



# **Ruskin Park Primary School Combined OSHC Program**

Education and Care Service Approval No: SE 00005597

# **Family Handbook**

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## INDEX

Welcome to Ruskin Park Primary School OSHC Program	4
Contact Details	4
Philosophy and Goals of the Program	5
Programs Provided	6
Hours of Operation	6
Management of the Program	6
Role of Government Bodies	7
Enrolment Procedure	
Annual Application and Administration Fee	8
Changes to Enrolment details	8
Custody of Child	9
Commencing Care	8
Bookings	9
Cancellations	10
Arrival and Departure Procedure	10
Attendance at Extra-Curricular Activities	10
Non-Collection of Children from the OSHC Program	11
Fees	
Fee Structure	11
Accounts	11
Payment of Fees	12
Late/Non-Payment of Fees	12
Receipts	12
Late Pick-Up Fees	12
Extended Absence	11
Child Care Subsidy	12
Play and Leisure Program	13
Environmentally Responsive Program Planning	14
Outdoor Play and Recreation	14
Children and Young People's Journals	15
Children's Snacks	15
DVD's, Computers, and iPads	15
Toys from Home	15
Homework	15
Positive Guidance of Children and Young People	16

Resource Agencies and Referrals	16
Health & Safety	
Illness	16
Infectious Diseases	16
Medical Details	16
Medication	17
Accident or Injury	17
Emergency Evacuation Procedures	17
Sun Smart	17
Photographing the Children	17
Family Involvement	17
Notices/Newsletter	18
Child Protection	18
Privacy and Confidentiality	18
Complaints	18

## **WELCOME TO RUSKIN PARK PRIMARY SCHOOL COMBINED OUTSIDE SCHOOL HOURS CARE (OSHC) PROGRAM**

Ruskin Park Primary School OSHC program respectfully acknowledges the Wurundjeri people, Traditional Custodians of the land on which we work and play. We pay our respects to their Elders, past, present, and emerging.



This handbook has been created as a guide for families using our OSHC program.

We encourage you to read this handbook thoroughly and keep it for future reference. A full copy of the policy and procedures that guide our educators in the management of our program is available from the program.

If you require further information, please contact the OSHC program via email or telephone.

We look forward to working with you and your child/children and hope you all enjoy the time spent at Ruskin Park Primary Combined OSHC program.

### **CONTACT DETAILS**

Ruskin Park Primary School Office: 03 9723 3886

OSHC Mobile: 0439 345 134

OSHC Email: [aftersch@ruskinparkps.vic.edu.au](mailto:aftersch@ruskinparkps.vic.edu.au)

## **PHILOSOPHY AND GOALS OF THE PROGRAM**

Ruskin Park Primary School Combined OSHC Program is a community-based service run by the school council. Our practice is guided by the National Quality Standards for Education and Care and the National Framework for School Age Care in Australia.

We are committed to providing a welcoming, safe, supportive, caring, and inclusive environment in which children, families and educators have a sense of belonging and feel valued and respected.

We recognize the importance of the middle years of childhood and value the benefits of meaningful play and leisure in children's learning and development. Our child-centered programs are 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 and on curriculum days.

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 acknowledge the important role families play in their children's learning and development and aim to work in partnership with families, respecting cultural backgrounds, values, and beliefs.

Our philosophy is implemented by the following goals

- To provide a high-quality program with a wide range of developmentally appropriate play and leisure experiences that reflect the individual needs, interests, and abilities of all children.
- To promote children's health and wellbeing by encouraging healthy eating, personal hygiene, active play, and relaxation.
- To nurture children's confidence, self-esteem, and support developing social skills and understanding needed for positive and respectful relationships with others.
- To provide an environment that supports, reflects, and promotes gender equitable and inclusive behaviours and practices.
- To provide a high level of safety and protection for all children in our care.
- To create a culture of respect and care for the environment by embedding sustainable practices in the program.
- To provide educators with opportunities for ongoing professional development and support in the reflection and evaluation of their practice.
- To develop connections with our community by engaging with school and community activities, inviting families to take part in program and participating incursions and excursions.
- To commit to ongoing reflection of our practice to improve our service and seek feedback from children and families to ensure the program accurately reflects the needs of children and families.

## 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 85 children and young people and is funded by the Australian Government to provide Child Care Subsidy to families.

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

## HOURS OF OPERATION

**Before School Care** 6.45am to 8.45 am - Monday to Friday during school terms.

**After school care** 3.30pm to 6.30pm – Monday to Friday during school terms.

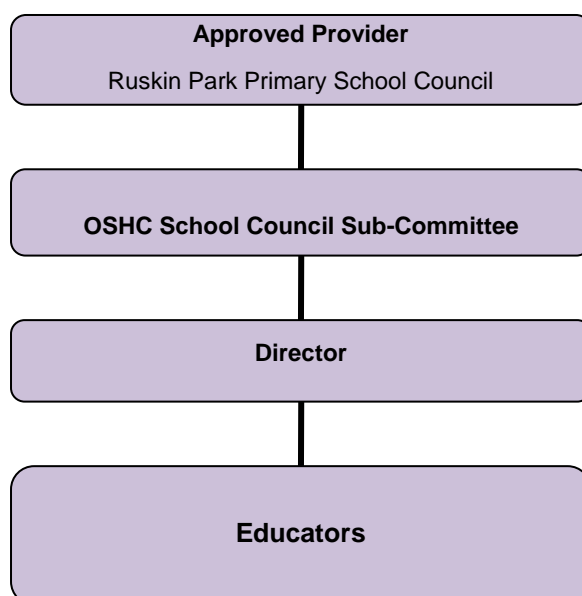
**End of term** early dismissal 1.30/2.30pm to 6.30pm

**Curriculum Days** 6.45am to 6.30pm

## MANAGEMENT OF THE PROGRAM

The Ruskin Park Primary School Council is the Approved Provider of Ruskin Park Primary School Combined OSHC Program OSHC program. The program operates out of the general-purpose room, a portable classroom and accesses the gymnasium, and outdoor play areas.

### Management Structure



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 and first aid qualifications.

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

## **ROLE OF GOVERNMENT BODIES & LEGISLATION AFFECTING OUR PROGRAM**

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 seven quality areas:

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 Early Childhood Development and The Australian Education and Care Quality Authority

### **Department of Education, Victoria**

The Department of Education, Victoria is the Regulatory Authority in Victoria under the National Quality Framework.

As the Regulatory Authority, the Department of Education Victoria 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](http://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](http://www.acecqa.gov.au)

## **ENROLMENT PROCEDURE**

All children and young people must be enrolled in the OSHC program before receiving care. An annual re-enrollment process takes place in November each year.

We use an online booking system called "My Family Lounge".

Information on how to enrol via My Family Lounge is available on the OSHC page of the Ruskin Park Primary School website.

Paper copies of the 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 85 children.

Any enrolments received after all places are filled will be assessed according to the Australian Government Priority of Access recommendations.

- **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
- **Priority 3** – any other child

### **Annual Application and Administration Fee**

An annual application and administration fee of \$20.00 is charged per family. This fee is nonrefundable and does not attract Child Care Subsidy.

### **Changes to Enrolment Details**

If any details on your child or young person's enrolment form change, please inform the OSHC educators as soon as possible. This includes phone numbers and emergency contact numbers, addresses, medical details and the list of people authorised to collect your child or young person.

Updates can be made online via My Family Lounge

### **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 or young person, the parent/guardian must upon enrolment, bring the original document for educators to sight and supply a copy of the document which will be attached to the child or young person's records and filed in a secure location.

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

If a parent breaks a court order and seeks access to the child or young person, OSHC educators will contact the parent/guardian with custody entitlement immediately. The police may also be notified.

## **COMMENCING CARE**

When booking your child or young person in for the first time please inform the educators that your child or young person has not attended the program before. We will ensure your child or young person is oriented to the program by introducing them to OSHC educators and children, showing them where bags are kept, explaining our routines, and linking them with other children in the program if they do not know anyone else.

We escort the Foundation children to their class after before school care and collect them from their class after school until they are settled in and confident enough to make their own way to and from the program safely.



## BOOKINGS

### Definitions of booked care

**Permanent booking** A regular booking for care used each week

**Casual booking** A booking for care used on an irregular basis

### Procedures

A new enrolment form must be completed each school year for each child or young person before care can commence.

### 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 amend permanent booked care or discontinue permanent booked care must notify the OSHC program in writing.
- **Permanent booking fees are not charged when: -**
  - ❖ children and young people are away at school camp
  - ❖ children and young people 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, texting, or emailing the OSHC program.
- All casual Before and After School Care bookings are required to be made to the OSHC program by **9am, the day before 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**

### **Emergency Bookings**

In the event of an emergency, families may telephone the OSHC program to see if a place is available in Before School Care or After School care.

Only children and young people with a current enrolment form and healthcare action plans (if required) on record will be accepted in an emergency if a place is available.

### **CANCELLATIONS**

- All permanent and casual **Before School Care** cancellations are required to be made to the OSHC program by **12 noon, the day before care is required.**
- All permanent and casual **After school care** cancellations are required to be made to the OSHC program by **12 noon on the day care is required.**
- Cancellations of permanent bookings can be made by a text message, email, or telephone call to the OSHC mobile phone
- Cancellations of casual bookings can be made via the My Family lounge Casual Booking App, or by a text message, email, or telephone call to the OSHC mobile phone.

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

### **ARRIVAL AND DEPARTURE PROCEDURE**

All children and young people attending Ruskin Park Primary School OSHC program must be signed in and out by a parent, guardian, or authorised person every session via Kiosk (digital sign in/out system).

Kiosk records the name of the person signing the child or young person in or out of the program and the time of arrival or departure.

If Kiosk is not operating, a paper sign in/out sheet will be used.

No child or young person 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 will be required to show identification if OSHC educators have not previously met them. Children and young people may not be collected by anyone under the age of 18.

These procedures have been put into place to ensure the safety of your child or young person.

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

Please phone the program if an emergency arises and someone other than a nominated person will be collecting your child or young person. This person will be asked to provide identification prior to collecting your child or young person.

### **ATTENDANCE AT EXTRA-CURRICULAR ACTIVITIES**

If your child or young person is to attend extra-curricular activities such as basketball training, within the school grounds during OSHC time you are required to complete an authorisation to attend extra-curricular activities form.

Children and young people enrolled in these activities will be signed out of the OSHC program by an educator and escorted to the activity.

If your child or young person 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 or young person 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 or young person 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 child or young person 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 Child Care Subsidy pay their portion of the fee, after the program has deducted Child Care Subsidy. The full fee must be paid if families are not eligible for Child Care Subsidy.

### **Fee Structure**

**Annual Application and Administration Fee** \$20.00 per family  
(This fee does not attract CCS)

#### **Casual Booking Fees**

Before School Care: \$20.00 per child per session  
After School Care: \$25.00 per child per session

#### **Permanent Booking Fees**

Before School Care: \$17.00 per child per session  
After School Care \$22.00 per child per session

#### **Curriculum Day Fees**

In house day \$60.00 per child per day  
Excursion day \$70.00 per child per day

**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 are accepted through the following methods:

- Eftpos payments can be made at the school office.
- Payments can be made by direct deposit via the Internet. Direct Deposit details are provided on all statements.
- No cash payments will be accepted

**Payments cannot be made at the OSHC program.**

### **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 been 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 or young person'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**

All payments will be acknowledged with a receipt as soon as possible.

### **Late Pick Up Fees**

After school care closes at 6.30 pm each evening and children and young people must be collected by this time. If you are not able to pick up your child or young person by 6.30 pm, a courtesy call to the program would be greatly appreciated, so we can reassure your child or young person you are on your way.

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

### **Extended Absence**

If your child or young person will be absent for an extended period e.g., school camps, parent on leave or family holiday, please inform the program as fees for permanent bookings may be excluded for this time.

### **CHILD CARE SUBSIDY (CCS)**

Child Care Subsidy (CCS) is a payment from the Australian Government to assist families with the cost of childcare. The Child Care Subsidy is paid directly to the service to be passed on to families as a fee reduction. Families pay the service the difference between the fee charged and the subsidy amount.

Families can access information about registering for Child Care Subsidy (CCS) online by signing into their myGov account and making a claim in Centrelink.

### **Child Care Subsidy Eligibility**

Certain requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child include:

- The age of the child (must be 13 years or under and not attending secondary school)
- The child meeting immunisation requirements
- The individual, or their partners, meeting the residency requirements

### **Child Care Subsidy Entitlement**

Families' level of Child Care Subsidy is determined by:

- Combined family income
- Activity level of parents
- Type of childcare service

### **Absences**

If the OSHC program is not informed of a cancellation, the child/children will be marked as absent on the roll. Child Care Subsidy (CCS) will be applied to the fees for the absence if the family is eligible for CCS.

Families are entitled to 42 absence days per child, per financial year without the need to provide reasons for the absence.

After 42 absence days have been used full fees are payable for any further absences unless an additional absence day is being claimed. There is no limit on additional absence days, but documentation is required to support the absence.

**Additional absence days are available for the following reasons defined in family assistance law:**

- the child, the individual who cares for the child, the individual's partner or another person with whom the child lives is ill and the service has been given a medical certificate by a medical practitioner
- alternative arrangements have been made on a pupil-free day
- the child has not been immunised against an infectious disease, the absence occurs during an immunisation grace period and a medical practitioner has certified that exposure to the infectious disease would pose a health risk to the child
- the absence is because the child is spending time with a person other than the individual who is their usual carer as required by a court order or a parenting plan, and the service has a copy of the relevant court order or parenting plan for the child
- the child cannot attend because of a period of emergency (for example, because they are unable to travel to the service), for up to 28 days after the emergency
- the individual who cares for the child has decided the child should not attend the service for up to seven days immediately following the end of a period of emergency

**PLAY AND LEISURE PROGRAM**

Ruskin Park OSHC Program is committed to nurturing and extending children and young people's development in a friendly, supportive, and fun environment. We understand the children and young people have spent many 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 and young people make choices about how they spend their leisure time with us.

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

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

Planning is undertaken for both individuals and the whole group. Children and young people 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 and young people 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 always undertaken.

## **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 and young people with opportunities to maximise their potential and develop a foundation for future success in life.

The Framework conveys high expectations for all children and young people's play and leisure activities in school age care settings. It communicates these expectations through the following five Learning Outcomes.

### **Learning Outcomes**

#### **Outcome 1: Children and young people have a strong sense of identity**

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

#### **Outcome 2: Children and young people are connected with and contribute to their world**

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

#### **Outcome 3: Children and young people have a strong sense of wellbeing**

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

#### **Outcome 4: Children and young people are confident and involved learners**

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

#### **Outcome 5: Children and young people are effective communicators**

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

## **ENVIRONMENTALLY RESPONSIVE PROGRAM PLANNING**

OSHC educators encourage children and young people to follow sustainable practices as part of the daily program. Waste materials are sorted into appropriate containers for recycling and food scraps are composted.

Children and young people help to maintain worm buffets and share in caring for the school vegetable garden. Recycled and natural materials are used for craft activities and other experiences in the program where possible.

## **OUTDOOR PLAY AND RECREATION**

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

An extensive range of materials and equipment are available to cater for the varied interests of the children and young people. Educators collaborate with children and young people to organize group games.

## **CHILDREN AND YOUNG PEOPLE'S JOURNALS**

On commencing OSHC each child or young person is provided with a folder which is used to collate a range of information about themselves such as samples of artwork, photographs, games enjoyed, constructions made and notes about their learning and experiences in OSHC.

Educators use this information to plan experiences for individuals and add notes and observations of interests and achievements.

Families are welcome to add comments to their child or young person's journal, for example holidays, celebrations and events that are significant to their family.

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

## **SNACKS**

Nutritious breakfasts and afternoon tea snacks are provided for each day. These snacks consist of the 5 food groups (where possible) and minimize the inclusion of salt, sugar, and fat. Water is available at all times. Educators plan menus with the children and young people and consider cultural, religious and health needs.

Menus are displayed for everyone to refer to.

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

Children and young people are encouraged to be seated while eating and drinking. Educators model this behaviour by sitting with the children and young people, 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 and young people 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 endeavors to reflect children and young people's interests, therefore activities such as, DVD's, computers, and iPads are offered in a balanced program of activities.

The amount of time children and young people can participate in these experiences is limited.

Educators, children and young people decide together the amount of time these experiences will be limited to as a part of the program development.

## **TOYS FROM HOME**

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

Educators can assist children and young people 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 or young person. Children and young people may be encouraged to help others with homework where appropriate.

## **POSITIVE GUIDANCE OF CHILDREN AND YOUNG PEOPLE**

Ruskin Park OSHC program is committed to providing a safe, secure and stimulating environment, which fosters children and young people's self-esteem and encourages positive interactions and cooperation with others

Educators communicate with all children and young people in a positive and respectful manner and support them to undertake their own problem solving and negotiation with others.

Educators support the children and young people to identify their feelings and find appropriate ways of expressing them. Clear, consistent guidelines are provided for the children and young people regarding the program's limits and expectations and educators involve children and young people in developing our guidelines for group interactions.

Educators support children and young people displaying inappropriate behaviour and work with them to resolve problems.

Parents/guardians may be consulted if a child or young person's behaviour consistently conflicts with the program's behavioural guidelines. Parents/guardians will be invited to work with OSHC educators to develop a behaviour management plan to assist their child or young person.

## **RESOURCE AGENCIES AND REFERRALS**

Resource agencies may be accessed to assist educators in meeting the individual health and developmental needs of children and young people. Educators will work in consultation with families and obtain permission before a resource agency is contacted for assistance with a child or young person's health and development.

## **HEALTH & SAFETY**

### **Illness**

When a child or young person becomes ill, their parent/guardian will be contacted to make arrangements for the child or young person to be taken home as soon as possible. Whilst your child or young person is waiting your arrival, he/she will be made as comfortable as possible.

It is recommended that families consider the following guidelines:

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

### **Infectious Diseases**

Upon enrolment your child or young person's immunization status will be requested to ensure you are notified of any outbreak of infectious diseases that may affect your child or young person.

If your child or young person is diagnosed as having an infectious disease, it is your responsibility to notify the OSHC program immediately. Parents/guardians will be notified of any cases of infectious diseases via a message on Kiosk.

Children and young people suffering an infectious disease will be excluded from the OSHC program in accordance with the minimum period of exclusion from primary school and children's services' for infectious diseases and contacts.

### **Medical Details**

It is essential parents inform OSHC educators of any health-related problems their child or young person may have.

Emergency Management Action Plans completed by the child or young person's doctor must be provided to the program before commencing care.



Parents/guardians will be asked to complete a risk minimization plan with the OSHC director to ensure educators are aware of procedures for minimising risks in relation to their child or young person's health needs.

### **Medication**

Children and young people may only receive medication at Ruskin Park 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 or young person's name and specific dosage are clearly visible on the container.

Medication must **not** be left in school bags.

### **Accident or injury**

- In the event of an accident or injury, your child or young person will be comforted, given appropriate first aid and parents/guardians notified.
- An "Accident/Injury/Illness Report Form" will be completed by educators and signed by parent/guardian on collection of the child or young person. A copy will be retained on the child or young person'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 important that persons listed as emergency contacts are easily contactable and live within close proximity to the school.
- All educators maintain current First Aid qualifications.

### **Emergency Evacuation Procedures**

The personal safety and security of children, young people and educators attending the program is paramount. Therefore, the program has emergency procedures that are known and practiced regularly by educators and children and young people.

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

### **Sun Smart**

Ruskin Park OSHC program supports a "Sun Smart" Policy. This means from September to April children, young people and educators are required to wear when outdoors, a broad brimmed or legionnaire style hat, a shirt with sleeves and collar and an Spf 50+ broad-spectrum sunscreen. If children and young people 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 or young person is allergic to this brand or you would like to supply your own, please let program educators know.

### **PHOTOGRAPHING THE CHILDREN**

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

### **FAMILY INVOLVEMENT**

Ruskin Park OSHC program encourages families to participate in all aspects of the program to ensure the program is meeting the needs of the children and families.

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

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

## **NOTICES/NEWSLETTER**

Ruskin Park OSHC has a regular section in the school's newsletter.

We also have a notice board at the entrance to the OSHC room and several in the OSHC room on which we display the children's work, programs, menus, recipes, and activity ideas. We encourage you to have a look at these notice boards.

## **CHILD PROTECTION**

Ruskin Park Primary School Combined OSHC program has a moral, ethical, and legal responsibility to provide a high level of safety and protection for all children and young people in our care. We are committed to the safety, participation and empowerment of all children and young people and have a zero-tolerance approach to child abuse.

All prospective educators and volunteers are required to undergo a National Criminal History Records check and maintain a current VIT registration or a valid Working with Children Check card. VIT registration or Working with Children Check cards are sighted and verified online prior to commencement of any duties.

All OSHC educators undertake training annually to support their understanding of child protection, compliance requirements and response to disclosures of child abuse.

Clear expectations are provided for educators in making a report about a child or young person who may need protection, including making a report to DHHS, Child Protection or other agency and notifying the principal of their concerns.

## **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, young people and families will be always kept in a secure location. 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 can 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 always welcome your feedback. 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.

We 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 principal.

Complaints may also be referred to: -  
Department of Education and Training, Victoria  
North-Eastern Victoria Region  
Eastern Metropolitan Area  
Level 4, 295 Springvale Rd  
Glen Waverley, Victoria 3150  
1300 651 940  
Email: [emr.qar@edumail.vic.gov.au](mailto:emr.qar@edumail.vic.gov.au)