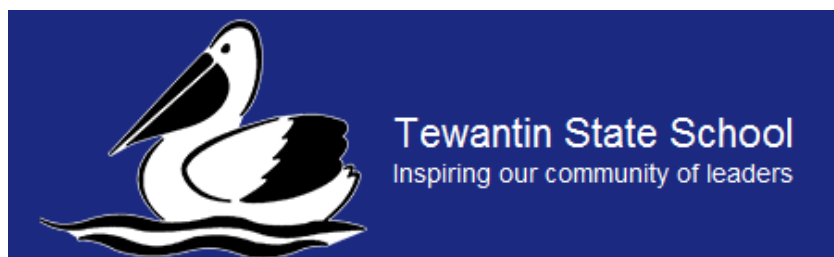


Tewantin State School P&C
Outside School Hours Care
Family Information Booklet
2024



Contents

Glossary of Terms	3	Children	18
Welcome	4	Staff interactions with Children	
Vision, Mission, and Values	5	Respect for Children	
Workplace Health & Safety	6	Inclusion and Diversity	
Safeguarding Children	7	Children's Rights	
Educational Policy	8	Children's Responsibilities	
National Quality Standards (NQS)		Child Concerns	
Programming and Evaluation		Emergencies	
Philosophy	9	Families and Communities	21
Enrolment and orientation	10	Parent Involvement	
Enrolment		Methods of Communication	
Orientation		Fees	23
Priority of Access Guidelines		Collaborative Community Partnerships	24
Childcare Subsidy		Parents Code of Conduct	
Privacy Statement	11	Parents Responsibilities	
Maintenance of Records		Parents Rights	
TSS OSHC Policy and Procedures		Parent Concerns	
Bookings, Absences and Cancellations	12	Managing Extreme or Persistence Behavioural Challenges	
Bookings		Health, Nutrition and Wellbeing	28
Absence		Illness and Infectious Disease	
Cancellations and Alterations		Procedures for Caring for a Child with illness	
Confirmation of Bookings		Exclusion Periods	
Vacation Care		Hygiene	
Pupil Free Days		Nutrition	
Discontinuing Enrolment		Sleep and Rest	
Service Procedures	14	Dietary Needs	
Sign in/ Sign out		Sun Smart	
Excursions		First Aid	
On site Movement		Administration of Medication	34
Transportation of Children		Administration of Medication	
		Medication Policy	

GLOSSARY OF TERMS

PARENT	Primary care provider, secondary care provider, foster care, extended family carer, government appointed carer or other recognised carer.
FAO	Family Assistance Office
OECEC	Office of Early Childhood, Education and Care
TSS OSHC	Tewantin State School Outside Schools Hour Care
OSHC	Outside School Hours Care
CCS	Child Care Subsidy
P&C	Parents & Citizens
NQF	National Quality Framework
DETE	Department of Education and Training
CPR	Cardio Pulmonary Resuscitation
ACECQA	Australian Children's Education and Care Quality Authority
VC	Vacation Care
BSC	Before School Care
ASC	After School Care
PFD	Pupil Free Day

Useful Numbers

Office of Early Childhood Education and Care
Maroochydore
(07) 5352 9910

Family Assistance Office
13 61 50

WELCOME

Welcome to Tewanin State School OSHC.

Our dedicated team of educators are committed to establishing relationships within our OSHC to provide Safe & Secure programs, that produce joy, creativity, fun, laughter, and PLAY.

Outside School Hours Care is an approved childcare service. Outside School Hours Care receives Child Care Subsidy (CCS) funding through the Department of Education and Training under the legal entity of our Approved Provider. Tewanin State School P&C Association.

Our service aims to provide high quality care for children attending the program. It is through the dedication of our educators that a safe, caring, and fun environment can be provided.

As an Approved Provider, our service must comply with current legislation, and this is achieved with the support and guidance of our leadership team & stakeholders.

Please take the time to read this handbook as the following information has been prepared to assist you and your child's transition to care.

The policies and procedures under which the service operates are available upon request from the service. A copy of the Education and Care Services National Law (Queensland) Act 2011 and Education and Care services National Regulations will also be accessible to parents.

HOURS OF OPERATION

Before School Care	6:30am to 8:50am
After School Care	2:45pm to 6:00pm
Vacation Care	6:30am to 6:00pm
Student Free Day	6:30am to 6:00pm
Public Holidays	Closed

M: 0467 319 530

Email: tsspcoshc@gmail.com

Bendigo Bank

Tewanin SS OSHC

BSB: 633 108

Ac/no: 141467977



Follow us at: Tewanin State School P&C OSHC

VISION, MISSION, AND VALUES

OUR VISION

- ❖ Leading social change
- ❖ Strengthening families
- ❖ Supporting families and communities

OUR MISSION

To support families with young school age children through child care which

- ❖ Recognises and promotes parent/carers as the primary care givers
- ❖ Welcomes families in all their diversity and respects their individuality
- ❖ Provides care in an environment which is nurturing, enjoyable and supports children's developmental and educational needs.
- ❖ Builds and enhances a sense of belonging with families and community
- ❖ Values and promotes the importance of childhood and the significant role we play as educators of and advocates for children.

OUR VALUES

We Value:	We are committed to:
Human Dignity	<ul style="list-style-type: none">• Respecting and affirming the worth of each person• Acknowledging and valuing the uniqueness and potential of each child• Recognising and respecting the parent/carer/child relationship in all interactions with children• Demonstrating compassion in all interactions with children, families and staff• Promoting the importance of childhood and children's best interests through community education and influencing social policy• Ensuring a child safe culture where the joy of childhood is celebrated• Working with other agencies and groups to further the best interests of children and families• Welcoming children, families and staff and assisting them to develop a sense of belonging.• Working in a fair, open and transparent manner in our dealings with all children, families, staff and the community.
Respect for the individual	
Interdependence and community	
Justice and equity	
Transparency and accountability	
Working together	
Diversity	

WORKPLACE HEALTH AND SAFETY

It is the Work Health and Safety policy of CCCS that every employee, volunteer, client, and visitor entering onto or into the premises, facility or service shall be provided with a safe and healthy environment.

To achieve this, every reasonable effort will be made to minimise the risk of serious injury, injury, or a workplace related illness by implementing safety rules and procedures. This is in accordance with:

1. Work Health & Safety Act 2011 - Queensland legislation (www.worksafe.qld.gov.au)
2. WHS Regulations 2011 - OLD
3. Relevant Codes of Practice and Australian Standards

Every endeavour will be made to have all activities in our service and in other locations conducted in a way that the health and safety of all persons at each of these locations is not compromised.

In order to support this policy, the Coordinator will ensure the service:

- ❖ Complies with all relevant WHS Legislation, Codes of Practice 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, and visitors (parents/carers)

visiting the service will: .

- ❖ Be accountable for his/her actions and to willingly cooperate in making the service a healthy and safe environment
- ❖ Be accountable for the health and safety of all people coming to any of these locations
- ❖ Observe and practice personal safety while at the workplace
- ❖ Report any unsafe situations or faulty equipment to a responsible person at the workplace
- ❖ Report any serious injury, dangerous occurrence or near miss to a responsible person at the workplace as soon as practicable
- ❖ Avoid actions that have the potential to place at risk their health and safety or that of any other person at the workplace or relevant workplace area.

STORAGE FACILITIES

The service will provide adequate and safe storage facilities for equipment, tools, first aid kit, medication, and if required poisonous and dangerous substances. All program and staff records will have a confidential storage facility.

Facilities will include:

- ❖ Secure, locked, and signed storage spaces for medication, first aid kits, and hazardous items including chemicals and sharp implements which are accessible to staff but not to children
- ❖ Adequate storage space to ensure that equipment is kept in good repair
- ❖ A lockable drawer or cupboard for records and staff members' personal belongings
- ❖ Areas to display children's work and a notice area for parents/carers
- ❖ A space for children to put items.

SAFEGUARDING CHILDREN

Tewantin SS OSHC is committed to ensuring the safety and wellbeing of children is maintained at all times during their participation in activities at childcare facilities under its management. Staff in education and care services operate under mandatory reporting guidelines.

Tewantin SS OSHC aims to promote a safe environment that minimises the risk to all children, assists all staff, and volunteers to recognise child abuse, harm and neglect and follow the appropriate notification procedures.

Child abuse or neglect can be defined as physical abuse, emotional abuse, sexual abuse, neglect, domestic violence, and bullying.

We/the service acknowledges that child abuse and or neglect, and the reporting of allegations of child abuse and neglect are highly sensitive, and should be dealt with in a sensitive, consistent, professional, and confidential manner.

If an incident of child abuse occurs or is suspected to have occurred, we follow the Policy & Procedures under ACECQA (Australian Children's Education & Care Quality Authority), Department of Child Safety and Queensland Police Service.

Staff responsibilities are to ensure adequate supervision of children and adherence to the code of conduct to ensure that harm does not occur whilst children are in care, and to respond to any suspicions they might have that a child has been abused by reporting their concerns through TSS P&C OSHC procedures.

Staff are also responsible for keeping their skills and information up to date regarding, the different types of child abuse, the warning signs that can indicate a child has been abused, the reporting process and the information most helpful to the child protection practitioners working in the Department of Child Safety.

They also have the legislative responsibility to maintain confidentiality of specific information that relates to children in care, and the protection provided by legislation for people who report their concerns about a child to either the Department of Child Safety or the Queensland Police Service

Prior to commencement, all staff and volunteers must apply for a Positive Notice Blue Card to ensure their suitability for working with children.



EDUCATIONAL POLICY

NATIONAL QUALITY STANDARD (NOS)

The National Quality Standard set an Australian benchmark for the quality of education and care services. This enables families to make informed decisions about the services providing education and care to their children. The National Quality Standard is a key aspect of the National Quality Framework. The National Quality Standard was informed by research about best practice and the way in which high quality education and care contributes to positive outcomes for children. It comprises quality areas, standards, and elements. The seven quality areas in the National Quality Standard are:

- ❖ Educational program and practice
- ❖ Children's health and safety
- ❖ Physical environment
- ❖ Staffing arrangements
- ❖ Relationships with children
- ❖ Collaborative partnerships with families and communities
- ❖ Leadership and service management

The National Quality Standard is linked to national learning frameworks that recognise children learn from birth and outline practices to support and promote children's learning.

These are:

- ❖ My Time, Our Place: Framework for School Age Care in Australia ('Framework for School Age Care')

PROGRAMMING AND EVALUATION

TSS PC OSHC is committed to providing a quality program where the children's physical, emotional and social needs are met in a safe, caring, and supportive environment.

The service provides a program where children have access to a wide variety of safe and stimulating age and developmentally appropriate activities, including indoor and outdoor opportunities. They are developed to cater to the social, intellectual, physical, and emotional needs and interests of all children present.

The program reflects the importance of play in childhood, cultural diversity of the community, abilities of the children, and individual uniqueness, whilst incorporating the views of parents and the children attending the service. Programs are inclusive, non-gender, culture, or age specific and are developed in consultation with children, parents and the community and reflect the service's philosophy, goals, vision, mission, and values.

The service's programs are evaluated regularly and include feedback, suggestions, comments and views from parents, children, service staff, are embedded into the program. Information collected from parents via the Enrolment Forms is taken into consideration in programming.

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



TEWANTIN SS OSHC

PHILOSOPHY



ENROLMENT AND ORIENTATION

ENROLMENT

Tewantin State School P&C Association as the Approved Provider of the service is required to maintain a record of each child to ensure safe and appropriate compliance with legislation.

OUTSIDE SCHOOL HOURS CARE (OSHC)

Children may enrol in any component of the service:

Before and After School and Vacation Care.

Children can attend OSHC from 1st January in the year they start.

It is important all information is updated regularly and communicated to the service in writing.

Bookings are essential. Limitation on vacancies is dictated by approved capacity of the service and staffing availability. The enrolment form comes in two parts, family information and child details. Please ensure you complete one Child Enrolment Form per child.

At the time of enrolment parents/carers will be required to nominate days/sessions on which children will be attending. Permanent bookings are where a child attends on regular booked days. Permanent bookings will remain in place for the nominated period or until written cancellation is received by the service. Casual bookings are where a child attends on an irregular basis and depends upon availability of vacancies at any one session.

ORIENTATION

New children will be introduced and welcomed to the group and staff will show new children safe and suitable approved areas the children can access. Staff will assist all new children to settle in to ensure they are feeling welcome. The service

has an open-door policy and encourages families to spend time with their children in the service. At all times families and children are encouraged to ask questions, provide feedback, and offer suggestions about the service and its program. Further information and policy documents regarding enrolment and orientation are available upon request

PRIORITY OF ACCESS GUIDELINES

The Australian Government has determined Priority of Access Guidelines for allocating places in childcare 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/carer who satisfies, or of parents/carers who both satisfy, the work/training/ study test under section 14 of the A New Tax System (Family Assistance) Act 1999

Priority 3 - any other child

FEE SUBSIDIES

Child Care Subsidy (CCS)

CCS is a payment from the Australian Government that helps eligible families with the cost of child care. If you are using approved child care for work, training or study-related reasons, the Australian Government may provide you with a per cent of your out-of-pocket child care costs up to an annual cap. For more information on this topic and to access the full range of fact sheets from the Department of Education, Training and Employment (DETE) please go to: www.education.gov.au

PRIVACY STATEMENT

Tewantin State School OSHC collects personal information directly from you and from third parties for the purposes of providing you with a range of social care and support services; volunteering opportunities; information that may be of interest to you; for purposes related to the performance of our functions or activities or as required by law. We collect, use, and disclose sensitive information about you only with your consent. We may disclose information about you to service providers, Commonwealth or State departments, or any other party that assists us in providing services or operating our business.

If the personal information you provide is incomplete or inaccurate, we may not be able to provide you with the services you seek. Our Privacy Policy 10:24 sets out how you can access and ask for correction of your personal information; how you can complain about privacy-related matters and how we respond to complaints.

MAINTENANCE OF RECORDS

The service maintains detailed records about the children, parents, and staff in order to safeguard the wellbeing of all and to provide full legal protection. Privacy rights are protected by information, about children, parents, and staff, being stored in a secure and locked location.

An approved provider must keep records for at least the following stated times:

(a) record relating to a child in care -

- ❖ About an illness or injury suffered while in the approved provider care-until the child turns 25
- ❖ About the child's death while in the licensee's care-six years after the death
- ❖ Otherwise-three years after the last time child care is provided to the child under the licence.

(b) a record relating to a staff member-three years after employment ceases.

(c) another record-three years after the record is made.

These records are only accessed by relevant persons who require them for any legal reason or if the information is needed to fulfil any responsibilities to the children or the service.

TSS OSHC POLICY AND PROCEDURES

All our policies are accessible for parents/carers. These can be found at the sign in desk or by asking staff for assistance.

From time to time we will ask for parent feedback/input when reviewing our policies.

Your opinion and views are important to us as a service as we value all our stakeholders.

TSS OSHC Policies

“All educators and parents are required to abide by these policies” (reg 169, 170).

This is a condition of enrolling your child at TSS OSHC.

The policies cover all aspects of operation and management in accordance with stakeholders.

The policies also incorporate the Code of Ethics produced by Early Childhood Australia.

BOOKINGS, ABSENCES AND CANCELLATIONS

BOOKINGS AND CANCELLATIONS

Tewantin State School OSHC endeavours to provide support for the families of children in its care. In order to maximise available vacancies, assistance is requested of parent/carers to notify in writing changes/requests for care requirements in advance.

Permanent bookings are essential to guarantee a place for your child. We cannot guarantee a place for casual bookings as we are required to adhere to legislative staff/child ratios of 1:15 in service and excursions will be based on Risk Assessment requirements.

All fees associated with permanent bookings, should the child not attend care due to illness or for any other reason, shall be required to be paid in full. CCS will apply in accordance with allowable and approved absence provisions

Changes to bookings and/or cancellations will only be taken:

- ❖ From a parent/authorised person; NOT CHILDREN
- ❖ Verbally, in writing by email or text message.
- ❖ Two weeks written notice is required for permanent bookings

Cancellation of bookings for before and after school care must be made 24 hours prior to the session starting or a fee, equal to the fee for that session will be charged. A non-cancellation fee will be charged in addition to the prescribed fee for that session.

CONFIRMATION OF BOOKINGS

- ❖ Via text, email or Xplor

Bookings can be seen in the Xplor App under the Bookings tab.

- Solid dot- Booking is confirmed.
- Hollow dot- Booking not yet confirmed, contact service.
- No dot- No booking, contact service.

VACATION CARE

Vacation Care bookings are required to be completed on a booking form distributed with the program. Cancellation of bookings for vacation care must be made no later than 5 working days' notice or a fee, equal to the fee for that session will be charged.

PUPIL FREE DAY

Pupil Free Days bookings are required to be completed on a booking form. These days operate as a Vacation Care day and Vacation Care fees apply.

ABSENCES

CCS is paid for up to 42 days absences for each child per financial year. All absences beyond the first 42 days will only be paid for if parents/guardians provide evidence that the absence has occurred under a permitted circumstance.

Follow the links to

www.humanservices.gov.au for more information.

Notice is required if children are unable to attend on booked days. If notice is not provided, full fees will be charged for all absences.

- ❖ Full fees are not charged during Christmas break when the service is closed
- ❖ Notice is required if child/ren are unable to attend on booked days
- ❖ Fees are not charged for public holidays where the OSHC service is closed

DISCONTINUING ENROLMENT

You are required to give two weeks written notice to the Coordinator if you are discontinuing your child's enrolment. Fees are payable up to and including the end of notification date. If no written notice is given, then the last two weeks of care will be charge at full fees. A "cancellation of care" form must be completed within one month of the enrolment end date to claim a refund of your enrolment bond of \$50 paid on joining the service. Provided your account is fully paid to the notification end date, the enrolment bond will be refunded along with any fees paid in advance.



"KIDS IN THE KITCHEN"



SERVICE PROCEDURES

ARRIVALS AND DEPARTURES OF CHILDREN POLICY

Tewantin SS P&C OSHC's responsibility for the child begins when she/he enters the premises and ends when the child leaves the premises in keeping with the Policies and Procedures set out below. For the safety and protection of children, and in keeping with Duty of Care considerations, the Service has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from the Service.

All Children will be signed in and out by the parent/guardian or other person (authorised nominee) whom the parent/guardian has nominated on the enrolment form, or subsequently in writing, as being authorised to do so.

- ❖ Before School Care: All children must be signed in by an authorised person and signed out by an educator.
- ❖ After School Care: All children must be signed in by an educator and signed out by an authorised person.
- ❖ Vacation Care/Pupil Free Days: All children must be signed in and out by an authorised person.

Where no written authority has been received, the parent or guardian may give permission by text message (as the first preference) or by email for an alternative person to collect the child.

ROUTINES

At Before School Care the children are in a supervised environment and given the opportunity to participate in any chosen activity including art and craft, reading and games. Breakfast is available from 6.30-8.00. The Preps and Year 1's are taken by an educator to their classrooms at 8.40am. Children in years 2-6 are released to classrooms at 8.40am. Parents can authorise early release at 8.15 for years 2-6.

At After School Care the Preps and Year 1's are collected from their classrooms and the children in years 2-6 walk to the OSHC room at 2.45pm. Around arrival time the children have afternoon tea which is provided by the service. They will be signed in by an educator. Each day a program is put in place for engagement, fun play-based learning. In Term 2 Year 1's will transition to walking on their own.

VACATION CARE

Vacation care is run as a very different service from Before School Care and After School Care. Two weeks prior to the holidays, the service will provide parents with a written program of activities on offer during the period. We strongly recommend that parents keep a copy of the vacation program to allow them to prepare their children for the vacation care days. There are in service days where a theme for the day is generally chosen. Excursions and Incursions are also part of the program. Children are to supply a water bottle and lunch each day with the service providing morning & afternoon tea.

HOMEWORK

OSHC recognises the importance of homework. Whilst it is the policy of the service that homework is a parent/ child responsibility (and an optional afternoon activity) we endeavour to create a time and place whereby homework may be completed. Educators are able to assist with homework from time to time depending on numbers and ratio requirements; however staff cannot mark or correct the child's work.

It is our responsibility to provide:

- ❖ A quiet area and environment
- ❖ A well-lit area for homework to be undertaken.
- ❖ Some requisites such as pencils and paper may be provided where necessary.

EXCURSIONS

Services may at times include excursions into the local and wider community which extends the program by offering new learning experiences, new social contexts, and interactions. These excursions take into account the age, interests, and abilities of the child.

An excursion is an experience outside of school grounds and jurisdiction. On an excursion, the staff/child ratio is guided by a risk assessment. Permission from parents is sought prior to attendance on excursions. A risk assessment is completed for each excursion.

Safety is an essential part of all excursions. In order to ensure risk management standards are maintained the following steps will be followed:

- ❖ Permission from parents is obtained on the excursion permission form provided
- ❖ If the excursion is liable to be affected by the weather a contingency plan is developed
- ❖ Appropriate transport is engaged and buses with seatbelts are contracted wherever possible
- ❖ A contingency plan in case of vehicle breakdown is prepared. Such a plan includes methods to ensure children are kept safe and comfortable and provides for access to water and snacks if applicable.

During an excursion the following applies:

- ❖ A qualified first aid officer is present
- ❖ A first aid kit is available
- ❖ An attendance record or roll is available
- ❖ Emergency contact numbers for participants and staff is available
- ❖ Telephone access is available
- ❖ The roll is checked regularly during the day to ensure all children are accounted for, particularly when transitioning from one activity area to another
- ❖ Staff ratios, based on a risk assessment, are strictly adhered to as a minimum
- ❖ In addition to maintaining ratios, staff escort and supervise children to and from toilet and change room facilities.

Staff ensure the environment is safe. This may entail (as appropriate):

a pre-excursion visit

requesting copies of recent safety inspection reports

requesting copies of registration as a workplace

ensuring equipment is age appropriate and non- gender specific.

If staff become aware the excursion is likely to return late to the service, all reasonable attempts will be made to contact parents either individually by phone or by arranging a notice to be placed outside the service with an expected time of arrival.

Children are never left in the sole care and custody of bus drivers or any other persons during excursions.

LATE ARRIVALS AND DEPARTURES

If children who are booked into the Service for After school care have not arrived within fifteen minutes of expected arrival, parent/guardian will be contacted on the numbers, and if necessary, emergency numbers, provided by parents/guardians.

If at closing time children have not been collected or parents have not made arrangements for collection by normal closing time, parents/guardians will be contacted on the most recent numbers, and if necessary, emergency numbers, provided by the parent/guardian.

In the event there is no response from contact numbers or parents are unable to arrange collection, advice will be sought from the police.

EXTRACURRICULAR ACTIVITIES

If your child/children are required to attend extracurricular activities on the school site please request a 'Extracurricular Activities Form' from the service Coordinator, complete all details and sign to acknowledge consent.

Permission must be granted for each extracurricular activity your child/children wishes to attend. When there are changes or amendments to the extracurricular activities schedule, a new form must be signed and submitted. Please note children will not be able to attend off site activities.

Parents are to notify the service if the activity is cancelled on that day. Notification prior to the time the activity normally takes place is essential.

When Parents elect for their child to attend an extracurricular activity, they provide permission with the understanding that the childcare service may not have available staff to escort children to each activity. A variety of arrangements are made onsite in relation to children accessing the appropriate locations. This should be discussed with the Coordinator when the parent provides the signed authorisation

TRANSPORTATION OF CHILDREN

The service takes steps to ensure transport utilised for excursion purposes is safe. In order to achieve this, the service requests the following from the transport provider:

- ❖ Vehicles comply with the Transport Operations (Road Use Management) Act, 1995
- ❖ Drivers are appropriately licensed and have a Qld Transport Drivers Authorisation.

Educators are not permitted to use private vehicles for the transport of enrolled children under any circumstance but the direst of circumstances and then only where they have been directed to do so by Emergency Services.

WATER-BASED ACTIVITIES AND SWIMMING

For all water-based activities and swimming activities the staff/child ratio is maintained as one adult for every five children. For further information please refer to our Water Safety Policy

MOBILE PHONES

It is recognised that some children have mobile phones however children should not use mobile phones whilst at OSHC unless there is a genuine and urgent need to do so.

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 Coordinator for the use of the service's land line to 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 number/s.

The purpose of the above 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 MMS devices

INFORMATION TECHNOLOGY

The service takes precaution to ensure all computer/games/DVD's/Videos are appropriate for school age children.

Children have access to computers and are monitored during this activity.

Children will be guided to make safe choices.



CHILDREN

RESPECT FOR CHILDREN

This service is a place where children, educators and parents/carers are treated as individuals and respected for their cultural and gender differences.

Our policy is to include everyone in daily programmed activities and to meet the needs of each child and family within the parameters of equipment, resources, and facilities available.

The dignity and rights of the child are respected at all times. The service promotes the use of positive behaviour support techniques when guiding a child such as encouragement, appreciation and modelling appropriate behaviour.

The service endeavours to:

- ❖ Provide a childcare environment that enhances the emotional and physical health of the child, stimulates the children's involvement in activities and encourages self-esteem and a sense of achievement
- ❖ Provide a variety of options to help children be a part of the decision-making process
- ❖ Provide children with uninterrupted play periods where they can become fully involved in and extend and complete activities
- ❖ Ensure interactions with children are always consistent, harmonious, fair, warm, and sensitive. Service staff encourage children to learn about their own rights and develop a respect for the rights of others ensure educators instructions are positive and age appropriate (e.g. "please walk" instead of don't run") maintain a consistent routine and give children advance notice of what is happening next as well offer an explanation if a change must occur
- ❖ Ensure confidentiality (and that children are not within hearing distance) when discussing children's behaviour with the parent/carer or Coordinator
- ❖ Ensure photographs of children are not taken or displayed without written permission from parents. This includes video, still film and digital images

STAFF INTERACTIONS AND RELATIONSHIPS WITH CHILDREN

The service aims to provide a responsive and inclusive environment for children where the educators relate to them in a friendly and respectful manner. Educator interactions with children are further enhanced through program implementation and daily communication.

CHILDREN'S VOICES

At the beginning of and throughout the year, children are given the opportunity to identify the choices they believe will best provide them with an enjoyable, safe, and happy experience. A copy of these choices will be displayed within the service for educators, volunteers, parents/carers, visitors, and children to view.

INCLUSION AND DIVERSITY

Our service provides an inclusive and open program where all children are considered unique individuals and diversity is valued. We aspire to:

- ❖ Provide a variety of activities that encourages the participation of all children
- ❖ Be aware of the children's home environment and individual social needs
- ❖ Cater for children from all cultural backgrounds who may have special dietary and/or communication requirements
- ❖ Encourage interaction between gender and age groups in a positive way with organised activities and games
- ❖ Encourage children to cooperate and to help each other with activities and routines
- ❖ Provide a wide variety of materials (appropriate to developmental stage) in sufficient amounts to ensure any child is not waiting for long periods of time for their turn
- ❖ Cater, where possible, for children with special and/ or additional needs, including staffing changes and special requirements associated with their care.

CHILDREN'S RIGHTS

As participating members of our service children have a recognised right:

- ❖ To a warm, caring atmosphere where they are seen as unique individuals
- ❖ To have fun and feel comfortable in themselves and with others
- ❖ To be treated justly, fairly, and sensitively and to have their grievances heard
- ❖ To be acknowledged for their achievements
- ❖ To be treated with courtesy and respect
- ❖ To be treated consistently and equitably by service staff
- ❖ To play and be challenged in a safe environment
- ❖ To be involved in the development of the rules of behaviour, the aesthetics of the service and other aspects of the program.

CHILDREN'S RESPONSIBILITIES

As participating members of our service children have clear responsibilities:

- ❖ To be courteous and respectful to other children and to educators, parents, and visitors to our service
- ❖ To participate in activities with an attitude aimed towards learning and having fun
- ❖ To show care for belongings whether their own, others, or belonging to the service
- ❖ To cooperate with educators and peers to further improve the quality of time shared together
- ❖ To remember, follow and respect service and school rules and boundaries whilst at the service.

TOYS AND GAMES

Children and families are strongly requested not to bring toys or games to the service. The service and its educators accept no responsibility for loss or damage to personal items.

CHILD CONCERNS

Staff actively listen to and encourage the children to express their likes, dislikes, concerns or feedback / regarding any aspect of the services operation during planned and spontaneous activities.

All ideas and opinions/feedback collected from children are given due consideration and may be used in program and service evaluation. We feel it is important that children's concerns and feedback are acknowledged.

EMERGENCIES

Children and staff of the service participate in lockdown and evacuation procedures every month, so as to ensure that in the event of an emergency, all in attendance are familiar with the procedures. The service evacuation and lockdown procedures and a map of the service's licensed areas and evacuation points are displayed at all entrances/exits to the service. These procedures are reviewed each time a lockdown or evacuation is completed.

To view a more comprehensive copy of the service's policies and procedures, please do not hesitate to contact the Service Coordinator.



Dance and movement



FAMILIES AND COMMUNICATION

PARENT INVOLVEMENT

Our service has an open-door policy, which means you are most welcome to come and spend time with your child. The staff will ensure you and your child feel safe, happy, and welcome at the service.

As parents/carers you are welcome to visit during hours of operation to ensure confidence in the service provided. 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.

COMMUNICATION WITH PARENTS

We value and encourage communication and participation by parent/guardians as we believe it enhances the service we provide.

You are welcome to contribute to our service in any way you feel you are able, whether it be simply by open communication.

A feedback box is located at sign in desk, to encourage suggestions and new ideas to help us to continue to improve our service.

Donations of materials/resources are always gratefully received. If you wish to be more actively involved, you might consider being a member of The Management Committee.

Parents at any time can ask the coordinator for any information about the service including a general description of activities provided, the service philosophy, and the goals about how the children's knowledge and skills are to be developed.

Parents shall be expected to communicate appropriately with all staff whilst dropping off and collecting their children, or other children as permitted to and from the service. Appropriate communication shall include, but not be limited to appropriate language, calm tone and considerate.

COMMUNICATION

The service will use social media to support rather than replace already established family communication methods.

The service social media site will be used as a tool for sharing information and program updates with service families and may include (but not be limited to) the following:

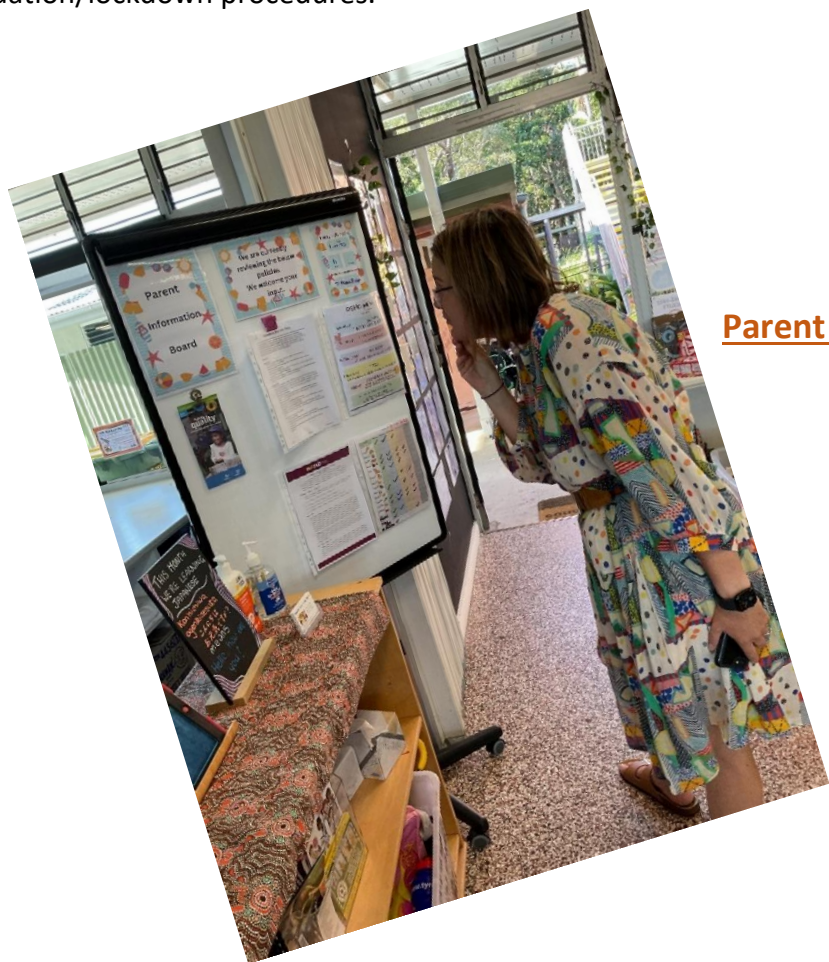
- ❖ General service notices and reminders
- ❖ Promotion of upcoming service and/or community events
- ❖ Seeking ideas and suggestions on service program and operations
- ❖ Providing important links and information relating to children's health and wellbeing
- ❖ Reaffirming details provided through other family communication sources such as newsletters, notices, and flyers and/or Photographs depict daily events, environment, and activities.

CUSTODY INFORMATION

If there are any custody arrangements the service need to be aware of, please notify accordingly and provide copies of all legal documents. Complete confidentiality will be maintained at all times.

EMERGENCY and EVACUATION PROCEDURES

Emergency and evacuation procedures are prominently displayed in the rooms and are clearly visible to educators and visitors. A copy of the emergency procedures for the TSS OSHC is distributed to all new educators and volunteers. All children under the care of TSS OSHC are regularly familiarised with evacuation/lockdown procedures.



Parent involvement



Family Tree

FEES AND CHARGES

(less your eligible percentage of (CCS) Child Care Subsidy)

Before School Care (includes Breakfast)	\$22-00 per child	Casual Rate \$27.00
After School Care (includes Afternoon Tea)	\$27-00 per child	Casual Rate \$32.00
Vacation Care	\$75-00 per child for a Service Day \$75-00 per child for an Incursion Day + Costs \$75-00 per child for an Excursion Day + Costs	
Late Collection after 6pm	\$40.00 per 15 minute or part thereof (per family)	
Non-cancellation Fee	\$20.00	
Enrolment Bond	\$50 per child is to be paid.	

This bond is returned upon receiving a completed Cancellation of Care form within one month of leaving the service if all accounts are in order.

Fees are subject to change as set by the P & C
14 days' notice is given for any Fee changes
Centrelink allows 42 Allowable absent days per year
Statements are available on your Xplor account.

PAYMENT OF FEES

Accounts are to be paid weekly or fortnightly, on or before Friday 5pm. Payment must be made either by Direct Debit via a third Party, Bank transfer, or by EFTPOS at the service. No CASH can be accepted.

INVOICES AND PAYMENT TERMS & CONDITIONS

Statements are issued Wednesdays via Xplor. They are also available 24/7 on the Home app.

Outstanding Account balance is to be at 7 days only to be able to attend Vacation Care and/or to continue use of service.

Where no payment has been received after 2 weeks, future bookings will be suspended until account has been paid. Any permanent or casual bookings that are made will be charged to your account. If parents need to adjust their bookings to another day of that week, then they are most welcome provided we have vacancies on that day and adequate notice given

Accounts referred to a Collection Agency or Solicitor will have all legal costs and commission added to the amount due.

If payment is declined the coordinator will contact you, if not rectified and declines again bookings will be suspended until payment is received.

COLLABORATIVE COMMUNITY PARTERSHIPS

POSITIVE APPROACH

Services values the importance of positive behaviour guidance and support that ensures children's physical safety and emotional wellbeing.

Positive behaviour guidance practices are supported by staff to enable children to develop skills to self-regulate their behaviour, preserve, and promote self-esteem and have regard for wider community expectations.

At the core of an Educator's values in programming, relationship building, teaching, and caring for children will be a strong sense of inclusiveness, acceptance, tolerance, kindness, cooperation, and respect for individual differences

Educators recognise and understand that a child's behaviour may be influenced by their age, development, and level of familiarity with the service's routine and guidelines, general health and wellbeing, the service's play and learning environments, Educator's teaching strategies and caring practices, relationships with other children and stakeholders, and other external factors such as home and family environment and school as well as peer group experiences.

CONSULTATION

Families will be consulted about issues or problems regarding behaviours. Support strategies will be developed and established which encourage children's development of effective social-emotional skills which enables them to interact in relation to others with care, empathy, and respect.

Source: My Time Our Place (MTOP) Framework.

STRATEGIES

In relation to providing positive behaviour guidance, all educators will use the following strategies to develop good outcomes for children:

- ❖ Model appropriate behaviour, including using positive language, gestures, facial expressions and tone, and volume of voice
- ❖ Be engaged with and monitor children's play, be aware of triggers for potential conflicts or challenging situations, and will support children to consider alternative behaviours
- ❖ Introduce problem solving as a teaching and learning opportunity with children, in collectively deciding on rules and ways to work together successfully
- ❖ Clearly express boundaries for behaviour in positive terms and reinforce consistently in a developmentally appropriate way
- ❖ Support children to make appropriate choices, accept challenges, manage change, cope with frustration and to understand and experience the consequence of their actions
- ❖ Maintain consistency amongst all educators in a holistic approach to facilitate and encourage children to recognise and choose positive behaviour
- ❖ View all behaviour as an opportunity to guide, teach and encourage positive social and emotional interaction and communication
- ❖ Organise resources and learning environments so children are engaged, given boundaries, and offered clear and simple directions that invite and encourage success.

Educators are not permitted at any time to use physical force/restraint or physical, verbal, or emotional punishment and practices that demean, humiliate, frighten, or threaten a child.

Supervised exclusion will be used where required to allow a cooling off period for the child. This exclusion will be no longer than 10 minutes.

Educators are required to follow the service behaviour management strategies and techniques, including completion of an incident report to be signed by the parent/guardian at the end of the day.

Behaviour support plans will be implemented if deemed necessary by the Coordinator. Support plans will be developed collaboratively with the Coordinator, parent/guardian, child, and other health/educational professionals as required.

Parents/guardians are not permitted to approach other children attending the service regarding behaviour incidents and/or issues.

BEHAVIOUR SUPPORT AND MANAGEMENT POLICY

Behaviour support and management strategies play a vital role in providing a safe and happy environment and are approached by:

- ❖ Applying appropriate measures (in keeping with community standards)
- ❖ Focusing on supporting children to develop skills to self-regulate
- ❖ Preserving and promoting children's self-esteem
- ❖ Having regard to the other principles set out in the Philosophy Statement of the service.

The service has developed behaviour expectations-

These expectations are:

1. Be clear
2. Easy to understand
3. Child focused and on display throughout the Service.

Educators will discuss the behaviour expectations with the children on a regular basis, to remind them why they are necessary.

MANAGING EXTREME OR PERSISTENT BEHAVIOURAL CHALLENGES

If a child's behaviour places themselves or other children or staff at risk, educators will act immediately to mitigate the risk and then talk through the issue with the child or children concerned.

Where a child presents repetitive behavioural challenges, a behaviour support plan will be developed in collaboration with parents/carers, the child, educators, and other stakeholders.

At the core of making the decision to develop an individual behaviour support plan will be the needs of the child.

If the unacceptable behaviour persists, the service may, in collaboration with the family and other stakeholders, exclude the child from attending.

Exclusion of a child from a service will only take place where all strategies employed to deal with persistently challenging behaviour have been exhausted.

PARENT CODE OF CONDUCT

Parents/carers have a responsibility to support the efforts of educators in maintaining a safe and respectful recreational environment for all children.

Parents/carers should encourage their children to appreciate the importance of honesty, respect for property and respect for the rights of others.

Parents/carers and visitors should display respect for all people while at the service and never use raised voices or threatening language in an effort to intimidate or humiliate staff, children, or other visitors.

Parents/carers who participate positively in fulfilling these obligations recognise the systems and processes in place will benefit all.

Parents/carers should:

- ❖ Notify the service of required bookings and any alterations in a timely manner
- ❖ Notify the service of any absences within the acceptable timeframe
- ❖ Follow the service absence and cancellation procedures
- ❖ Work collaboratively with educators to resolve any behavioural issues which may arise
- ❖ Communicate positively with all children at the service (physical contact is discouraged)
- ❖ Pay accounts promptly, bearing in mind the service is not-for-profit and does not attract funding
- ❖ Follow the parent grievance procedure when expressing concerns or complaints to educators

- ❖ Always speak in respectful tones and use positive language
- ❖ Communicate positively with educators

PARENT RESPONSIBILITIES

As a parent/carer of children attending the service certain responsibilities are inherent and are as follows:

- ❖ To support the service in its endeavours to provide a quality service for all children
- ❖ To work cooperatively with educators in the development of behaviour support plans (as required)
- ❖ To read and be familiar with the services philosophy and goals, and follow policies and procedures
- ❖ To understand the parent and children's grievance procedures and to raise concerns in a timely and respectful manner to the Coordinator
- ❖ To value the diversity and uniqueness of all children attending the service
- ❖ To approach all communication with educators, volunteers, and other parents/carers in a friendly and respectful manner
- ❖ To approach the Coordinator of the service if wishing to address a concern involving another child; children of other families are not to be approached directly
- ❖ To collect children by the service's closing time
- ❖ To notify educators of any medical, dietary, or personal needs of your child through regularly updating your child's enrolment form
- ❖ To notify Coordinator of changes to or cancellations of bookings
- ❖ To make regular payments of fees as per our Fees Policy and to ensure your account is settled in full at the end of each term.

PARENT RIGHTS

Our service offers all parents/carers the right:

- ❖ To know your child is in a safe and welcoming care environment
- ❖ To visit the service (notification is required)
- ❖ To expect support in your role as the primary carer of your child
- ❖ To be made aware of the services philosophy and goals; policies and procedure 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 either by print or electronic media
- ❖ To collaborate and consult with educators regarding your child in a confidential environment
- ❖ To be greeted by educators, volunteers and others associated with the service in a warm and welcoming manner
- ❖ To have access to records kept in relation to your child
 - To view up-to-date information on staff qualifications and current roster
- ❖ To receive information on programs, equipment, and resources
- ❖ To view the menu [if applicable] and provide feedback
 - To view the current Certificate of Service Approval & Assessment Ratings
- ❖ To be involved in the National Quality Framework (NOF) process
- ❖ To be informed of any continuous improvement plans.

Should you have any concerns in relation to these parent rights, provide us with your feedback or avail yourself of the parent concern procedure.

PARENT CONCERNS

Where a concern is raised, educators are able to direct you to the Coordinator or the Responsible Person in charge. Their role is to immediately take the necessary action in an effort to resolve the complaint.

PROCEDURE

If you have any concerns with the service or an educator, you are asked to address the concern to the Coordinator of the service, who may then request a written report.

If you have any concerns with the Coordinator, you are asked to address the concern in writing to the Approved Provider &/or School Principal.

TSS P&C Executive- Confidential

PO Box 134 Tewantin 4565

DISCRIMINATION COMPLAINTS

Tewantin SS OSHC and educators ensure they do not engage in, encourage, or accept any act of unlawful discrimination against a parent/carer or child. Such acts of discrimination are not tolerated. CCCS includes training on aspects of unlawful discrimination in induction training sessions for new educators.

All educators treat complaints by parents/carers concerning any unlawful discrimination sympathetically and seriously.

Unlawful discrimination includes discrimination on the basis of sexual preference or identity, gender, 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 and refer this information with contact details of the person alleging discrimination to the Coordinator. The Coordinator will then arrange an inquiry into the complaint and take necessary action to resolve the complaint.

EQUALITY AND BIAS

All Stakeholders must, in both speech and action's, demonstrate commitment to equity in all situations. This is inclusive of sex, age, disability, cultural background, and beliefs.

All stakeholders/ parents, families and staff are responsible for ensuring that their actions not only demonstrate equity in all areas but are also perceived to demonstrate equity.



HEALTH, NUTRITION AND WELLBEING

The Service aims to work cooperatively with parents to develop a healthy approach to nutrition and hygiene.

Food provided by the service is nutritious and prepared and stored in accordance with food safety requirements.

ILLNESS AND INFECTIOUS DISEASES

The Service also acts diligently to control the spread of infectious diseases. All attempts are made to meet the health requirements of all children in the service.

Whilst the Service endeavours to ensure the health and wellbeing of all children in its care, cooperation from parents is essential. Up-to-date information on children's health is part of the enrolment process. Should any changes occur after the child has been enrolled, parents are required to provide this new information.

Children who arrive at the service or who develop symptoms of an infectious illness or condition while at the service, are removed from contact with other children (if possible) as soon as the symptoms are detected, and the parent will be contacted for immediate collection.

The child will be monitored by educators. Any child with symptoms that suggest they might be quite ill when being signed in by parents will not be accepted until all symptoms have abated or until a written clearance from a doctor is sighted.

PROCEDURE FOR CARING FOR A CHILD WITH AN ILLNESS

The Service takes the following steps when caring for a child who becomes ill whilst attending the Service:

- ❖ The child is directed to a quiet area of the room to rest and given water to drink.
- ❖ The staff member checks the medical register or the enrolment information and ensures the child has no known medical conditions which could be causing or contributing to these symptoms.
- ❖ The staff member comforts the child and monitors for further symptoms or elevation of present symptoms.
- ❖ The staff member brings the situation to the attention of the Coordinator.
- ❖ The child is monitored, and parent contacted if the symptoms in the infectious diseases section above occur, or if the child's symptoms appear to be worsening.

If staff notice symptoms of an infectious condition, the child is removed from other children (if possible), however they will remain in the care of an educator and the parent/ carer is contacted to immediately collect the child.

HIV & HEPATITIS

The confidentiality of medical information is maintained. The number of persons aware of the child's condition will be kept to the minimum required to ensure proper care of the child and to detect situations where there is potential for transmission.

Following medical advice, it is expected that parents/ carers would consult with child care workers if their child had 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 does 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/carers.

SLEEP, REST AND RELAXATION

Tewantin State School OSHC promotes the welfare and comfort for children being educated and cared for at its service by providing opportunities for sleep and rest and with flexible arrangements around this provision. The age, developmental stage and the individual needs of each child will be highly regarded.

Key Tasks and Responsibilities

Sleep and Rest Facilities	The Approved Provider is to ensure sufficient facilities and physical space is available for children's access to sleep and rest. The Nominated Supervisor will ensure the facilities are appropriately maintained and used, including reporting additional requirements or improvements.
Supporting Rest	The Nominated Supervisor and Educational Leader are responsible for the coordination and plans and practices to ensure children have access to suitable rest and sleep settings. Educators are to use their insight into the needs of children and provide access to relevant facilities.

Procedures

- ❖ Opportunities for sleep, rest and relaxation will be provided following consultation with children and families and with consideration given to the child and family's sociocultural background, routines in place at home and personal preferences.
- ❖ As part of the educational program, restful activities and downtime experiences will be offered throughout the session with children being supported by the coordinator and educators to make appropriate decisions regarding participation.
- ❖ Physical spaces are thoughtfully configured and made available that provide children with downtime, restful and quiet experiences to access away from main activity areas.
The area will be kept free of active games or loud activities to be as reasonably quiet as possible.
- ❖ Groupings of children are configured to minimise the risk of overcrowding and promote calming experiences and positive interactions.
- ❖ Educators will be observant of children's needs supporting them to communicate their need for comfort, sleep, and rest.
- ❖ Flexibility will be demonstrated in the program with opportunities for children to engage in sleep, quiet and/or downtime experiences as needed.



Community Project- Carramar Nursing Home visit.

EXCLUSION PERIODS

The following are minimum periods of exclusion as recommended by Staying Healthy. These exclusion periods are the minimum period for the child to be away from the Service, however, a child may need to be excluded longer than the exclusion period to recover from an illness

General Illness	
Conjunctivitis	Until discharge from eyes has ceased.
Fever	Any fever above 38°C is considered to be a sign of acute illness and the child is unfit to be in care until the fever has fully resolved.
Diarrhea/Giardia	Children who have had diarrhea must be excluded until at least 24 hours after diarrhea has ceased. (This exclusion time is a recommendation from the Public Health Unit - Queensland Public Health). In addition, the Service requires the child to be able to tolerate a reintroduction of their diet without the recommencement of the diarrhea.
Vomiting	Children who have been vomiting must have ceased vomiting for 24 hours and have recommenced eating, prior to returning to the Service.
Viral Respiratory	
Infections (Colds)	Colds with fever, distress, or with severe nasal discharge, sneezing, coughing or wheezing are excluded for the period of acute illness. The Service policy is that any child requiring regular administration of medication throughout the day may be considered unfit to attend childcare.
Contagious Childhood Illness	
Chicken Pox	Until all blisters have dried.
Measles	Exclude for at least four days after onset of rash. Unimmunised children are required to be excluded from the Service until directed by Public Health advice.
German Measles	Until fully recovered or at least four days after the onset of rash.
Mumps	For nine days or until swelling goes down.
Whooping Cough	For five days after starting antibiotic treatment or 21 days from the onset of coughing.
Herpes/Cold Sores	Until lesions have dried. If the child is old enough to manage the infection, they can attend if sores are covered.
Head Lice	Re-admit the day after appropriate treatment has commenced.
Hand, Foot and Mouth Disease	Until all the blisters have dried.
Impetigo/School Sores	Re-admit once antibiotic treatment has commenced. Any sores on exposed surfaces should be properly covered with a dressing.
Ringworm	Re-admit the day after appropriate treatment has commenced. Any sores should be covered.
Rashes	A doctor must check all rashes to diagnose and provide medical advice
HIV/AIDS	Exclusion is not necessary unless the child has a secondary infection.

HYGIENE

Hand washing is one of the most important aspects of infection control at a service.

We take great care to provide a safe and hygienic environment for the children in our care. We aim to reduce the chance of accidents and minimise cross infection. The following procedures are implemented:

- ❖ Toilets are cleaned and disinfected at the end of each day and during the day, if the need arises.
- ❖ Children are taught and encouraged to wash their hands after toileting, and before meals.
- ❖ All equipment and the grounds are checked regularly and maintained in a safe condition.

Equipment is cleaned frequently.

NUTRITION - FOOD PROVIDED BY SERVICE

The aim for services that provide food is to ensure nutritious food is available.

Menus are displayed at the service. Should you require any further information please speak to the educators.

The Service encourages positive learning experiences during meal and snack times where positive food habits are developed in a happy, social environment. Should meals and snacks be provided by the service they will be healthy, balanced and varied. The service provides opportunities for children to experience food from different cultures.

INFECTIOUS DISEASES AND HEAD LICE POLICY

The Service strives to remove immediate and/or serious risks to health of the children from possible cross-infestations, by adopting appropriate procedures for dealing with infectious diseases/head lice infestations, whilst respecting individual's rights and privacy. Accordingly, all people, including children, staff and parents with infectious diseases/head lice infestations will be excluded from attending the service. We refer to the "Staying Healthy in Child Care: Time Out" document when advising if a child needs to be excluded from OSHC or not.

SPECIAL DIETARY NEEDS AND ALLERGY AWARENESS

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

A regularly updated list of children who have special dietary requirement will be displayed in the kitchen/food preparation area.

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

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

We endeavour to reduce the risk of allergic reactions by removing, to the best of our knowledge, products containing known allergens for cooking and food served by the Service.

NUTRITION - FOOD PROVIDED BY SERVICE

The aim for services that provide food is to ensure nutritious food is available.

Menus are displayed at the service. Should you require any further information please speak to the educators.

The Service encourages positive learning experiences during meal and snack times where positive food habits are developed in a happy, social environment. Should meals and snacks be provided by the service

they will be healthy, balanced and varied. The service provides opportunities for children to experience food from different cultures.

DRUGS, ALCOHOL AND SMOKING

Consuming drugs and alcohol is not permitted within the Service's approved areas and/or approved hours of operation.

The Service respects the need to provide a healthy and safe workplace and to ensure staff and our clients enjoy fresh air. This Service is designated as a smoke free place and no person may smoke in any designated smoke free site.

Smoking must not, under any circumstance take place in the presence of children

SUN SMART & CLOTHING POLICY

The purpose of this Sun Safety Policy is to ensure that all children, staff, and visitors attending our service are protected from skin damage caused by harmful UVR from the sun.

The service will provide a SunSmart environment that supports sun safe practices and create an awareness of the need to reschedule outdoor activities to support sun safe practices.

PROCEDURE

Sun safety will be practiced at our service throughout the entire year.

Parents/guardians will be asked to provide for their child a broad brimmed SunSmart hat which protects the face, neck, ears, and crown of the head and encourage them to wear it. No caps.

Parents/guardians will be asked to provide appropriate SunSmart clothing that protects as much of the skin as possible and covers the shoulders. No singlet tops.

Educators will ensure that all children, staff, and visitors attending the service are protected from the harmful UV effects of the sun during the recommended times of the day. The Coordinator will:

- Inform parents of our Sun Safety Policy when children are enrolled. The Sun Safety Policy will be included in the Family Handbook
- Ensure all sun protection measures are applied to children, staff, and visitors while outside when the UV level is 3 or above, which in Queensland, is all year round including:
 - ❖ Wearing adequate SunSmart clothing and making use of shaded and/or covered areas.
 - ❖ Wearing broad-brimmed hats that protect the face, neck, and ears; and
 - ❖ Applying SPF 30+ broad-spectrum, water-resistant sunscreen 20 minutes before going outdoors and reapply every 2 hours (with parent/guardian permission and allergy safe as required).
 - ❖ Incorporate education programs that focus on skin cancer prevention and early detection into the program.
 - ❖ Ensure all staff, children and visitors act as positive role models and demonstrate SunSmart protective measures (as above) when attending the service; and
 - ❖ Ensure that adequate shade is provided during outdoor events including excursions.

The Sun Safety Policy will be reviewed regularly (at least annually) with children, staff, parents, and the Approved Provider.

FIRST AID

First aid equipment is available for educators to use at all sites for the first aid treatment of all persons at the service in the event of an illness or incident. The first aid kit is kept in a place that is clearly signed and out of reach of children but easily accessible to the service staff.

All our educators are trained in first aid, CPR, asthma management and anaphylaxis is on duty at all times while children are in attendance.

Parents are to sign and authorise the enrolment form for educators to administer first aid, when necessary, this is an important and required component of enrolment.

In the event of an illness or injury to a child, first aid is administered by an educator qualified in first aid.

If medical assistance is required, parents are contacted immediately. In the event a medical emergency occurs which requires transportation of a child to a medical facility every effort is made to accompany the child where possible and appropriate, however there will be no action taken in this regard if the Service is at risk of breaching the staff/child ratio requirement.

If a child receives a minor injury during the operation of the Service, educators will complete an incident report form as soon as practical and parents are required to sign this form. Should the child require medical attention, a fully completed Reporting of Serious Injury Form will be lodged with the relevant authorities.



TSS OSHC Hospital

ADMINISTRATION OF MEDICATION

ADMINISTRATION OF MEDICATION

When a child is returning to the Service with prescribed medication, parent's responsibilities are to:

- ❖ Ensure medication is in its original container and has a pharmacist label clearly stating the child's name, dosage, frequency of administration, date of dispensing and expiry date.

NON-PRESCRIBED MEDICATION

At no time will staff give children any medication that exceeds age guidelines as defined on either the bottle or written information given by the prescribing practitioner.

The Service will only administer non prescribed medication, which has been approved and labelled for the child's individual use. Services may refuse to administer unlabelled medication. The Service will only ever administer a single dose of any medication on any day, unless otherwise outlined in a Risk Minimisation Plan formulated after liaison between parents, Service Coordinator, and medical personnel.

ALLERGIES

Please advise the Service as soon as you become aware of any allergies or medical conditions associated with your child. Please continue to keep the Coordinator up to date with any changes to your child's condition. If your child is allergic or sensitive to any foods, lotions etc. please inform the Coordinator at enrolment. An allergy listing is maintained for all children to ensure all staff are kept up to date. Completion of a Risk Minimisation Plan is also required.

INDIVIDUAL MEDICAL PLANS

These will be required to assist in managing some medical conditions. If your child requires an EpiPen, asthma medication or other specific treatment, please meet with the Coordinator prior to your child attending the Service. A Risk Minimisation Plan will be developed in consultation with parents/carers, the Coordinator, and medical personnel.



MEDICATION POLICY

In the interests of the health and wellbeing of the children, the service will only permit medication to be given to a child if it is in its original packaging with a chemist label attached. The chemist label must state the child's name, dose of medication required and expiry date. Working collaboratively with families, and with the parent's written authorisation, children will be enabled to self-administer medications.

Medication needs to be provided upon starting, failure to comply may result in your child attendance being delayed.

Parents/guardians are requested, wherever possible, to administer any prescribed medication to their child before or after attending the service, rather than requesting the service to do so, unless absolutely necessary.

Educators will only be permitted to administer medication to a child if it is:

- ❖ In its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and is within the expiry date period; and
- ❖ Accompanied by a Medication Authority and Administering Form completed by the parent/guardian

Medication will be stored in a locked cupboard or similar storage receptacle.

INDIVIDUAL MEDICAL MANAGEMENT PLANS

In order to have an individual medical management plan you must be diagnosed by a medical practitioner and have an accompanying management plan provided by a doctor and have completed forms that are required.

CHILDREN SELF-ADMINISTRATING MEDICATION

The service permits children to self-administer medication upon the completion by the parent/guardian of all the above forms and accompanied with a letter of authorisation prior to the child administering the medication.

Educators will supervise children who are self-administering medications to promote consistency and ensure the welfare of all children using the service.

Fairy Garden



