored by staff. Any child with the symptoms when being signed in by parents will not be accepted until all symptoms have abated or until a written clearance from a Doctor (in accordance with the National Health & Medical Research Council's Recommended Minimum Exclusion Periods) is sighted.

Such symptoms may include the following:

- Elevated temperature, flushed colouring, unusual pallor
- Coloured nasal discharge or repeated, severe coughing
- Stomach ache, vomiting or diarrhoea
- Red or discharging eyes or ears
- Undiagnosed skin rashes, sores or swellings
- Unusual activity levels, irritability, restlessness or fussy listless behaviour.

At all times the confidentiality of medical information about a child will be observed and only available to those personnel who are directly responsible for the welfare of the children at the service.

Following medical advice, it is expected that parents would consult with educators if their child has HIV infection or Hepatitis B, C, D, E.

- When placing a child in care, who is HIV antibody positive or Hepatitis infected, a primary goal is the avoidance of any practice which violates the dignity of the child and the provision of a satisfactory standard of care to the child.
- The service will not disclose information about the HIV or Hepatitis B, C, D, E infectious status of any person without that person's consent or the consent of the child's parents.

Our service will follow the following steps when caring for a child who becomes ill whilst attending OSHC:

- The staff member will make note of the symptoms and complaints of the child.
- The child will be directed to a quiet area of the room to rest and be given water to drink.
- The staff member will check the medical register and ensure that the child has no known medical conditions which could be causing or contributing to these symptoms.
- The staff member will comfort the child and monitor further symptoms or elevation of present symptoms.

- The parent will be contacted if the symptoms in the infectious diseases section above occur, or if the child's symptoms appear to be worsening.
- If the staff notice symptoms of an infectious condition, the child will be isolated and the parent/carer will be contacted to immediately collect the child.

### **MEDICAL PLANS**

If a child enrolled at the service has a specific health care need, allergy or other relevant medical condition, parents will be provided with a copy of the *Dealing with Medical Conditions Procedure*. Medical plans must be signed by the child's medical practitioner (plans are reviewed annually).

Where a child has been diagnosed as at risk of a medical condition, a notice stating the condition and the management of this condition must be displayed at the service for educators to follow (National Law: Section 173; National Regulations: 90–91). The child's personal details will remain confidential.



### **SUN SAFETY**

All who work and play at the service are encouraged to be sun safe. We have in place certain measures to ensure that the children are protected from over exposure to the sun.

*Staff and parents must ensure that children:*

- Avoid playing in direct sunlight between 10.00am – 3.00pm.
- Wear a hat with a wide brim (provided by parents).
- Apply high protection (30+) sunscreen to skin when exposure to UV is high – instructions on the sunscreen will be followed (the service provides sunscreen although parents may also choose to supply sunscreen for their child).
- Wear a shirt which covers the shoulders and upper back (i.e. collared shirts preferred).

*Staff and children are recommended and encouraged to:*

- Wear sunglasses with side protection to reduce exposure to reflected UV when UV index is at extreme range (not compulsory for children).



### **TOBACCO, ILLICIT DRUG AND ALCOHOL-FREE ENVIRONMENT**

Consuming drugs and alcohol is not permitted on the service's premises including entrances and car parks during operational hours.

The service respects the need to provide a healthy and safe workplace and to ensure that children, non-smoking staff and our families enjoy fresh air. In accordance with legislation (National Law: Section 167; National Regulations: 82–83), this service is a tobacco, illicit drug and alcohol-free environment and no person may use these substances on these premises. Smoking must, under no circumstance take place in the presence of children whilst at the service.

### **EMERGENCY, EVACUATION & LOCK-DOWN PROCEDURES**

To ensure the health and safety of all those who attend our service, there is regular training in the implementation of safety procedures.

These safety procedures include:

- Emergency procedures;
- General and Fire Evacuation;
- Lock-down.

# PROGRAMMING

## PROGRAMMING

OSHC is committed to providing a quality early years program where every child's physical, emotional, spiritual and social needs are met in a safe, caring and supportive environment.

Our service delivers an approved National program (My Time Our Place – Framework for School Age Children). The framework aims to maximise learning outcomes for children who participate in school-age programs across Australia and provides specific advice to educators about the development of programs and monitoring of children's progress. A copy of the framework can be found at <http://www.mytimeourplace.com.au/>.



Children at our service have access to a wide variety of stimulating, developmentally appropriate activities, including indoor and outdoor opportunities. Educators aim to collaborate with children and their families to provide meaningful play and leisure experiences that support their wellbeing, active citizenship and development. Children have choice and control over their learning as they are supported by educators.

The service welcomes family contributions to aspects of the programming including evaluation, through their suggestions, donations of resources, equipment, and participation in activities. The program intentionally reflects the importance of play in childhood, cultural diversity of the community, diversity of abilities and individual uniqueness, whilst incorporating the views of parents and the children.

A daily program will be displayed in each room in the service for families to offer their contributions. The programs will be evaluated regularly and will include feedback, suggestions and input from parents, children, staff and the community. Programs are designed to meet the changing needs of the children and are flexible.

Children with special needs will be encouraged to participate in all activities. Activities may be modified by staff to ensure that all children are treated with dignity and their uniqueness and individuality respected.

## QUALITY IMPROVEMENT PLANS

The aim the service is to work through a process of ongoing review and improvement to achieve high quality standards in specific areas. Current ratings for each Quality Area in the National Quality Standard and the overall rating of the service will be displayed for families to view.

This process will include:

- The regular review and update of written policies, including handbooks;
- Correct implementation of policies;
- Regular reviews of implementation;
- The inclusion of staff, families and children in the review process;
- Ensuring stakeholders are aware of the service and OSHC philosophy.

## *INSURANCE*

Catholic Education - Diocese of Rockhampton will maintain appropriate and current insurance policies. These will include but may not be limited to;

- General insurance for building, property and equipment
- Public liability insurance (minimum \$200 000 000)
- WorkCover and volunteers insurance (if applicable)
- Personal Accident;
- School Cover;

Insurance will be held through Catholic Church Insurances (CCI) and WorkCover Queensland.

## *CONFIDENTIALITY & STORAGE OF RECORDS*

Staff will uphold privacy and confidentiality of information regarding children and families. The centre maintains adequate records about the children, parents and staff in order to ensure the safety and well-being of the children and ensure the legal protection of staff. The centre protects individual's privacy rights by ensuring that information (hard copies and/or electronic forms) collected about the children, parent, staff and the centre is stored in a secure and accessible place.

Records are not communicated (either directly or indirectly) with anyone other than:

- educators (including relevant staff members and/or the Diocesan Coordinator Early Learning & Care) who require the information for the education and care of a child
- medical personnel who require the information for medical treatment of a child
- the parent or carer of a child that the record relates, or
- the Regulatory Authority or an authorised officer.

Records may also be communicated if authorised or required under any Act or Law, or if the person who provided the information gives written permission. For example, a parent may give written permission for the service to share information about their child with a support agency such as Inclusion Support.

*To view a more comprehensive copy of the centre's policies and procedures please do not hesitate to contact staff.*

## *DIOCESE OF ROCKHAMPTON PRIVACY STATEMENT*

**This Draft Privacy Policy has been amended to include Education and Care Services with permission.**

### **Draft Privacy Policy (2014)**

This Privacy Policy applies to services/services conducted by Catholic Education, Diocese of Rockhampton and sets out how Catholic Education and each service manages personal information provided to or collected by it. Catholic Education, Diocese of Rockhampton is bound by the Australian Privacy Principles contained in the Commonwealth Privacy Act. Catholic Education may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to services' operations and practices and to make sure it remains appropriate to the changing service environment. This document may be obtained on request at the service. All families will receive a *Standard Collection Notice* on enrolment.

## REFERENCE LIST

1. Affirmative Action (Equal Opportunity for Women) Act 1986
2. Catholic Education Diocese of Rockhampton – Employment Guidelines
3. Asbestos Removal Advisory Standard 1999 (SL359 1998) National Code of Practice for the Management and control of asbestos in Workplace 2002
4. National Education & Care Services Regulations and Law (2011)
5. Catholic Employing Authorities Single Enterprise Collective Agreement – Diocesan Schools of Queensland 2010
6. Guide to the National Law and Regulations 2011
7. Commission for Children and Young People Act (Qld) 2000
9. Commission for Children and Young People Regulation (Qld) 2001
10. Disability Discrimination Act 1992
11. Equal Employment Opportunity (Commonwealth Authorities) Act 1987
12. Fair Work Act 2009
13. Food Safety Made Easy (2001), Brisbane City Council
14. Human Rights Commission Act 1986
15. National Standards for Outside School Hours Care
16. Outside School Hours Care Quality Assurance Handbook (2003)
17. Privacy (Private Sector) Act 2000
18. QCAN Policies and Procedures Manual, June 2003
19. Queensland Anti-discrimination Act 1991
20. Queensland Development Code: MP 5.4, Childcare Services
21. Racial Discrimination Act 1975
22. Resolving Sexual Harassment: Supervisor’s Guide: Oct 2009- Office of Workplace Relations
23. Food Standards Australia New Zealand Food Authority Standards 2010
24. Sex Discrimination Act 1984
25. Towards Healing, National Committee for Professional Standards (Dec 2000)
26. Work Health & Safety Act 2011
27. Work Health & Safety Regulations 2011
28. Workers Compensation & rehabilitation Act 2003
29. Staying Healthy in Childcare (downloaded from website 29/11/11)  
<http://www.nhmrc.gov.au/files/nhmrc/publications/attachments/ch43.pdf>
30. National Health and Medical Research Council’s Recommended minimum exclusions periods
31. The Australian Immunisation Handbook, 8th ed 2003, National Health & Medical Research Council, Australian Government Department of Health and Ageing
32. Queensland Health Food Safety Policy and Regulation Unit

