



Ruskin Park Primary School Combined OSHC Program

Education and Care Service Approval No: SE 00005597

Family Handbook

OSHC Mobile: 0439 345 134

OSHC Email: aftersch@ruskinparkps.vic.edu.au

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WELCOME

Welcome to Ruskin Park Primary School Combined OSHC Program. The information in this handbook is to assist you and your children in settling in and enjoying your experience with our program.

Our educators are happy to answer any questions or concerns you may have.

A full copy of the program policies and procedures that guide our educators in the management of our program is available for you to read at any time.

We look forward to working with you and your child/children and hope you all enjoy the time spent in our program.

PHONE NUMBERS

- Ruskin Park Primary School Office 9723 3886
- OSHC Mobile 0439 345 134
- Department of Human Services 136150

OSHC EMAIL: aftersch@ruskinparkps.vic.edu.au

Please feel free to telephone or email if you have any queries or concerns.

PHILOSOPHY OF THE PROGRAM

Ruskin Park Primary School Combined OSHC Program focuses on children's play and leisure. Our practice is guided by the National Quality Standards for Education and Care Services and the National Framework for School Age Care in Australia.

We believe a safe, supportive, caring and inclusive environment where children are valued and respected as individuals enhances children's sense of belonging. Our play based program is designed to be flexible, fun and engaging with opportunities for children to make choices, develop independence, practice life skills, build friendships and relax before and after school.

Through genuine and positive interactions with children, families and the community we aim to establish strong relationships based on mutual respect, trust and understanding. We strive to work together with families to promote children's wellbeing.

We believe ongoing reflection of our practice is important in improving the service and seek and welcome feedback from children and families to assist with this process.

PROGRAMS PROVIDED

Ruskin Park Primary School Combined OSHC program is a community based Education and Care Service established in 1996. We provide Before School Care, After School Care and all day care on Curriculum Days. The program is licensed for 49 children and is funded by the Australian Government to provide Child Care benefit to families.

Nutritious breakfasts and afternoon tea snacks are included daily as a part of the program.

Hours of the Operation

Before School Care 7.00 am to 8.45 am - Monday to Friday during school terms.

After School Care 3.30pm to 6.30pm – Monday to Friday during school terms.

End of term early dismissal 1.30/2.30pm to 6.30pm

Curriculum Days 7.00am to 6.30pm

ROLE OF GOVERNMENT BODIES & LEGISLATION AFFECTING OUR PROGRAM

The Australian Government, state, and territory governments are involved in the operation, funding and regulation of early childhood education and care services. Each has a separate and vital role to play.

Ruskin Park Primary School Combined OSHC program is an Education and Care Service operating under the **National Quality Framework (NQF)** and must comply with the requirements of:

- Education and care Services National Law Act 2010
- Education and care Services National Regulations 2011
- National Quality Standard

Education and Care Services National Law Act 2010

The purpose of this Act is to create a National Law to regulate education and care services for children.

Education and Care Services National Regulations 2011

The Education and Care Services National regulations support the legislation relating to NQF and provides detail on a range of operational requirements for an Education and Care Service including:

- application processes for provider approval, service approval and supervisor certificates
- setting out the rating scale
- the process for the rating and assessment of services against the National Quality Standard
- minimum requirements relating to the operation of Education and Care Services organised around each of the seven Quality Areas
- arrangements to move existing services into the new system.

National Quality Standard

The National Quality Standard sets a national benchmark for the quality of children's Education and Care Services. It will also give services and families a better understanding of a quality service. . It comprises quality areas, standards and elements. The seven quality areas in the National Quality Standard are:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management

In Victoria, responsibility for administering the National Quality Framework is shared between the Department of Education and Training The Australian Education and Care Quality Authority.

Ruskin Park Primary School Combined OSHC Program is committed to meeting the requirements of the National Quality Framework for Early Childhood Education and Care Services.

We reflect on our practices on an ongoing basis and maintain a Quality Improvement Plan to ensure program practices meet the requirements of the National Quality Framework.

Department of Education and Training (Vic)

The Department of Education and Training is the Regulatory Authority in Victoria under the National Quality Framework. As the Regulatory Authority, the department is responsible for granting service and provider approvals, carrying out the quality assessment and ratings process and ensuring education and care services meet the requirements of the National Law and National Regulations.

www.education.vic.gov.au

The Australian Children's Education and Care Quality Authority (ACECQA)

The Australian Children's Education and Care Authority (ACECQA) is the national, independent statutory authority governing the National Quality Framework. ACECQA'S role includes ensuring the consistent application of the National Quality Framework, publishing guides and resources for education and care services and maintaining public registers and lists of qualifications.

www.acecqa.gov.au

Australian Government Department of Education and Training

The Australian Government Department of Education and Training is responsible for national policies, and programs that help Australians access quality and affordable childcare, early childhood education, school education, post school, higher education, international education and academic research.

www.education.gov.au

Australian Government Department of Human Services

The Department of Human Services is the main service delivery organisation for the Child Care Benefit (CCB) and Child Care Rebate (CCR). Services Centres are located in Medicare Offices and Centrelink Service Centres.

The DHS Services Centres provide the following services

- registration of families for the payment of CCB by fee reduction (on receipt of a written or phone claim)
- receipt of claims for payment of CCB by lump sum after the end of each financial year
- processing of claims and payment of CCB for registered care
- processing and payment of CCR (Centrelink Service Centres only)
- advising families on issues of eligibility and entitlement to CCB and CCR.

www.humanservices.gov.au

DHS Contact Details: Phone – 136 150 between 8am and 8pm Monday to Friday

DHS Multilingual Telephone Service: Phone 131 202

Childcare Management System (CCMS)

The Child Care Management System is a national online computer system. All approved child care services are required by family assistance law to operate under the system. Child care services use the Child Care Management System to record child enrollment and attendance information. They report this data to the Department of Education over the internet so the department can calculate fee reductions and pay services on behalf of eligible families.

Food Safety

The Department of Health has general oversight of the Food Act 1984 (Vic). The department works with local government to provide a consistent approach to food safety. Food safety is a significant issue for OSHC and it is the responsibility of local government to assist services about the level of registration and compliance required to meet the Food Act (1984).

References:

ACECQA, www.acecqa.gov.au

Australian Government Department of Education www.education.gov.au

Australian Government Department of Human Services www.humanservices.gov.au

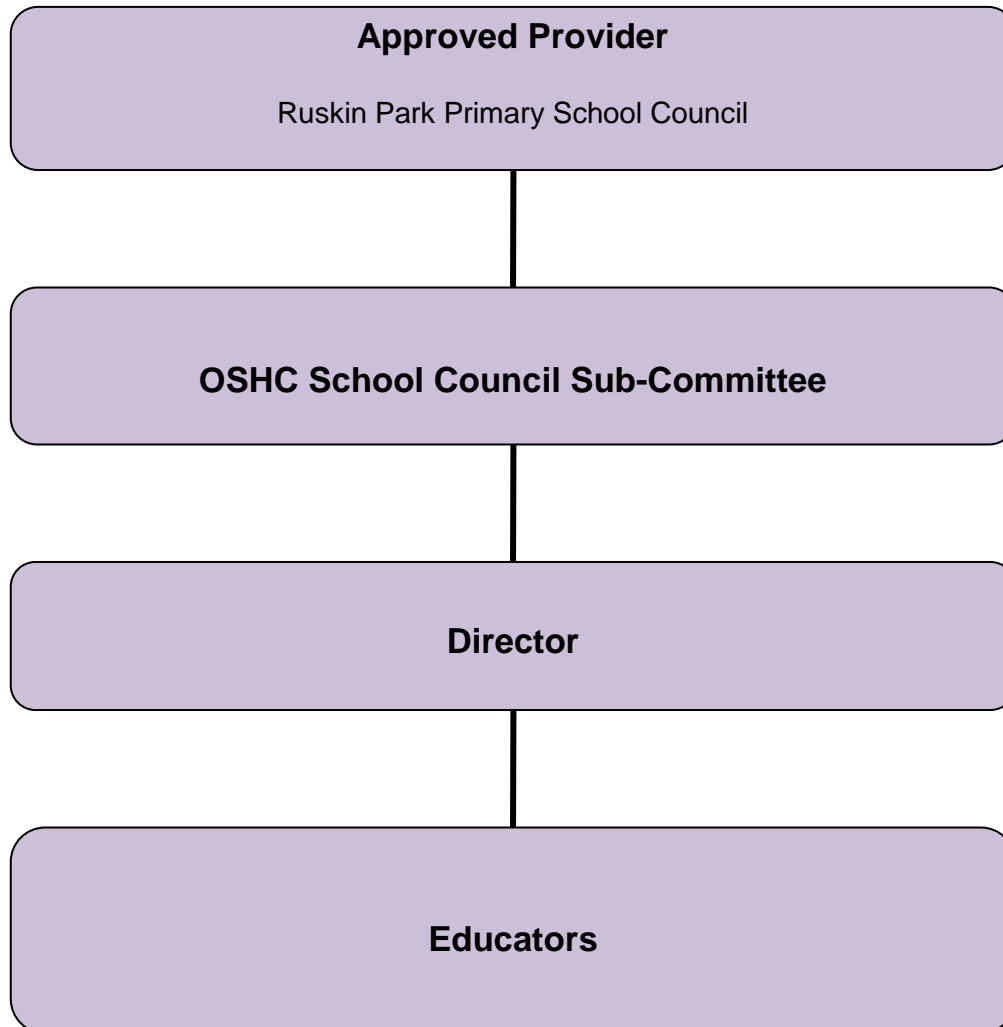
Department of Education and Training (Vic) www.education.vic.gov.au

Department of Health, www.health.vic.gov.au/foodsafety/bus/templates.htm

MANAGEMENT OF THE PROGRAM

The Ruskin Park Primary School Council is the Approved Provider of Ruskin Park Primary School Combined OSHC Program OSHC program.

Management Structure of Ruskin Park Primary School Combined OSHC



The OSHC School Council Sub-Committee consists of representatives from the school council, parents and program director. It has the responsibility for overseeing the day-to-day management of the program. The sub-committee meets each month and meetings are open to the school community. The committee reports directly to the School Council.

The OSHC director is responsible for running the daily program with support from the OSHC educators.

All OSHC educators are appropriately qualified and have a current working with children check, first aid qualifications, and have undertaken Anaphylaxis management training and emergency Asthma management training

The minimum educator to child ratio is 1 educator to 15 children. A minimum of two educators are on duty at all times.

AUSTRALIAN GOVERNMENT PRIORITY OF ACCESS

Ruskin Park OSHC program operates on priority of access guidelines as determined by the Australian Government. The guidelines set out three levels of priority, which we must follow when filling vacant places.

- Priority 1 – a child at risk of serious abuse or neglect
- Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under section 14 of the *New tax System (Family Assistance) Act 1999*
- Priority 3 – any other child

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

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

Where demand exceeds supply, it is important for the Program to allocate available places to those families with the greatest need for childcare support. Families will be given 14 days notice if their child's place is to be given to a higher priority child.

ENROLMENT PROCEDURE

All children must be enrolled in the program before receiving care. An annual re-enrollment process will take place in Nov/Dec each year.

We use an online booking and waitlist management program called **QK Enrol**. Families register to enrol their child/children via a parent portal called **My Family Lounge** located on the OSHC page of the Ruskin Park Primary School website:

For more information on how **My Family Lounge** works, please visit www.myfamilylounge.com.au

Paper copies of our enrolment form are available for families not able to access the internet.

Enrolments are accepted in order of date received

Ruskin Park Primary School OSHC program is licensed for 49 children.

Any enrolments received after all places are filled, will be assessed according to the Australian Government Priority of Access Guidelines. If any days you require are fully booked, your child/children will be placed on a waiting list and you will be notified in writing.

Annual Application and Administration Fee

An annual application and administration fee of \$20.00 is charged per family. This is non-refundable fee and does not attract Child Care Benefit.

Changes to Enrolment Details

If any of your details or your child's details change, please make the appropriate amendments to your child's enrolment form via the My Family Lounge portal or inform the OSHC educators as soon as possible. This includes phone numbers and emergency contact numbers, addresses, medical details; list of people authorised to collect your child/children and booked day/s.

CUSTODY OF CHILD

If any court orders, parenting orders or parenting plans exist in relation to resident or contact (custody/access) arrangements for a particular child, the parent/guardian must upon enrolment, bring the original document for educators to sight and supply a copy of the document that will be attached to the child's records and filed in a secure location.

All OSHC educators will be made aware of court orders and custody details.

In the event that a parent breaks a court order and seeks access to the child, OSHC educators will contact the parent/guardian with custody entitlement immediately. The police will also be notified.

COMMENCING CARE

When your child commences care in the OSHC program, we will ensure he/she is oriented to the program by introducing them to OSHC educators and children. We will explain where bags are kept, areas they may play in whilst at the program, snack times and will link them with other children in the program if they do not know anyone else.

Foundation children will be escorted to their classroom in the morning, after before school care and will be collected after school, until they are settled in and confident enough to make their own way to and from the program safely.

BOOKINGS

Definitions

Permanent booking Regular booking for care used each week

Casual booking Booking for care used on an irregular basis

An enrolment form must be completed and signed, each school year before a child can attend the service.

Permanent Bookings

- Permanent bookings can be any combination of days across the week in Before and/or After School Care.
- Families are required to indicate their intention to book permanent care at the time of enrolment via the My Family Lounge online enrolment system.
- Families without access to a computer will be provided with a paper copy of the enrolment form.
- Families wishing to make changes to permanent booked care or discontinue permanent booked care must notify the OSHC program in writing.
- **Permanent booking fees are not charged when:-**
 - ❖ children are away at school camp.
 - ❖ children are away on family holidays.
 - ❖ a parent is on leave and care is not required.
 - ❖ the OSHC program is informed of Before School Care cancellations by 12 noon the day before care is required.
 - ❖ the OSHC program is informed of After School Care cancellations by 12 noon on the day care is required

Casual Bookings

- Families can make casual bookings for Before and/or After School care via the My Family Lounge Casual booking App or by telephoning or texting the OSHC program.
- All casual **Before School Care** bookings must be made to the OSHC program by **12 noon the day before care is required.**
- All casual **After School Care** bookings must be made to the OSHC program by **9am on the day Care is required.**
- **Casual booking fees are not charged when:-**
 - ❖ the OSHC program is informed of **Before School Care cancellations by 12 noon the day before care is required.**
 - ❖ the OSHC program is informed of **After School Care cancellations by 12 noon on the day care is required.**

Parents/Guardians can book their child/children into the OSHC program in the following ways:

- Make a permanent booking via My Family Lounge
- Make a casual booking via My Family Lounge casual booking App. Please note you will need to register for the OSHC program via the My Family Lounge Portal located on the OSHC page of the school website before using the casual booking App.
- Make a booking in **advance** by telephoning or texting the OSHC mobile phone.

If emergency care is required due to unexpected circumstances, please telephone or text the OSHC mobile phone or contact the school office.

CANCELLATIONS

Before School Care – Cancellations are required by 12 noon the day before care is required.

After School Care – Cancellations are required by 12 noon on the day care is scheduled.

Cancellations can be made by telephoning or texting the OSHC mobile phone.

Verbal cancellations by children cannot be accepted. It is the parent/guardian's responsibility to notify the program of any cancellations.

ARRIVAL AND DEPARTURE PROCEDURE

All children attending Ruskin Park Primary School OSHC program must be signed in and out by a parent, guardian or authorised person every session. Signing in and out includes time of arrival or departure, and signature.

A parent, guardian or authorised person must undertake their responsibility of signing the attendance register in accordance with Government requirements.

No child will be permitted to leave the program with a person who is not authorised by the parent/guardian (this information is provided on the enrolment form and can be changed at any time).

Authorised persons may be required to show identification. Children may not be collected by anyone under the age of 18.

These procedures have been put in place to ensure the safety of your child.

Written permission from the parent/guardian must be provided for a person not listed on the enrolment form to collect children.

Please phone and speak to the Director personally, if an emergency arises and someone other than a nominated person will be collecting your child. This person will be asked to provide identification prior to collecting your child.

ATTENDANCE AT EXTRA-CURRICULAR ACTIVITIES

If your child is to attend extra-curricular activities such as music or drama classes, within the school grounds during OSHC time you are required to complete an "Authorisation to Attend Extra-Curricular Activities", form.

Children enrolled in these activities will be signed out of the OSHC program by educators to attend these activities.

If your child is returning to the OSHC program after the activity, parents/guardians are responsible for arranging for an authorised person (18 years of age or over) to sign their child/children back into the program.

The OSHC program cannot accept responsibility for the children enrolled in extra-curricular activities during OSHC hours.

NON-COLLECTION OF CHILDREN FROM THE OSHC PROGRAM

Ruskin Park Primary School OSHC program closes at 6.30 pm. The following procedure will be followed if a child is still in care after this time

- The educators will attempt to contact the parent/ guardian/authorised person to see if they are on their way.
- If parent/guardian/authorised person is not contactable, educators will immediately contact the emergency contact numbers on the enrolment form.
- If not contactable, educators will wait for the parent/guardian/authorised person until 7.00 pm.
- During this time, the children will be reassured and made comfortable whilst educators are trying to contact the parent.
- If by 7.00 pm the parent/guardian/authorised person has not been contacted, educators will contact the School Principal/Assistant Principal for direction.
- Late fee charge of \$1.00 per minute after 6.30pm will be applicable.

FEES

Fees are charged on a per session basis, per child. Fees will be charged fortnightly in arrears, with an invoice issued on Wednesdays for the previous two weeks.

Families eligible for the Child Care Benefit will pay their portion of the fee, after the program has deducted Child Care Benefit. The full fee must be paid if families are not eligible for Child Care Benefit.

Fee Structure

Annual Application and Administration Fee (No CCB): \$20.00 per family

Casual Booking Fees

Before School Care: \$14.00 per child per session

After School Care: \$19.00 per child per session

Permanent Booking Fees

Before School Care: \$12.00 per child per session

After School Care \$17.00 per child per session

Curriculum Day Fees

In house day \$50.00 per child

Excursion day \$60.00 per child

Late Pick-up Fee

\$1.00 per minute after 6.30pm

Accounts

Families may choose to receive their accounts and receipts by email or hard copy.

Payment of Fees

Fees are to be paid by the due date stated on the account.

Payments will be accepted through the following methods:

- Cash, Eftpos or Cheque payments at the School office.
- Cheques must be made out to Ruskin Park Primary School.
- Payments can be made by direct deposit via the Internet. Direct deposit details are provided on all statements.

Late/Non Payment of Fees

- Families failing to pay fees within one week of the due date on their statement will receive a polite reminder from the OSHC Director.
- If fees have not paid within 2 weeks of the due date on the statement, the family will be contacted by telephone and the statement will be posted to the home address as a reminder.
- If fees have not been paid within 4 weeks of the due date on the statement, the child/children's place in the program will be cancelled until overdue fees are paid.
- Families experiencing genuine difficulty in paying their fees are encouraged to discuss a payment plan with the OSHC Director.

Receipts

Receipts will be emailed to families as soon as possible.

Late Pick Up Fees

The After School Care Program closes at 6.30 pm each evening and children must be collected by this time. If parents/guardians are not able to pick up their child/children by 6.30 pm, a courtesy call to the program would be greatly appreciated.

A late fee of \$1.00 per minute after 6.30 pm will apply. The late fee does not attract Child Care Benefit.

Extended Absence

Fees are not charged when children are on school camp, a family holiday or are ill for an extended period.

CHILD CARE BENEFIT (CCB)

Child Care Benefit (CCB) is a payment made to families from the Australian Government to help with the cost of child care. It is the parent/guardian's responsibility to apply for CCB with the Department of Human Services.

Entitlement to Child Care Benefit is based on the family's estimate of taxable income for the year in which care is provided, with end of financial year reconciliation for underestimate or overestimate of income.

Child Care Benefit is determined by the Department of Human Services and depends on a family's gross income and the number of dependent children. Parents are responsible for notifying the Department of Human Services of changes to income or circumstances.

You have two options to receive your Child Care Benefit (CCB):

1. Claim CCB as a reduced fee. This means that CCB is paid to the program on behalf of families and we reduce your fees accordingly.
2. Claim CCB as a lump sum after you have lodged your taxation return. This means that you pay your fees in full to the program then claim your CCB entitlements from the Department of Human Services after the end of the financial year.

If you do not wish to receive CCB at all, (either reduced fees or lump sum) you must inform the program in writing.

CHILD CARE REBATE (CCR)

In addition to the CCB, families are also entitled to receive the Child Care Rebate (CCR). CCR is a payment from the Australian Government that helps with the cost of child care. Where families are using approved child care for work, training or study related reasons, the Australian Government subsidizes 50% of their out of pocket expenses.

Families may elect to have their CCR paid to the OSHC program and receive a further reduction in fees.

ABSENCE DAYS

Families are entitled to **42 Absence Days** per financial year. CCB is paid on these absence days. Once all 42 Absence Days are used, full fees are charged for any further absences.

Absence days covered by a medical certificate are deemed **Additional Absence Days** and are not included in the **42 Absence Days**. A copy of the medical certificate must be provided to the OSHC program.

MULTIPLE CHILD PERCENTAGE

The multiple child percentage can be used when siblings are in care (or receiving CCB for an absence day) in the same week in any approved Child Care program i.e. Long Day Care, Family Day Care or Outside School Hours Care.

It is the parent's responsibility to notify the program of other children in care with other approved Child Care program.

NEW CHILDCARE PACKAGE

From 2 July 2018, the Australian Government is introducing a New Child Care Package. The package includes a new [Child Care Subsidy](#), which replaces the current Child Care Benefit and Child Care Rebate. The Child Care Subsidy will be paid directly to services.

More information about the New Childcare Package is available from the Australian Government Department of Education and Training website.

<https://www.education.gov.au/ChildCarePackage>

Brochures explaining the New Childcare Package are also available from the OSHC Program.

CHILDREN'S PROGRAM

Framework for School Age Care in Australia (FSAC)

The Council of Australian Governments has developed *My Time, Our Place – Framework for School Age Care in Australia* (The Framework) to assist educators to provide children with opportunities to maximise their potential and develop a foundation for future success in life. The Framework acknowledges the importance of play and leisure in children's learning and development and that their learning is not limited to any particular time or place. (FASC 2011)

Educators at Ruskin Park OSHC program use FSAC to guide their practice. We collaborate with the children to provide play and leisure opportunities that are meaningful to children to support their wellbeing, development and learning. The Framework conveys high expectations for all children's play and leisure activities in school age care settings. It communicates these expectations through the following five Outcomes.

FSAC Learning Outcomes for Children

Outcome 1: Children have a strong sense of identity

- Children feel safe, secure and supported
- Children develop their autonomy, inter-dependence, resilience and sense of agency
- Children develop knowledgeable and confident self-identities
- Children learn to interact in relation to others with care, empathy and respect

Outcome 2: Children are connected with and contribute to their world

- Children develop a sense of belonging to groups and communities and an understanding of the reciprocal right and responsibilities for active community participation
- Children respond to diversity with respect
- Children become aware of fairness
- Children become socially responsible and show respect for the environment

Outcome 3: Children have a strong sense of wellbeing

- Children become strong in their social and emotional wellbeing
- Children take increasing responsibility for their own health and physical wellbeing

Outcome 4: Children are confident and involved learners

- Children develop dispositions such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
- Children use a range of skills and processes such as problem solving, inquiry, experimentation, hypothesising, researching and investigating
- Children transfer and adapt what they have learned from one context to another
- Children resource their own learning through connecting with people, place, technologies, natural and processed materials

Outcome 5: Children are effective communicators

- Children interact verbally and non verbally with others for a range of purposes
- Children engage with a range of texts and gain meaning from these texts
Children collaborate with others, express ideas and make meaning using a range of media

Ruskin Park OSHC Program is committed to nurturing and extending each child's development in a child-friendly, supportive and fun environment. We understand the children have spent 6 ½ hours in school and need an opportunity to unwind and relax at the end of their school day. Our program is based on "free play" where children make choices about how they spend their leisure time with us.

The daily schedule is flexible and allows time for children to pursue their own interests, play with friends or participate in organized activities such as art, craft, sports, cooking, gardening, woodwork and games.

We have an extensive range of resources and educators plan and arrange play spaces in collaboration with the children both indoors and outdoors.

Planning is undertaken for both individuals and the whole group and children are provided with opportunities to work on and complete individual and group projects over a period of time.

We acknowledge that celebrations and festivals assist children to celebrate their own cultures and learn about others. An unbiased approach to programming which is sensitive to all cultures, religions and ethnic groups is undertaken at all times.

ENVIRONMENTALLY RESPONSIVE PROGRAM PLANNING

Children's environmental awareness is encouraged through everyday experiences, and specific activities. Recyclable materials are used at all available opportunities including the use of natural materials where possible.

OSHC educators and children keep the OSHC area clean of all rubbish and dispose of all items in an environmentally appropriate manner.

Unused food scraps are composted where appropriate and the children have an opportunity to care for our worm farm and the school vegetable garden.

OUTDOOR PLAY AND RECREATION

All children are encouraged to play outdoors and participate in recreational activities each day.

A wide range of sports equipment is available to cater for the varied interests and needs of the children.

CHILDREN'S JOURNALS

Each child is provided with a folder, which is used to collate a range of information including examples of artwork, photographs, games enjoyed, constructions made and notes about their learning and experiences in OSHC. Educators use this information to plan experiences for individual children.

Families are welcome to add comments in their child's journal too, for example holidays, celebrations and events that are significant to their child.

We hope these journals will provide an interesting record of your child's learning and experiences in the OSHC program.

CHILDREN'S SNACKS

Nutritious breakfasts and afternoon tea snacks are provided for the children each day. These snacks consist of the five food groups (where possible) and minimize the inclusion of salt, sugar and fat. The children have access to water at all times. Educators consult with the children to plan the menus and also take into account cultural, religious and health concerns. Menus are displayed for children and parents to view.

We are aware of the individual dietary needs of the children in the group where this has been advised by parents. Educators are trained in dealing with allergic reactions should they occur.

Children are encouraged to be seated while eating and drinking. Educators will model this behaviour by sitting with the children and discussing the events of the day etc.

Ruskin Park OSHC Program maintains a clean and hygienic area for food preparation and all educators are trained in Food Safety Handling.

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

DVD'S, COMPUTERS & iPads

Ruskin Park OSHC program attempts to operate as an extension of home and endeavors to reflect children's interests, therefore activities such as, DVD's, computers, and iPads will be offered in a balanced program of activities.

The amount of time children can participate in these experiences is limited. Educators and children decide together the amount of time these experiences will be limited to.

TOYS FROM HOME

Children are encouraged not to bring expensive or dangerous toys to the OSHC Program. The OSHC educators cannot be held responsible for any damage or loss to toys brought from home.

HOMEWORK

We understand children attending the OSHC Program full time can find it difficult to undertake homework tasks at home. A quiet area is provided for children wishing to spend some time on homework activities and computers and a printer are available for homework tasks.

Educators can assist children with homework tasks as part of the daily program of experiences where time and resources permit. However, educators will not take responsibility for completion of homework; this is the responsibility of the parent and child. Children may be encouraged to help others with homework where appropriate.

POSITIVE GUIDANCE OF CHILDREN

Ruskin Park OSHC program is committed to developing a safe, secure, caring and stimulating environment, which enhances children's self-esteem and encourages them to interact positively and to cooperate with others.

Educators communicate with all children in a positive and respectful manner, actively listening to what children have to say and acting upon this.

To ensure all children are cared for effectively, educators actively supervise the children, at all times. Children are encouraged to be considerate and supportive of each other and to undertake their own problem solving and negotiation with the support of educators.

The children are expected to follow the program's limits and expectations, which have been designed to be consistent with the behaviour guidelines operating within the school.

"I" messages and redirection are methods used for misguided behaviour. Educators support the children by helping them to identify their feelings and find appropriate ways of expressing them. Educators will encourage positive behaviour and give clear, consistent guidelines to children regarding the program's limits and expectations.

Children are involved in the development of the program's behavioural guidelines. A child's parent/guardian will be consulted when their behaviour consistently conflicts with the program's behavioral guidelines. Parents/guardians will be invited to work with OSHC educators to develop a behavior management plan to assist the child.

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

NO-BULLYING STRATEGY

Our educators will ensure they are aware of all forms of bullying behaviour - physical bullying, verbal bullying, and relational bullying that may occur within the program. They will encourage children to report bullying by teaching children the difference between "dobbing" and "asking for help." Educators will ensure all children are aware of the consequences of bullying.

A child's parent/guardian will be consulted if their child's behaviour consistently conflicts with the program's expectation that all children have a right to feel safe whilst in attendance. Alternative care will be discussed with parents/guardians. The child may be excluded from the program if all attempts to modify the child's behaviour fail and other children's safety is compromised.

LIMITS AND EXPECTATIONS FOR CHILDREN

- Children are expected to tell the educators when they leave one area of the program and arrive at another.
- Children are encouraged to keep their hands, feet and objects to themselves.
- Children are encouraged to take care of equipment, school buildings and garden.
- Children are expected to pack up when they have finished using a toy, game or piece of equipment.
- Children are encouraged to clean up after themselves, i.e. when food or drink is spilt and after a cooking activity.
- Children are encouraged to take fair turns with the iPads and computer.
- Children are required to go to the toilet in pairs and tell an educator where they are going.
- Hands are to be washed before preparing food, before eating, after going to the toilet, after playing outdoors and before using the computer or iPads.
- Children are required to sit in designated area when eating.
- Children are required to wear shoes and socks when playing outdoors and when working in the kitchen. Shoes may be taken off in the OSHC room.
- Running and ball games are to be played outdoors unless organised and supervised by educators.
- Children are to take responsibility to ensure balls are returned to equipment bags.
- Ball games e.g. cricket; football and soccer are to be played on the oval.
- Children may play outdoors in the following areas when supervised:
 - The oval
 - The basketball court
 - Undercover area near the canteen
 - The Prep equipment and 1/2 and 3/4 play equipment
 - The following areas are “Out of bounds:”
 - Areas where the child is out of view
 - Play in the toilets
 - Out of the school grounds

RESOURCE AGENCIES AND REFERRALS

Educators may consult resource agencies to assist in meeting the individual health and developmental needs of children. Permission will be sought from parents before contact is made with a resource agency.

HEALTH & SAFETY

Illness

If a child becomes ill, the child's parent/guardian will be contacted to arrange for the child to be taken home as soon as possible. Whilst waiting for the parent/guardian to arrive the child will be made as comfortable as possible.

We recommended families consider the following guidelines in terms of their child's health and wellbeing:

- A child with a fever over 38 degrees Celsius should be kept at home for at least 24 hours after the fever has gone.
- A child with an acute illness requiring medication should be kept at home for at least 24 hours after the illness has gone.
- A child who is vomiting should be kept at home until the vomiting has stopped.
- A child who is experiencing diarrhoea should be kept home until they have been diarrhoea free for at least 24 hours.

Infectious Diseases

Families are required to provide information on their child's immunization status at the time of enrolment.

If your child is diagnosed as having an infectious disease, it is your responsibility to notify the OSHC educators immediately. This may be particularly important if there is a possibility of an educator or parent being pregnant.

Parents/guardians will be notified of any cases of infectious diseases via a sign on the "sign in/out" book.

Children suffering an infectious disease will be excluded from the Program in accordance with appropriate guidelines. Refer to Appendix 2 for a schedule of infectious diseases and exclusion details.

Medical Conditions

Families are required to provide full details of their child's health needs at the time of enrolment.

If your child/children require medication or have special medical needs for long term conditions or complaints, an Emergency Action Plan completed by the child's doctor must be supplied at the time of enrolment. This plan must detail your child's special health support needs including the administration of medication and other actions required to manage the child's condition.

OSHC educators will consult with you to develop a Risk Minimisation Plan. This plan will assess risks relating to your child's specific health care needs, allergy or medical condition; any requirements for safe handling, preparation and consumption of food; notification procedures that inform other families about allergens that pose a risk; procedures for ensuring educators can identify the child, their medication and Emergency Action Plan.

The Program will not accept children with special health needs without an Emergency Action plan and a risk minimisation plan.

A copy of the Program's Medication and Medical Conditions policy will be supplied to families with a child diagnosed with a specific health need or other medical condition.

Medication

Children may only receive medication at Ruskin Park OSHC Combined OSHC Program if

1. The parent/guardian provides written permission by completing an Authorisation to Administer Medication form.
2. Medications are in their original container.
3. The child's name and specific dosage are clearly visible on the container.

Medication must **not** be left in a child's bag.

When medication is administered to a child, two educators will be present and sign the Authorisation to Administer Medication form.

The only exception to the medication procedure applies when a child requires emergency medication and an Emergency Management Plan has been supplied by the family.

It is important to update information whenever the management plan is changed.

Accident or injury

- In the event of an accident or injury, your child will be comforted, given appropriate first aid and parents/guardians notified.
- Educators will complete an "Accident/Injury/Illness Report Form" which will be signed by the child's parent/guardian on collection of the child. A copy will be kept in the child's file and a copy given to parent/guardian.
- Immediate medical attention will be sought if educators consider it necessary including calling an ambulance. Parent/guardian will be responsible for all ambulance and medical costs.
- In the case of a serious accident or illness and a parent/guardian cannot be contacted, the nominated emergency person will be contacted. Please ensure these numbers are up to date. It is imperative that persons listed as emergency contacts are easily contactable and live within close proximity to the school.
- All educators are trained in Emergency Management of Anaphylaxis and Level 2 First Aid.

Emergency Evacuation Procedures

The personal safety and security of children and educators attending the program is paramount. The OSHC program has emergency procedures that are practiced regularly by educators and children.

The program has written procedures for dealing with emergencies such as dealing with a medical emergency, a fire and threats to educators or children.

Sun Smart

Ruskin Park OSHC program supports a "Sun Smart" Policy. This means from September to April children and educators are required to wear when outdoors, a broad brimmed or legionnaire style hat, a shirt with sleeves and collar and an Spf 30+ broad-spectrum sunscreen. If children do not have a hat, they must play in shaded areas as designated by OSHC educators.

The program provides Coles Brand 50+ sunscreen. If your child is allergic to this brand or you would like to supply your own please let program educators know.

Smoke Free Environment

In accordance with Government policy, our program is a smoke free environment. We ask that all family members and visitors meet this requirement whilst on the premises

Visitors and Unknown Persons on the Premises

All visitors are required to report to educators and show identification when they arrive at the program. People unknown to educators will be asked the reason for their visit. The person will be asked to leave if unable to provide adequate identification or reason for their visit. The school principal /vice principal will be contacted and then the police if the person refuses to leave.

PHOTOGRAPHING THE CHILDREN

On the enrolment form, parents/guardians are asked to give permission for their child to be photographed and or videotaped whilst at the OSHC program. Photos will be displayed in the program or published in the Ruskin News. Videos will only be used in the program. The purpose of these photographs and videos is to share with the school community events at the OSHC program.

FAMILY INVOLVEMENT

Ruskin Park OSHC program welcomes the input of all parents/guardians and children into the program. We encourage families to participate in the program to ensure we are meeting the needs of the children and families.

Parents may like to contribute to the program in a variety of ways such as:

- Suggesting ideas for craft, cooking, activities and snacks
- Attending OSHC sub-committee meetings
- Participating in the children's program by sharing interests, skills and resources
- Providing feedback on the program and policies through informal discussion, surveys and evaluation forms.

NOTICES/NEWSLETTER

Ruskin Park OSHC has a regular section in the school's newsletter the "Ruskin News". We also have notice boards in the OSHC room on which we display the children's work, programs, snack menus, recipes, and activity ideas. We encourage you to have a look at these notice boards.

PARENT/EDUCATORS LIBRARY

A wide range of information is available for educators and families including: -

- Current CCB Information
- Local Community Resources
- Community Directory
- Immunisation information
- Program Policy and Procedures Manual
- Quality Improvement Plan
- Nutrition information
- Holiday Program information
- My Time, Our Place – Framework for School Age care in Australia

REPORTING OF CHILD ABUSE/CHILD PROTECTION

Child Abuse is an act that endangers or impairs a child's physical or emotional health or development. The abuse may occur as a physical injury, sexual abuse, emotional abuse or neglect. Ruskin Park Primary School OSHC has a responsibility to all children attending the program to defend their right to care and protection against abuse and neglect.

All educators are aware of the Child Safe Environment Policy. Training and resources are provided to support educators in helping them understand, comply with and respond to issues related to child protection.

If an educator has reason to suspect abuse of a child or a child discloses this information to them, they will advise the Director of the situation giving a detailed account of the reasons abuse is suspected. A detailed report will be written and the school principal and Child Protection Service will be notified. All matters will be kept confidential.

PRIVACY AND CONFIDENTIALITY

The OSHC program will protect the privacy and confidentiality of all individuals associated with the program. All personal and health information will be handled in accordance with the information Privacy Act 2000 and the Health Records Act 2001.

All records and information about children and families will be kept in a secure location at all times. This information will only be accessed by, or disclosed to those people who need the information to fulfill their responsibilities at the program or have a legal right to know. You are able to view, amend or correct information on request, by contacting the program Director.

COMPLAINTS

The Ruskin Park OSHC program seeks to foster open, honest communication between parents and educators. We welcome your feedback at all times. If you have any concerns or complaints, please do not hesitate to discuss the issue with the Director or place the issue in writing. All concerns will be addressed promptly, respectfully and in a confidential manner.

The educators will endeavor to respond to families verbally within 24 hours and in writing within 5 working days if required. Complaints, which are not resolved to the family's satisfaction, will be referred to the School Council. All complaints will be registered in a log, which tracks complaints made, progress on outcome and final resolution.

Complaints may also be referred to-

DET, North Eastern Metropolitan Region
Level 3, 295 Springvale Rd
Glen Waverley, Victoria 3150
Phone: (03) 8392 9500
Fax: (03) 8392 9502
Email: nevr@edumail.vic.gov.au