

# Children's Services

## Out of School Hours and Vacation Care

### Parent Information



## Contents

Vision Statement.....	4
Mission Statement .....	4
Philosophy Statement.....	4
Our Goals.....	5
Welcome to OOSH: .....	6
The Education & Care Services National Regulations .....	6
Memberships and Partnerships .....	6
The National Quality Framework .....	6
Educational Program and Practice .....	7
Program Planning and Documentation.....	7
Information sharing .....	9
Training and Resources.....	10
Information about Early Childhood programs in the Eurobodalla .....	10
Coordination Team Staff/ Educators will .....	10
Include Me/ Big Fat Smile: .....	11
OOSH.....	12
Hours of operation .....	13
Coordination Unit Staff and Services .....	13
Who will be caring for my child? .....	13
Our staff.....	13
Keeping up-to-date with training .....	14
Developing positive relationships .....	14
Children and Young Persons (Care and Protection) Act 1998 .....	15
Notification of child abuse.....	15
Is your child eligible to attend? .....	16
Contacting us.....	16
Booking .....	17
Paying fees.....	18
Absences from child care.....	18
Our centres.....	19
Food .....	19

Children arriving/leaving the centre - sign in/out .....	20
Records .....	20
Health issues Infections .....	21
Medication.....	21
Behaviour management .....	22
Excursions .....	23
Publicity .....	23
Your input .....	23
Complaint handling.....	23
Reminder:.....	23
Immunisation	
Schedule.....	18

## **Vision Statement**

To be an OOSH service of excellence with a high positive profile in the local community. To have a partnership with stakeholders reflected in active involvement and equality. To be continually growing and evolving.

## **Mission Statement**

Eurobodalla Shire Council aims to be the service for children, families and educators of our community by providing support to all stakeholders. Educators and Co-ordination Unit staff will work in partnership to provide a service of excellence to the community.

## **Philosophy Statement**

Children's Services strives to provide reliable, cost effective Out Of School Hours care, accessible to all families within the Eurobodalla Shire by maintaining the highest quality standards of service in a happy and stimulating environment.

We are committed to providing a quality, fun program that allows the children to choose how their time will be spent at OOSH. Child directed play as well as structured activities provide opportunities for children to explore, experiment as well as connect with and contribute to their world. We recognise the significance of children being in the here and now and engaging in meaningful opportunities.

We recognise the significance of family culture and community on children's sense of belonging. We encourage children and parents to be actively involved in the planning, implementation and evaluation of the program to reflect the cultural diversity of our community, enhance children's sense of being part of society and becoming a valued citizen. With collaboration from schools families and community we will build awareness and understanding of Aboriginal and Torres Strait Islander histories, cultures, and contributions to support the implementation of reconciliation initiatives.

We understand the developmental differences of children aged 5- 12 years as well as their similarities. Children are shaped by many experiences and are very capable of supporting one another to build on each other's skills and knowledge bases. Their willingness to become active members of society is supported in our routines and everyday experiences and aims to develop a strong sense of identity and wellbeing.

## Our Goals

Appreciate and respect the uniqueness of each child and support their sense of identity and wellbeing

Provide a friendly, caring and child safe environment that provides high quality care for children

Provide a welcoming environment for staff, parents and children to enable collaborative relationships and enrich our diversity

Embed sustainable practices and nature based play and learning in our programs

Encourage health and wellbeing by providing nutritious snacks, modelling healthy eating habits and providing physically active play experiences.



Foster positive relationships with local schools and services in the community and encourage involvement in our service

Promoting play and leisure as intrinsically interwoven in physical, social, emotional, personal, spiritual, creative, cognitive and linguistic aspects of learning.

Value the capacity of children as capable, resourceful and active contributors in their learning.

## **Welcome to OOSH:**

This booklet has been compiled to provide families with an overview of Out Of School Hours Centre's and to provide important information to ensure families get the most from the service.

OOSH is a not for profit organisation that is sponsored by Eurobodalla Shire Council and complies with the Education & Care Services National Regulations 1 July 2018 and the National Quality Framework 2017. This enables families to access the Child Care Subsidy which may reduce their child care fees.

## **The Education & Care Services National Regulations**

Eurobodalla OOSH services are an Approved Child Care Service. As an approved service we comply with the Education & Care Services National Regulations 2011. The Coordinator monitors and supports OOSH Educators in meeting the National Quality Standards and provides a range of training including Child Protection and identifying and responding to Risk of Harm.

## **Memberships and Partnerships**

- Network OOSH
- SDN Brightest Futures
- Round Squared
- Family Support
- Campbell Page
- Community Health
- Department of Family and Community Services
- Anglicare

## **The National Quality Framework**

The National Quality Framework aims to raise quality and drive continuous improvement and consistency in education and care services through:

- A National Legislative Framework
- A National Quality Standard
- A National Quality Rating and Assessment process
- A new National body called the Australian Children's Education and Care Quality Authority (ACECQA)

Eurobodalla Family Day Care is required to achieve and maintain standards and continuous Quality Improvement in line with The National Quality Framework.

## **Educational Program and Practice Programming for Development and Education**

### **Aims**

- To ensure that Children's individual developmental needs are met in a caring, stimulating and supportive environment that extends their interests
- To ensure that families feel informed and included in this part of their Child's experience in Childcare
- To assist Children in the transition to other early Childhood programs and to school
- To provide quality programs for Children which meet with The National Quality Framework for Education and Care Services and the Education and Care Services National Regulations and Law and the Early Years Learning Framework

### **Statement**

The Approved Provider and Nominated Supervisor of an Education and Care service are responsible for ensuring that a suitable program based on an approved learning framework is delivered to all Children.

Parents, Children, Educators and Coordination Staff will work in partnership to plan for Children's development and learning in a nurturing and supportive environment. Programs and observations will reflect the Educators' philosophy, Family Day Cares' broad organisational goals and the needs of families

Critical reflection and careful planning increase the value of Children's time in Education and Care by ensuring that the educational program and practice responds to Children's interests and scaffolds their learning

## **Program Planning and Documentation**

### **Educators will**

Offer a balance of indoor and outdoor experiences each day provide and evaluate a written educational program that contributes to the following outcomes for each Child;

- The Child will have a strong sense of identity
- The Child will be connected with and contribute to his or her world
- The Child will have a strong sense of wellbeing
- The Child will be a confident and involved learner
- The Child will be an effective communication
- Ensure the individual Children's current knowledge, ideas, culture, abilities and interests; strengths & needs are the foundation of the program
- Ensure the program of activities is flexible and allows opportunity to build on Children's discoveries or spontaneous interest throughout the day
- Outings are planned to engage Children's learning and development
- maintain a balance of home based activities with outings planned to enhance learning opportunities
- Maintain up-to-date skills in planning Children's activities and knowledge of Children's development through ongoing training

- Identify Children who may need additional support in order to achieve particular learning outcomes, providing that support or assisting families to access specialist help
- Promote positive interactions with Children which treat Children with dignity and respect
- Plan collaboratively with Children and allow Children to freely select experiences
- Provide opportunities for school aged Children that complement their school experiences as well as their individual interests and home life experiences
- Provide adequate and sufficient equipment to support the program of activities taking into account the age, number and interests of Children
- Evaluate the effectiveness of learning opportunities, environments and experiences offered and the approaches taken to enable Children's learning(Wellbeing)
- Reflect on pedagogy
- Plan effectively for Children's current and future learning. Experiences are Child focused and are based on observation of Children's needs, interests and responses to previous experiences
- Seek and include information from parents to assist in the planning of activities for each Child
- Regularly talk to parents about their Child's activities
- Information about the contents and operation of the educational program for the service is displayed in a place accessible to parents of Children being educated and cared for by the service
- Respond to Children's ideas and play and use intentional teaching to scaffold and extend on Child's learning
- Document each Child's involvement in the program through regular observations; through an Educator's observation and Planning Cycle
- Document the evaluation and assessment of each Child's developmental needs, interests, experiences and participation in the Educational program
- Document a half yearly assessment/ yearly assessment / transition to school statement of each Child's ( aged 0-6) progress against the outcomes of the Educational Program and The Learning Framework ( Being Belonging Becoming)
- Critical reflection on Children's learning and development both as individuals and in groups which is regularly used to implement the program
- Ensure Children over preschool age, evaluations of the Child's wellbeing, development and learning ( My Time Our Place)
- Plan effectively for Children's current and future learning
- Ensure the following information is given to a Child's parents when requested:
  - The content and operation of the educational program as it relates to that Child.
  - Information about that Child's participation in the program.
  - A copy of assessments or evaluations in relation to that Child

### **Non Compliance**

In line with our Grievance Policy any Educator who does not comply with the Programming Policy will be supported to comply initially with informal warnings.

### **If an Educator is found not complying they will:**

- Receive a written warning with a measurable timeframe for compliance



- Documentation of progress/ inaction will be recorded to provide evidence and support to both the Educator and Coordination Team.
- Educator is given three months to comply from the written warning.
- If not complying, Coordination Team will take formal action.

### **Coordination Team/Educational Leader will**

- Ensure Educators are working towards the learning outcomes with each Child
- Assist the Educator with EYLF/MTOP reflective practice
- Deliver information, resources and Professional Development which will assist an Educator with Education and Care Practices; Including Educator Induction
- Focus on being active and reflective in designing and delivering the program for each Child
- Ensure all Educators are delivering an Education and Care program that address the Child's needs
- Ensure the Educator is involving the holistic Child in the programming and planning process
- Ensure the Educator is participating in the programming cycle – Observing, Planning, Programming, Reflection and Forward Planning
- Be available to discuss a Child's development with Educators and /or families
- Maintain contact and communication with families about each Child's learning, development and wellbeing.

## **Information sharing**

### **Families will**

- On initial contact with the service, families will be requested to provide information relevant to the successful inclusion of their Child into the service, (e.g. cultural background, abilities, needs and language)
- Complete Child enrolment with attached Australian Immunisation History Statement (Medicare), Birth Certificate and any medical plans, court orders, paediatric reports or any other health or social support documents
- Ensure confidentiality is observed
- Discuss information about the Child's strengths, interests and ways to support transition into care.

### **Educators will**

- Ensure that sharing of information will remain a vital component of each Child's program and will maintain a positive focus;
- Provide information to families about the educational program, the Child's participation and the assessment of learning and development;
- Ensure confidentiality is observed; (see Confidentiality Policy).
- Obtain written permission from parents to share information relating to their Children, family and situation to external organisations or persons, if required;
- Share information relevant to a Child and/or family if required for the placement, ongoing support or development of the Child;
- Respond to families and Children in an unbiased and consistent manner;
- Utilise parent knowledge as well as the resources provided by professional and community organisations to ensure the program is culturally relevant;

- Develop and maintain written programs of activities which meet regulatory and Quality Assurance requirements. These are to be displayed at all times and kept for 12 months.
- Ensure Children's ideas and input are in the services Rules and Routines.

## **Training and Resources**

### **Coordination Team/Staff will**

- Provide training opportunities for Staff and Educators to ensure developmentally appropriate programs are administered within the service for all Children
- Access support services to resource and support Educators in the provision of developmentally and culturally appropriate programs for Children with additional needs
- Ensure that Children and their families are supported in their individual cultural identity, home language and religious beliefs.

### **Educators will**

**Attend training.** Maintain knowledge of current trends in planning and Children's learning and development.

### **Information about Early Childhood programs in the Eurobodalla Coordination Team Staff/ Educators will**

#### **Make available to families on request:**

- Contact details of other early Childhood programs including long day care, pre-school, Outside of School Hours Care, play sessions, early Childhood centres, and early intervention services
- Information regarding choice of quality care (booklets, newsletter information or articles)
- Support a family's decision to utilise other early Childhood services.
- Relevant legislation
- Education and Care Services National Law 2010 Section 168 and 323
- Education and Care Services National Regulations 2018 (Clause 73, 74, 75, 76)

#### **Key resources**

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2018 (ACECQA)
- 2018 National Quality Standard (ACECQA)
- Guide to the National Quality Framework 2018(ACECQA)
- Guide to the National Quality Standard 2017 (ACECQA)
- Child Care Service Handbook 2018-2019 (Department of Education)
- Belonging, Being & Becoming: The Early Years Learning Framework for Australia (DEEWR 2011)
- My Time, Our Place: Framework for School Age Care in Australia (DEEWR 2012)

## **Include Me/ Big Fat Smile:**

Inclusion Development Fund (IDF) is an initiative funded by the Australian Government. The IDF provides funding to assist eligible services to address a barrier to inclusion that cannot be addressed by the support of an Inclusion Agency.

The Program assists child care services to build the knowledge and the confidence they need to be able to offer a quality, inclusive, child care environment to children with additional needs. With this support, children with additional needs can participate in the activities available in child care services and have the same opportunities as others to belong, develop and succeed.

In line with the National Inclusion and Professional Support Program guidelines our procedures include:

- All families will be assessed at enrolment regarding the required level of care for their child.
- Children that require an additional worker may\* be accepted and IDF will be applied for. (Please note that the inclusion subsidy may be required for the continuation of the child's enrolment).
- IDF will not be used for 1:1 support. Children with very complex needs and /or functioning in a way that limits their ability to be included in the program will be considered as requiring 1:1 support. Under such circumstances agencies supporting the child will need to provide the 1:1 support.
- Children in receipt of Government funding (specifically for respite purposes) that is used for the payment of After School or Vacation Care fees are not eligible for the IDF funding. The Inclusion Support Subsidy and Respite Care Information sheet (Dec 2013) states that "to use IDF for respite purposes is considered "double dipping".
- Children who do not fit with the above guidelines may\* still be accepted in our program but will require their own support worker.

Further information is available from the Coordination Unit staff.

(\* dependent on current enrolment vacancies and staffing levels)

## **OOSH**

Out of School Hours Care (OOSH) provides quality care for children aged 5 to 12 years of age. OOSH provides after school and holiday activities through three centres in the Eurobodalla. These centres are organised and supported by a professional Coordination Unit.

**After School Care** operates during school terms, except for Public Holidays. It provides healthy food and lots of choices for active and creative play. There are a multitude of activities available to the children from indoor and outdoor games and social sports, quiet and motivating activities, craft, arts, puzzles and creative play. Afternoon tea is provided.

**Vacation Care** operates during school holidays, except for Public Holidays. Activities include many choices from quiet to the very active. Some of the serious fun includes bike and scooter day, cooking, pottery, drama, film making, bush walking, beach days, excursions, movie days, kite making/flying, design and construction days, silly competitions, arts and crafts, parties, cubbies, and many more. You name it we try it!

A program of events is available to parents for each of the relevant services prior to booking week.

### **Batemans Bay After School and Vacation Care**

The Centre is located in the grounds of Batemans Bay Public School, 1 Mundarra Way Surfside. Enter through the gate adjacent to bus zone then proceed along the path to the building with the verandah.

### **Moruya After School and Vacation Care**

The Centre is located in the grounds of Moruya Public School. Enter through the Page Street gate and proceed to the building with the verandah, 25 Page Street, Moruya.

### **Narooma After School and Vacation Care**

The Centre is located in the grounds of Narooma Public School, Montague Street, Narooma.

**All Centres are accessible by wheelchair and have a toilet to cater for children with additional needs.**

## Hours of operation

Batemans Bay After School Care ..... 2.30pm to 6pm every school day  
Batemans Bay Vacation Care Centre ..... 8am to 6pm during school holidays

Moruya After School Care ..... 3pm to 6pm every school day  
Moruya Vacation Care Centre ..... 8am to 6pm during school holidays

Narooma After School Care ..... 2.30pm to 6pm every school day  
Narooma Vacation Care Centre ..... 8am to 6pm during school holidays

All Centres close **at 6pm promptly**. If you have an emergency that causes a late pickup, you must make every effort to phone the centre so we can arrange supervision. A late fee will be charged for any children remaining after 6pm. If by 6.30pm you have not arrived, staff will make arrangements for childcare at your expense and you should contact the police for information about your child's whereabouts.

## Coordination Unit Staff and Services

The Coordination Unit is staffed by:

**Coordinator, Children's Services** is the Nominated Supervisor and Educational leader who oversees the operation of the service, ensuring that our Service operates within the Education and Care Services National Regulations 2011. The Coordinator is University trained with a Degree in Early Childhood and years of experience in the early childhood sector.

**Administration Officers** undertake the administrative tasks of the service and ensure compliance with the Child Care Subsidy (CCS). The service uses Harmony as the web based software program to process attendances and claim CCS. The Child Care Subsidy statements will be sent fortnightly through the Harmony software as an email. Newsletters are distributed four times per year via email.

## Who will be caring for my child?

Before an applicant is registered as an Educator a strict selection, screening and training process must be completed. Applicants must pass a "Working with Children" check; meet the Education and Care Services National Regulations; participate in the National Quality Framework Quality improvement process; and possess an approved First Aid certificate including Anaphylaxis and Asthma.

## Our staff

The Centre has a Supervisor and an Assistant.

The standard ratios are 1 adult : 15 children.

- Staff are appointed according to Eurobodalla Shire Council's normal staff appointment procedures and selection criteria. They are Council employees.
- Casual staff are contracted through a local employment agency.
- Volunteers do not undertake child care in the service except for unusual circumstances agreed to by Council's Director, Community Development and Participation.

### **Keeping up-to-date with training**

Opportunities for staff to attend suitable training courses are provided within the Centre's budget and occur several times a year. On such occasions, relief staff are employed to ensure that the Centre operates normally.

### **Developing positive relationships**

All staff, families and children have the right to:

- Be shown respect
- Expect common courtesy "Yes please. No thank you."
- Feel safe
- Be happy
- Be heard/listened to
- Be included
- Have a sense of belonging within the Service

## **Children and Young Persons (Care and Protection) Act 1998**

The role of the Education and Care Service is to provide care and education for children up to the age of 12 years. Children's Services play an important role in recognising and reporting child abuse and neglect and in promoting the safety, welfare and well-being of children. This legislation states that all people who are paid workers in Children's Services are legally obliged to report any current concerns they may have in regard to the safety, welfare or wellbeing of a child. Educators and Coordination Unit staff are mandatory reporters for the purposes of child protection legislation.

Educators and staff are regularly provided with relevant information and training on:

- The indicators of children at risk
- The Children's Young Persons (Care and Protection) Act
- OOSH Policy and Procedures
- The Education & Care Services National Regulations

## **Notification of child abuse**

OOSH aims to promote a safe place for children and to support their wellbeing whilst in Child Care. Eurobodalla OOSH is committed to the care and protection of children and young people and act as their eyes and ears.

Child abuse occurs in all socio-economic and cultural groups and may take the form of:

- Physical Abuse
- Neglect Supervision, Shelter/Environment, Food, Hygiene/Clothing, Medical Care, Mental Health Care, Education - Not Enrolled, Education- Habitual Absence
- Sexual Abuse Child, Young Person, Problematic sexual behaviour toward others
- Psychological Harm
- Relinquishing Care
- Carer Concern Substance Abuse, Mental Health, Domestic Violence
- Unborn Child
- 

**\*Reports of abuse are made to the NSW Department of Community Services**

## Is your child eligible to attend?

Children within the Primary School system can attend the After School Care and Vacation Care Centres. This means they are generally aged between 5 - 12 years. A booking will be offered to your family according to the **Federal Government Priority of Access Guidelines**.

**Priority 1:** A child at risk of serious abuse or neglect

**Priority 2:** Workforce participants, whether single or both parents:

- a) Are employed
- b) Seeking employment
- c) Studying or training for the future

**Priority 3:** Any other child

Within each of the three categories mentioned, the following children are to be given priority:

- Children in Aboriginal and Torres Strait Islander families.
- Children in families which include a person with a disability.
- Children in families whose CCS percentage is 85%.
- Children in families with non-English speaking background.
- Children in socially isolated families.
- Children of single parents.

Children with Additional Needs have access to the Centre wherever possible, although it is not specially funded for this purpose. Staff need to be kept fully informed of your child's needs.

The Enrolment Form is a legal and insurance requirement. A child cannot attend without having a completed Enrolment Form prior to a child accessing the Centre. Enrolment details need to be kept up to date.

## Contacting us

All Centres have phones with answering machines, so please leave your message should the number be engaged.

Please use these numbers for bookings and/or cancellations.

**Batemans Bay ..... 02 4472 3277**

**Moruya ..... 02 4474 5050**

**Narooma ..... 02 4476 4744**

If you would like to speak to our Co-ordination Unit..... 02 4474 1280

Or.....02 4474 7333



## Booking

(We need to know your children are coming or are unable to attend)

### After School Care

Parents/guardians MUST notify the Centre as to which days their child/ren will be attending. Booking forms are available at the Centres and must be completed at the commencement of each term or whenever a change of circumstances occurs. If your child will not be attending the nominated days or you need an extra day/s please contact the Supervisor as soon as possible.

Any absent days will still be charged and CCS applied (if eligible).

Bookings, cancellations and/or changes to bookings **MUST BE MADE** by the parents/guardians nominated on the enrolment form. Only a legal custodial parent/guardian can enrol and book a child into care at the Centre.

The Supervisor has the right to ask for custodial proof at time of enrolment if considered necessary. The Supervisor also has the right to refuse to give a child (or collect at the end of the day) to a person NOT nominated on the enrolment form, or **not over the age of eighteen (18) years**.

### Vacation Care

Booking week (or nights) are held approximately 2 weeks prior to each holiday period at each centre. Parents need to download and complete a booking form, which is available on Council's website approximately 2 weeks prior to booking week. A detailed daily program of Vacation Care activities is also available on the website.

Child care fees cannot be confirmed until attendances have been submitted and processed by the Child Care Management System (CCMS) and Centrelink who will apply the linked parent/guardians eligible CCS.

Invoices for child care fees will be sent out by Council's finance section on a weekly basis. CCS Statements are sent to families as a directive by DET (Australian Government Department of Education and Training) every two (2) weeks

## **Paying fees**

Our fees reflect a quality and affordable service to families. These fees are set and reviewed each financial year by Eurobodalla Shire Council.

CCS is available to eligible families at all our Centres.

Council's Finance Department issue invoices weekly and statements are issued monthly. Fees *should* be paid weekly or ***by arrangement with Council's Finance Department.***

**All booked care must be paid for whether attended or not. CCS can be applied to fees charged if eligible to claim**

## **Absences from child care**

CCS is paid for up to 42 absent days for each child, per financial year across all approved Services.

### **Additional Absences**

CCS is also payable for absences taken after using the initial 42.

Documentation is required to be provided to the Centre for:

- Illness
- Non – immunisation
- Rotating shifts or rostered days off
- Court orders, parenting plans or parenting orders
- Exceptional circumstances

Additional absence days, where you are not required to retain documentation, are for:

- Absences when the school is closed or not accepting students
- Period of local emergency
- Attendance at pre- school

It is the parent/s responsibility to notify the Centre if they wish to use an absence. Staff will note this on the attendance sheet and Child Care Subsidy can be claimed by the service, provided the above criteria has been met.

If you are taking annual leave or ceasing to use the service we require a minimum of two (2) weeks written notice

## Our centres

Located on the grounds of Batemans Bay, Moruya and Narooma Public Schools.

### The number of places available at our Centres are:

#### Batemans Bay

After School Care 20 per day

Vacation Care 30 per day

#### Moruya

After School Care 20 per day

Vacation Care 30 per day

#### Narooma

After School Care 20 per day

Vacation Care 30 per day

Although funding is received from the Commonwealth Government not all costs are covered so further assistance is provided in kind by Eurobodalla Shire Council. However, there is still a small gap where parents make up the balance of the cost. In this way, Council places the service on a sound financial footing, and also supports its commitment to Community Development.

## Food

### After School Care

Children are provided with food as an inclusive part of the fees. When the Supervisor is deciding what to buy, providing healthy food is the main objective. Children with special dietary requirements need to have these details included on their enrolment form and this information should also be discussed with the Supervisor.

Afternoon tea provides a great opportunity for socialising and interaction among the children.

### Vacation Care

Parents are responsible for sending children with sufficient healthy food for the day, including morning, afternoon tea and lunch. Children eat a lot when they are constantly on the move! Parents should also ensure they provide their child/ren with a refillable water bottle that is well labelled.

Occasionally, 'special party days' may involve requests to parents for "sometime foods" that all the children can share. The Supervisor will also buy 'party food'. If your child has special dietary requirements which they do not monitor well themselves, again ensure these details are included on the Enrolment Form. It is also helpful for parents to remind staff of these special needs before party days.

**NOTE: ALL OUT OF SCHOOL HOURS SERVICES ARE NOT FREE**  
IE. NO PEANUT BUTTER, NUTELLA OR OTHER PRODUCTS CONTAINING NUTS

## **Children arriving/leaving the centre - sign in/out**

### **After School Care**

On arrival at the Centre, it is a legal requirement that all children must be signed in. The Supervisor or a staff member will do this for children arriving at After School Care. When children are collected at the end of the day, the person collecting them signs them off. This must be either the parent/guardian or person nominated on the Enrolment Form over the age of eighteen (18).

### **Vacation Care**

It is the responsibility of the nominated adult to sign children in and out of Vacation Care. If, for some reason other arrangements are necessary, the staff must have written authority from the parent/guardian. Please advise the Supervisor or staff in attendance when you are leaving the centre with your child. Remember there are a lot of children to care for and at times it is difficult for staff to come to you.

## **Records**

### **Records kept by Staff**

It is the parents/guardians' responsibility to let staff know of changes to contact phone numbers, addresses, medical conditions and other details on the Enrolment Form especially emergency contact numbers. It can be dangerous if this information is out-of-date and a parent needs to be contacted quickly. Records kept by the Centre on each child or family are:

- List for newsletters and information relating to the service
- Daily attendance sheets (sign in & out sheets)
- Child Care Subsidy details
- Original Enrolment Form
- Accident/illness forms
- Asthma management plans
- Additional needs information

These records are the property of the Eurobodalla Shire Council Children's Services and are not available to anyone other than employed Council staff associated with the operation of the Centre, Parents or the Funding Body.

## **Health issues Infections**

### **Infections**

The Centre follows NSW Health recommended minimum exclusion periods of infectious diseases. If you have any doubts, contact the Supervisor or Children's Services Co-ordinator for advice.

### **First Aid and Medical Attention**

First aid, anaphylaxis and asthma certificates are held by all of our staff and a first aid kit is provided on site. For minor first aid, such as grazes or bruises, a cold pack or simple washing will be undertaken.

If necessary, emergency medical treatment will be sought. The parents/guardians will be contacted as soon as practical. Parents/guardians are responsible for all medical and ambulance costs incurred.

### **Sun Policy**

We follow the "no hat, no play" principle of most schools. This means that we expect children to wear a hat (preferably with a brim or one that covers ears and back of the neck) year round when outside. We feel a baseball-style cap is not adequate sun protection. We recommend children bring sunscreen. If children do not have a hat, they will be required to play under shaded areas.

### **Smoke Free Zone**

Smoking is prohibited at all Centres.

### **Animals**

We request that no animals are brought into the Centres as these may cause allergic problems or stressful reactions to other children using the Centres.

### **Medication**

It is the responsibility of the Parent/family to:

- Provide a summary of the child's health, medications, allergies, doctor's name, address and phone number, and a Health Management Plan approved by a Doctor, if available, to the Coordination Unit staff and Educator prior to starting care and ongoing as required.
- Keep the Educator up to date with any changes to a child's medical condition or Health Management Plan.
- Provide medication in its original packaging.
- Complete the Medical Authority Form authorising the Educator to administer medication to their child on a daily basis as required.
- Request the Educator to administer only the recommended dosage on the original medication package.
- Seek a doctor's certificate for a child if requested by the Educator.
- If giving permission for a school age child to self-administer medication ensure this is stated on the medication form.

### **Practices for self-administration of medication:**

A school aged child may self-administer medication under the following circumstances:

- Written authorisation is provided by the person with the authority to consent to the administration of medication on the child enrolment form.
- Medication is to be provided to the Educator for safe storage, and they will provide it to the child when required.
- Following practices outlined in the Dealing with Medical Conditions Policy including anaphylaxis, allergies, asthma and diabetes.
- Self-administration of medication for school aged children will be supervised by the Educator.

You should **ALWAYS** hand medication directly to your Educator so that it may be stored safely. **NEVER** leave medication in your child's bag.

### **Behaviour management**

The Centres have policies and procedures that guide staff in how to manage behaviours. Parents are expected to assist staff in encouraging children to take direction and cooperate with staff in the interests of safety and group harmony. Like school, the Centre has rules and these should be adhered to at all times for the safety and wellbeing of children, staff and parents.

Misuse of any equipment, swearing, spitting, hitting or unruly behaviour will not be tolerated. A behavioural management system will be implemented.

### **Reflection time**

All behaviours are seen as a part of learning to interact and behave in a socially acceptable manner. It may be necessary for children who are behaving inappropriately to be directed to other activities or be asked to sit and reflect on their behaviour for a short period of time (no longer than 5 minutes).

### **Immediate Suspension**

If a child causes bodily harm to other children, Centre staff, volunteers, parent users and others whilst in care, the child will be suspended.

Parents/Guardians will be notified to collect the child immediately and requested to make other child care arrangements.

### **Disputes**

Where there is a dispute between children, the staff members endeavour to bring about reconciliation. If it continues, the parent/guardian of the children involved will be asked to suggest a solution.

In the case of disputes between a staff member and children we would follow Council's Grievance Policy

## **Excursions**

The nature of After School Care makes excursions difficult because children's hours at the Centre vary so much. However, when excursions occur, parents/guardians will be advised beforehand. If you have problems with these arrangements please speak to the Supervisor *prior* to the date and advise of non-attendance at such activity. Alternative arrangements need to be discussed prior to the event.

Excursions are part of the Vacation Care Program. All information regarding excursions are available in the lead up to a Vacation Care period from Council's website and at the Centre. Bookings for excursions are completed on the Vacation Care booking form including a permission note. The booking form should be completed and handed in during booking week.

## **Publicity**

We publish a quarterly newsletter. If you have a contribution, please pass it along to the Supervisor. Occasionally we use photographs of children in the newsletter, local paper and our website. If you do not wish your child's photo to be published please complete the relevant section of the Enrolment Form.

## **Your input**

Our Policy and Procedures document (which is updated regularly) is established for the benefit of staff, children and parents. You can access this document at the Centres or on Council's website.

## **Complaint handling**

It is important that all parents/guardians and children who use the service feel free to discuss any ideas to improve it, or problems causing concern. The Supervisor should be approached in the first instance and thereafter the Children's Services Coordinator can be contacted on (02) 4474 1280 if this is preferred. Occasionally the service may survey parents/guardians and children for comments/ideas. Your cooperation in completing and returning this would be appreciated.

## **Reminder:**

Children's clothing, toys or personal possessions are not the responsibility of staff.