



*Gilson College*  
**OSHC**

# PARENT HANDBOOK

2017

# Contents

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Welcome to Gilson College Outside School Hours Care (OSHC).....	2
Mission & Philosophy .....	2
The National Quality Standards.....	3
Orientation .....	4
Our Services.....	5
Priority of Access to Child Care .....	6
Enrolment Forms .....	6
The Staff .....	6
Bookings & Cancellation of Care.....	7
Fee Structure & Payment of Fees .....	8
Childcare Benefit CCB .....	9
Late Pickup Fee .....	9
Bad Debt .....	9
Privacy Statement .....	10
Visitors & Students .....	10
Parent Involvement and Communication .....	11
Concerns and Grievance .....	11
Custodial Rights.....	11
Parent Code of Conduct.....	12
Signing In and Out.....	12
Child with Additional Needs .....	13
Emergency Drills .....	13
Activities Program .....	13
Positive Guidance of Child Behaviour .....	14
Personal Effects & Toys .....	14
Mobile Phones .....	15
Photos .....	15
Occupational Health and Safety .....	15
Incursion and Excursions.....	15
Homework .....	16
Food .....	16
Damage to Equipment or Facilities.....	16
Sun Smart.....	16
Clothing .....	17
Child Protection Policy.....	17
Health & Safety .....	18
Medication .....	19

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# Welcome to Gilson College Outside School Hours Care (OSHC)

Please take the time to read this booklet. It will assist you in familiarising yourself with your service. In addition to this booklet, the policies under which the service operates are available upon request from your Coordinator. You may also access a description of the activities and philosophy regarding educational and recreational learning and child development outcomes at your service. Additional information about the knowledge and skills that children develop through our program including how we intend to assist children to meet defined outcomes are also available. Please do not hesitate to ask our child care professionals any questions you may have.

Please fill in an **Enrollment Form** available at [www.gilsoncollege.com/the-college/oshc-study-centre](http://www.gilsoncollege.com/the-college/oshc-study-centre)

## Mission & Philosophy

### MISSION:

Gilson College OSHC Program seeks to encourage spiritual, academic, physical and social development in a Christian environment, by promoting a personal relationship between each student and Jesus Christ.

Philosophy: The purpose of the OSHC program is to provide opportunities for all children to achieve their maximum development intellectually, spiritually, socially, physically and educationally as follows:

#### Intellectually

One of the greatest benefits of the OSHC program is that students are given opportunities to make intelligent decisions in activities somewhat unrelated to the classroom environment. A focus of the OSHC program is to promote the holistic development of each child.

#### Spiritually

The OSHC program's spiritual tone should closely follow the College's philosophy. Children involved in the OSHC program should be exposed to and participate in music and activities that uphold this focus.

#### Socially

To develop each child's social ability in a non-threatening environment should be a primary focus of OSHC. Some values reinforced in the program should be acceptance of others, responsibility, leadership, graciousness, decorum, self-control and self-discipline. The program aims to promote self-worth as a basis for healthy interpersonal relationships.

#### Physically

OSHC principles foster healthy living through nutrition, exercise, water, sunshine and rest. Interaction that children have in the games and activities they participate in should build teamwork and fair play designed to complement each child's character.

#### Educationally

One educational objective the OSHC program should determine is what level of support it can provide to parents, teachers and the children involved. Once OSHC coordinators have established the level of support needed, a high standard in delivering this should be maintained with open communication.

# The National Quality Standards

In January 2012, all services that offer care for school aged care children will be assessed against the 7 National Quality Standards.

These quality areas are:

1. Education Program and Practice
2. Children's Health & Safety
3. Physical Environment
4. Staffing Arrangements
5. Relationships with Children
6. Collaboration Partnerships with Families & Communities
7. Leadership & Service Management

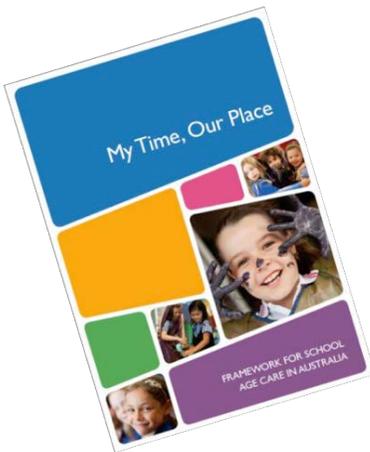
Our service strives to meet the National Quality Standard for Early Childhood Education and Care and School Age Care and the requirements for Approved Providers of Child Care Services under the

Education and Care Services National Law Act, 2010 and Regulations 2011, in such a way as to best to fulfill its ability to care for children and to carry out the agreed policies and procedures of the Service.

The Service continuously engages with self-assessment and critical reflection processes in order to identify strengths and practices it should or can improve upon with the development of a Quality Improvement Plan.

The National Quality Standard is linked to the Framework for School Age Care in Australia, My Time, Our Place (MTOPI)

MTOPI recognizes school aged care for children and outlines practices to support and promote children's learning.



## The Rating System

The National Quality Standard will be accompanied by a quality rating system, which has been introduced to ensure each service's practices are of a high quality. An assessor will visit the service and rate the service as one of the following:

### **Significant Improvement Required:**

Indicates that a service is not meeting the National Quality Standard and the regulator is working closely with the service to immediately improve its quality (otherwise the service's approval to operate will be withdrawn).

### **Working towards national Quality Standards:**

Indicates that a service is working towards meeting the National Quality Standard.

### **Meets National Quality Standards:**

Indicates that a service is meeting the National Quality Standard.

### **Exceeds National Quality Standard:**

Indicates that a service is exceeding the National Quality Standard.

### **Excellent:**

Indicates that a service demonstrates excellence and is recognised as a sector leader



Australian Children's  
Education & Care  
Quality Authority™

## Hours of Operation

Before School Care	After School Care	Prep Free Wednesday	Pupil Free Days	Vacation Program
6.45 am – 8.45am	3.15 – 6.15pm	6.45am - 6.15pm Term 1	6.45am – 6.15pm	6.45am – 6.15pm

## Contact Numbers & Venue:

We are located in the Gymnasium building, located at the back of the school, drive through entrance gate and keep to left all the way to the last building on the right before the roundabout. Enter through front main entrance of Gymnasium and walk all the way down on the left hand side opposite court 3.

Please leave a message if office unattended, staff check messages daily on reentering the office and if necessary will return your call as soon as possible. Emergency OSHC mobile no's are mainly used over vacation programs when children are off campus, or to contact the Coordination Team for urgent matters when office is unattended.

**Direct line is: 03 9365 9341**

**Emergency only: Elizabeth Farias 0404 624 061 or Kimberley Mackay 0431 410 155**

## Orientation

### ***For Families***

On return of the enrolment form, the Coordinator will arrange a time to discuss with each family the general operations of the service, highlighting various aspects of the program i.e. child protection, grievance and feedback procedures, parent information board, fee payment & sign in/out etc. If required, service information and other relevant community information can be translated. Please speak to the Coordinator if you require this service for yourself or any member of the enrolled child's family.



Should your child have any special considerations please see the Coordinator.

### ***For Children***

Upon commencement at the service, a staff member will show your child/children around the service and important areas will be highlighted (i.e. toilets, drinking fountains, boundaries, food storage etc.). All staff will be introduced to your child, as will other children with whom your child may wish to play. The grievance and feedback procedure will also be explained so that children will feel at ease to openly communicate with staff regarding issues or concerns that may arise (where age appropriate).

## Our Services

At Gilson we encourage all children to participate in outdoor play, recreational activities, group games, cooking, craft and creative play on a daily basis. This range of activities is planned in the weekly program in order to cater for the individual needs of each child. We recognize that children who attend the service full time may find it difficult to undertake homework tasks at home so staff will provide a time of quiet for children to undertake homework tasks and assistance if needed.

### **Before School Care:**

- Bookings are essential, emergency care is available if staff ratio allows
- Breakfast is provided before 8.15am
- Children must be signed in upon arrival and are not to leave the OSHC area until signed out by a staff member

### **After School Care:**

- Bookings are essential, emergency care is available if staff ratio allows
- Afternoon tea is provided around 4pm
- Children must not leave OSHC area until signed out by an authorised parent/guardian
- The attendance sheet is marked as children arrive in the Assembly area of the Primary School. Within 10 minutes any children booked into the program that have not yet arrived, but attended school that day, will have their names marked as absent and on returning to the OSHC area a phone call will be made to the parent to determine whether the child/ran are supposed to be attending the program. If the child is missing the front office will be contacted to inform the principal and a search will be undertaken.
- In an emergency situation where a child is not picked up after school 3.45, Primary children will be placed into the OSHC program and Secondary children not picked up by 4pm will be sent to the Study Centre (which is closed on Fridays and all students will be sent to OSHC on this particular day).
- If child/ran are still in our care at closing time, and not picked up, the parent/guardian will be contacted by phone. If not contactable, staff will immediately contact the emergency numbers on the enrolment form. If within 15 minutes of closing time staff has been unable to contact anyone, staff will then contact the Principal for direction and may consider calling the police.



### **Prep Wednesdays, Pupil Free & Vacation Care Programs:**

During these sessions we provide an extensive program of creative, leisure and recreational experiences for the children to participate in.

- Separate bookings are essential for these days and must be confirmed prior to the program running. All bookings are processed ensuring a place is available, especially on days where there may be incursions or excursions.
- The attendance sheet must be signed upon arrival by the parent/guardian for all children attending the program.
- Children must not leave the OSHC area until they are signed out by the authorised parent/guardian
- Children are to dress appropriately for the planned activities for each day.
- All children are required to bring along a morning tea, the service will supply a plate of fruit during this time. It is preferred that families supply their child/ran with their own lunch to ensure they are having the foods they enjoy.
- Sandwiches and fruit will be offered to children that have no lunch at a cost.
- The children will be making their own afternoon tea each day as an activity for them to enjoy.

## Priority of Access to Child Care

Gilson College OSHC service will ensure that parents and children have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. We primarily provide care for primary school age children aged between Foundation and Grade 6 although we do have a number of High School students who attend casually.

The service will follow the priority of access guidelines set down by the Commonwealth Department of Family and Community Services. These guidelines will be balanced with the principles of non-discriminatory access and inclusion. **Refer Priority of Access Policy**

## Enrolment Forms

Enrolment forms can be collected from the OSHC & School office. Every section must be fully completed and signed by a parent or guardian prior to the child attending the program. Information provided to the service on enrolment must be kept up to date, with particular reference to contact details and medical history.

Emergency contact persons nominated must be reliable and available when needed. Only persons listed on the form will be permitted to collect children. No child will be accepted into the program without the completed enrolment form. Parents need to confirm and re-enroll children for each holiday term break at least two weeks before holidays begin.

## Policy and Procedures

- In this Parent Handbook we provide a snapshot of policies, which will affect you, your family and individual child during their time with us. Details in this manual are correct at the time of printing. Policies and procedures are subject to change.
- Gilson College OSHC has an extensive Policy and Procedure manual reflecting the Philosophy and Vision of our service. These are reviewed on a regular basis in consultation with Parents, Educators and children and can be located in the staff office.
- Policies, procedures or forms under review will be listed in the services newsletter and displayed on the service noticeboard available for comment.

## The Staff

Our staff is employed on the merit of their qualifications and experience in the field of Children Services. Each staff member is made aware of the Children's Services Regulations 2009 & 2011 changes and the Children's Services Act 1996.

- Each staff member will need to obtain a Working with Children's Check before employment commences. We recognise that professional development is important for our leaders and will train staff as needed.
- Our programs are staffed according to strict ratio requirements of maximum of 15 children to one staff member with a minimum of 2 staff are employed at all times. We cannot, under any circumstances, breach this requirement.
- Children are actively supervised by at least 2 adults at all times to ensure that they are protected from harm:
- The Coordinator ensures that all staff is fully first aid trained and each year they participate in the updates that are required.
- Gilson College OSHC Service cannot breach the regulations at any time.

## Bookings & Cancellation of Care

Currently we are licensed to care for 60 children in Before School, After School Care and Vacation Care.

**Each year a new/current information form must be completed in full before bookings can be accepted.**

This needs to be completed at the start of each year to ensure that all information is current. Any information collected will be treated as confidential and held within the OSHC Program to be used OSHC purposes only. It is the duty of the parent to make sure that the details entered are correct and inform the OSHC Coordinator of any changes.

You can book permanent days or casual sessions by phoning the OSHC Office between 6.45am and 6.15pm or leave a message on the message bank.

To ensure safety of all children families are required to notify the service of any changes to booking arrangements and must be advised of all cancellations. Notification of the cancellation must be made by the parent/guardian in writing, not by the child. Families are required to notify the service of any changes to booking arrangements.

Please be aware of the following information regarding bookings/cancellations.

**Permanent Bookings (Bookings made a week in advance for before and after school care or 2 weeks prior to vacation care)**

1. Seven (7) days' notice is required in writing for cancellation of permanent / regular booked Before & After School Care or change of booking. Fees will be incurred at the daily rate.
2. Fourteen (14) days' notice is required in writing for cancellation of permanent / regular booked Vacation Care or change of bookings. Fees will be incurred at the daily rate.
3. If your child will not be attending on a day you have booked, program staff should still be notified if a child will not be attending a booked session where possible, so that they do not spend time looking for your child. Notification should be by phone on 9365 9341 or written on the back of the attendance sheet.
4. Cancellations of permanent / regular bookings due to approved absences receive a discount when notification is received by 10am e.g.; doctor's appointment and a certificate supplied.

**Casual Bookings (Bookings that are made within a week of before and after school care, or within 2 weeks of a vacation care booking.)**

Casual users must contact as soon as possible in advance where possible to ensure that the staff / child ratio is adhered to. Where a casual booking is requested with little notice, our staff cannot guarantee a position as it may jeopardies minimum ratios.

1. Availability of places is not guaranteed
2. Where a booking is no longer required on the same day as booking, no charge will be made for cancellations if a message is received by Program staff by 7am for BSC and 10.30pm for ASC on the day of the session booked due to ratio and employment of extra staff.
3. Within a situation where a waiting list is required according to the Commonwealth Priority Access guidelines, priority of access follows this order: children at risk, working families and then any other child.

**Families who do not notify the service of intention to cancel,  
Will be charged the full session fee**

***Vacation Care Bookings***

A separate form will be provided each Vacation/Holiday Care to secure your bookings. This is a then classed of a confirmed booking. As above all cancellations need to be within time frame

## Fee Structure & Payment of Fees

A registration fee of \$10.00 is charged to families on an annual basis.

Permanent Care – **Bookings made at least 1 week in advance**

Casual Care – **Bookings made with less than 1 weeks' notice**

### Before School Care Program

Permanent	\$ 14.00 per child per session
Casual Booking Fee:	\$ 16.00 per child per session

### After School Care Program

Permanent:	\$ 19.00 per child per session
Casual Booking Fee	\$ 21.00 per child per session
High School Fee 5 – 5.30pm (Occasional Care)	\$ 10.00 per child

### Vacation Care, Prep & Pupil Free Wednesdays

Permanent	\$ 55.00 per child per session
Casual Booking Fee:	\$60.00 per child per session
Excursions	\$25.00
Incursion Costs	\$20.00
Lunch fee	\$ 5.00 per child

**Late fee** \$ **10.00** First 5 minutes after 6.15, then **1.00** per minute for each child

**Late Cancellation ASC & BSC** \$ **-1.00** (given on notification of non attendance)

**Late Cancellation VAC, PREP & PUPIL FREE:** \$ **-5.00** (given on notification of non attendance)

### Payment of Fees

Our Outside School Hours Care service is a not for profit, self-funded service. We rely heavily on the prompt payment of fees **every fortnight** to maintain an effective and efficient operation that allows us to keep fees at a reasonable level.

### The service will:

- Provide statements on a regular basis via mail, person and email unless otherwise requested
- Inform families of changes to fees in a timely manner
- Keep attendance records up to date
- Be sensitive and responsive to families in times of financial hardship

### Families will:

- Enter into an *Agreement* ensuring payments are made when due **each fortnight**
- Inform the service of any absences and changes to bookings within the required time frame
- Inform staff of any inconsistencies with their child care statement

### Payment Methods

We now have four payment options available:

Parents can on enrolment provide a letter of authority to the OSHC Coordinator/ Team Leaders to make fortnightly payments on their behalf via their Visa / MasterCard.

Please check your statements for the account payment will not be written as Gilson College OSHC, it will be Australasian Confere 001 Taylors Hill

Payments can also be made by Visa & Master Card, Eftpos, cash or Cheque (made payable to Gilson College OSHC Program), these can be made or by phone during school hours.

**All fees must be paid fortnightly or a late fee of \$10.00 may be added.**

## Childcare Benefit CCB



- To assist families with the payment of childcare fees, families using the program may apply for Commonwealth Childcare Benefit (CCB) and Childcare Rebate (CCR) through the Family Assistance Office. CCB is means tested and the amount of fee discount will vary from family to family.
- It is essential that the information provided to the service ***precisely matches*** that submitted to Centrelink. Any discrepancies will lead to the service being unable to process the CCB claim and ensure the appropriate reduction in your fees. **Please note, that parents/guardians will be responsible for full fees until the official CCMS link is established.**
- If parents/guardian hold separate CRN's, a separate enrolment form for each parent will need to be completed. Gilson College OSHC will not have the ability to charge the reduced fees until the family provides all relevant information **to Centrelink.**
- A number of fact sheets explaining child care benefit are available on the Department of Education Employment and Work Relations website; alternatively you may ask your Coordinator to provide you with copies of relevant fact sheets.
- Families who apply will be granted 42 absent or late cancellations per financial year – called “allowable absences”. If you use more than you are entitled, your rates will revert back to normal fees and you will not be eligible to apply for the discounted rate. The OSHC Coordinator can explain these details further

## Late Pickup Fee

- All children are to be collected from the program no later than 6.15pm. Where children are not collected from the service by 6:15pm, a late fee per family of \$10.00 for five minutes of part thereof and a further \$1 a minute will be applied.
- For the safety of your child a series of steps will be taken if children are not picked up by 6.15pm. Initially parents will be contacted; followed by emergency contacts; then the Principal. If the OSHC staff has been unable to contact parents or emergency contacts to collect the child by 7.00pm, they will have no option other than to contact the Police and place the child in their care.

**It is therefore extremely important that emergency contacts are provided on the enrolment form And that they agree to collect your child in the event that you are not able to do so.**

## Bad Debt

In the case of “Bad Debt” (i.e. those who have a significantly overdue account) the following procedure will be implemented:

- Coordinator will send a reminder for an immediate response
- Telephone call from school will be made
- A final notice will be sent
- An overdue fee may be placed as an additional cost
- Children may be excluded from attending the service in consultation with the Principal if fees are not paid.
- Children will not be accepted back into the program until all outstanding accounts are settled.
- Credit system may be revoked, upfront payments requested for future care
- If families find themselves in financial difficulty at any time, please let the Coordinator know and we can make suitable arrangements with you during this time.
- An appointment made with the Coordinator & Principal to discuss the outstanding account.

## Privacy Statement

- In accordance with the *Privacy Amendment (Private Sector) Act 2000*, the Diocese has adopted and is bound by the ten (10) national Privacy Principles established by the Federal Privacy Commission and is set out in the *Act* – see [www.privacy.gov.au](http://www.privacy.gov.au).
- Personal information will only be used for the purposes outlined in the enrolment package. Gilson College will, at all times protect the privacy of its families, staff and visitors.
- All records will be stored in a locked facility with access limited to the Coordinator and staff authorised by the Coordinator. Some information such as learning stories, will be on display in the rooms, clearly labeled with your child's name, if you would prefer this to be stored please do not hesitate to let your educator know. If you require copies of your child's documentation, please see the Coordinator.
- Unless you consent, we will not disclose your personal information to third parties, other than requested by regulations and the law enforcement agencies in the prevention of criminal activities
- Staff will respect parents / guardians rights to confidentiality when these rights do not conflict with the rights and safety of the children e.g. Child Protection matters.

### **Security of your Personal Information**

- We will take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete, up-to-date and stored in a secure environment protected from unauthorized access, modification or disclosure.
- All private information regarding children and families will be held in a locked and secure place. Access will be restricted to staff members working directly with the child.
- Information which is required for the daily operation of the service, the well-being of children and staff may be exchanged between staff members in the normal course of work and will be treated confidentially



## Visitors & Students

- With impressionable young children about, it is imperative that all parents, visitors and guests to the service communicate in an appropriate manner at all times, with all Visitors signing our Visitor Register.
- Students, volunteers and visitors may visit the program from time to time and may be required to complete tasks as part of maintenance or the course they are undertaking including general observations of the service operations and programs.
- If individual child observations are required, parents will be informed and written permission will be sought prior to any observations taking place. In addition, no student, volunteer or visitor will be left in charge of a group of children. All visitors to our service are required to operate within our philosophy and policies.

## Parent Involvement and Communication

Our service has an open door policy, which means we encourage open communication with parents and welcome any suggestions or comments you may have. You are most welcome to come and spend time with your child/ran and their friends. - It is protocol as a visitor to the service to sign in and out in the visitor sign in book.

We sincerely want you and your child/children to be happy and feel welcome at the service and our intent being to develop a home away from home atmosphere where everyone feels part of the family.

We will provide information to families on a regular basis via a range of methods including OSHC newsletters, notice boards and face-to-face communication and suggestion box. Also be sure to read the school newsletter and catch up on what your child has been doing at OSHC as well as important dates and information about the whole school.

Parental involvement in the service can vary depending on your circumstances, by providing much needed resources or being a member of the Parent Support Group which allows you as parents to have input into the program at a level you are comfortable with.

We note that from time to time parents, children and members of the community may have concerns, questions or suggestions regarding the operation of the service. We welcome and encourage open positive or negative feedback via the suggestion box or in person, as with the new framework we can only learn more from other peoples views, our responses to you will be prompt.

A copy of the grievance and feedback procedure is displayed on the OSHC noticeboard. Your feedback is important to us.

The older children will be encouraged to provide feedback via the Suggestion Box or their portfolio books and the young children having the support of staff can note the children's likes and dislikes in their portfolios also.

From time to time a survey will be sent home for completion. This practice allows us to review the daily service routines and procedures by incorporating all your ideas, thoughts and opinions. We consider constructive negative feedback just as important as positive: there is always room for improvement.

## Concerns and Grievance

If you have any suggestions, concerns or complaints please speak to the OSHC Coordinator. If this is not satisfactory, a letter can be written or emailed to the Principal. Other avenues of communicating your suggestions or concerns are via the "Suggestion Box", at the parent information sessions or via regular surveys conducted by the program.

However, please feel free to discuss any issues at any time. We value and encourage your participation in our program, as we believe it enhances the service we provide.

## Custodial Rights

Parents/guardians who have custodial rights and do not wish the other parent/guardian to have contact with their child/ran must provide a current copy of the custodial papers.

Whilst every care will be taken to prevent a child being taken by an un-authorized person, there may be instances in which we cannot prevent this from happening. Our staff cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the police will be called immediately.

## Parent Code of Conduct

OSHC Team are committed to deal with problems and concerns in a professional manner, we expect to have all dealings with parents conducted in a manner that allows concerns to be solved appropriately.

Educators are available for parents to speak briefly to at all time when the service is open, their primary duty is care for the children. Longer, more confidential appointments can be made to speak with the Coordinator.

If parents wish to speak to someone other than the Coordinator, the steps in the Complaints or Grievance Policy can be followed. This ensures an opportunity to express any concerns you may have regarding the operation of the service in a suitable manner and we welcome constructive feedback

### **Gilson College OSHC will not tolerate:**

- Swearing or raised voices or any violent acts.
- Parents cannot discipline other children
- Parents cannot demand to know the names and addresses of other children

Staff members have the right to ask a person to leave the premises, if they feel intimidated in any way

The School Principal will be called and if not available the Police will be called if the person does not respond to the request to leave the premises

## Signing In and Out

For accountability, legislative and safety reasons all children need to be signed **in and out EVERY DAY** by an authorised adult. We ask for your cooperation by collecting your child by the time the program finishes. Late pick-ups are upsetting for the child and stressful for all staff.

- If there is an emergency and you are unable to collect your child on time, please contact the service.
- If children who are booked in to the program for care have not arrived within ten minutes of expected arrival, parent/guardian will be contacted on the numbers provided.
- Foundation children will be collected and delivered to their classrooms until they are settled at school
- If a child leaves the program in any other circumstances and for any reason without permission, the staff will assess the situation immediately and will call the police, parent/guardian and principal as quickly as reasonably possible.
- Prior arrangement must be made with the service for any person other than those stated on the enrolment form to collect children from the service, ensure that children are only released to the person/s as authorised on the Enrolment Form or with written approval
- Where no authority has been given for an alternate person to collect the child/ran, permission via fax, email or phone will be required and please advise persons collecting children that they will be required to provide proof of identity
- When no contact has been after OSHC closure, the staff will attempt to phone parent /guardians and/or emergency contact people listed on the child's enrolment form to arrange for immediate collection. **Additional fees will apply.**
- If a child is not collected the time the program finishes emergency contacts will be contacted, if unable to be reached the Coordinator has the right to contact Human Services and or the police

## Child with Additional Needs

We support the inclusion of all children in our programs. If your child has additional needs, a meeting will take place between relevant parties (e.g. Parents/guardians, Coordinator; occupational therapist, teacher etc.) before the child commences.

Issues discussed will be:

- Level of support the child requires;
- Duration of support;
- Necessary training of staff and volunteers;
- The safety of all children enrolled;
- Environmental factors;
- Sources of information and resources/support services that will ensure the best possible care of the child.

This information will help us to meet the needs of your child and where necessary, seek assistance from specialist support workers. All information obtained through the enrolment procedures will be kept in the strictest confidence and used only for the purposes for which it is obtained. It is in your child's best interest that these forms are kept up to date. **(Refer Inclusion Policy).**

## Emergency Drills

- A number of evacuation plans are situated in the entrance area and exit areas of the OSHC room. We ask all parents, staff and children to familiarize themselves with the procedures.
- Gilson College practices emergency evacuations and procedures on a regular basis (minimum of once per term) ensuring all staff and children are familiar with the emergency procedures.
- If Adults arrive at or near the service under the influence of alcohol or illicit substances the police will be called.
- A telephone is accessible to the service at all times for incoming and outgoing calls and on excursions. A systematic procedure is in place for checking the safety of building, grounds and equipment on a regular basis
- All equipment is serviced regularly.



## Activities Program

- Our service will provide a program where children have access to a wide variety of safe, stimulating opportunities that are developmentally appropriate and cater to the social, intellectual, physical, emotional and spiritual needs and interests of all children attending the program.
- In an environment where individuality and independence is encouraged, children learn the complexities of living and learning in the wider community. Our program's are about friendships and fun and emotional and social wellbeing, they are too diverse and all-encompassing to explain in this booklet, however, our child care professionals will be happy to discuss the program with you and answer any questions you may have.
- As an Approved Service, we are bound to comply with the Education and Care Services National Regulations 2011 and The National Education and Care Services law Bill 2011 with our curriculum being built around the School Aged Care Framework document My Time Our Place

## Positive Guidance of Child Behaviour

It is also important for the community in an early childhood setting to develop agreeable methods of guiding children's behaviour and the service has established expectations that are necessary to protect the safety and wellbeing of every child.

- The Coordinator & Educators are committed to developing a safe and secure environment, which encourages children to interact positively with respect for other and minimizes the potential for frustration and/or conflict. We believe that children require guidance as to what to do by teaching children how to act thoughtfully towards others, instead of what **not** to do
- It is important to note that most children's behaviour can be affected by their development, the environment, the time of day, actions (modeling) of staff and other children, family experiences and the family cultural background.

### *We expect and abide by the following:*

- The rights, dignity and worth of every person, regardless of their abilities, gender, religion or cultural background will be respected at all times with the children learning to be responsible for their own behaviour and making positive choices.
- It's important that expectations be kept to a minimum so that children can remember and understand the reasons for them. Please refer to the services Positive Guidance of Child Behaviour Procedure for a more detailed explanation of these expectations.
- Children participate in activities for their own enjoyment not ours; therefore their efforts and performance will be encouraged, along with the decisions of employees as professionals being supported and valued with you guiding your children to respect their decisions
- Therefore, we endeavor to manage behaviour through a supportive model, which includes efficient supervision, provision of effective role models, directing or re-directing children to other activities and working with children to set rules, follow the rules and understand the consequences of breaking those rules and making wrong choices
- All efforts to remove any form of abuse or mistreatment will be supported and the use of obscene or inappropriate language on the premises will not be tolerated along with physical, verbal and emotional punishment being regarded as unacceptable and will not be justified or permitted as a behaviour management technique.

## Personal Effects & Toys

Children are encouraged NOT to bring toys and other valuables to the service.

We do however recognise the benefits of providing children with opportunities to learn responsibility for their belongings and develop an understanding of consequences and allow them to bring toys.

If parents decide that their child is responsible, the service and its staff take **no responsibility** for loss or damage to personal items.

We understand that children sometimes visit other family members when leaving our program. Items that children need to bring over and above their usual requirements must be given to the Coordinator for storage in the office.

This avoids children becoming distressed over lost or broken treasures.

## Mobile Phones

Children are not permitted to use mobile phones whilst the service is in operation.

- All mobile phones are to be handed to the Coordinator upon arrival at the service for storage in secure location and will be returned to the child when they are signed out.
- All mobile phones must be clearly labeled with the child's name.
- If parents need to contact their child/children during operating times, please contact children using the landline at the service.

## Photos

On occasion your child may be photographed participating within the day-to-day activities we provide at our service, these photos may be used by the service on walls etc. as part of our programming process.

The children take great pride in having their day-to-day lives documented this way. If you do not wish your child's photo to be used for any other project such as marketing material for the service please tick box on enrolment form. If we have a student who wants to conduct a child profile as part of their studies, parents will be consulted and be required to give written permission.

## Occupational Health and Safety

The OSHC management team ensures to being conscious of moral and legal obligations, strives to work towards best practice to ensure a safe work environment, committed to continuous improvement in all areas of workplace health and safety of all staff, educator's, children, families and visitors to the service, and make the workplaces as free of foreseeable risks as is reasonably practical while remaining true to our vision and mission statement.

Gilson College complies with all legislative reporting requirements when it comes to the notification and communication of health and safety risks, threats and incidents, and actively works with regulatory bodies and other groups to go beyond basic levels of compliance.

## Incursion and Excursions

Incursions and excursions are a valuable part of our overall program, with provision for enjoyment, stimulation, challenge, and new experiences.

Risk Assessments are documented with maximum safety precautions being maintained at all times. Written permission will be sought from parents before a child may attend any excursion. Parent permission forms will include the following information:

- The date
- Times
- Activities to be undertaken
- The required child/staff ratio required
- Cost
- What the child needs to bring

Children are required to have comfortable footwear for ALL incursions. Children MUST wear a hat and sunscreen (provided by parents) at all times during outdoor activities. The service will have sunscreen available. Please check Vacation Care schedule for daily requirements. Please note that there can be changes to the notified itinerary, due to changed weather conditions etc.

## Homework

Our Outside School Hours Care service recognises the importance of homework and support parents request for their child to do theirs.

Whilst it is the policy of the service that homework is an individual's responsibility, we endeavor to create a time and place whereby homework may be commenced.

All Children have the opportunity to carry out their homework at various times on different nights, depending on our Active Sports Activities.

During this time children are supervised, however, the responsibility of assisting and communication with the child's teacher still remains with the parent/guardian. Please discuss this with our Educators, if you wish for updates to your child's participating our homework program.

## Food



Breakfast usually consists of a selection of cereals, and toast with spreads, juice and milk. From time to time staff may provide a hot meal such as pancakes various types of egg dishes, as part of the activities program for the morning.

Although afternoon tea is a snack for children to enjoy after school, and is not meant to substitute a meal, we encourage children to select from a range of nutritious foods as well as try new and different foods.

This can include a variety of fresh fruits, cheese, sandwiches, pasta, rice dishes, lasagnas, soups and is endless as we incorporated children's ideas and likes, with the children participating in cooking activities as apart of our program.

We allow some 'celebration or fun' foods in moderation to help children to understand the principles behind healthy eating, with the children participating in cooking activities some afternoons.

Please feel free to discuss any comments, concerns or feedback you may have regarding our Food & Nutrition Policy with the Coordinator, also if your child has particular dietary requirements, please inform the OSHC Team to ensure that all staff are aware of their needs. An individual nutrition care management plan will be developed for your child.

All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards.

## Damage to Equipment or Facilities

As part of everyday experiences involving children we recognise that fair wear and tear will occur. However if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a child or adult, it will become an expense to the parent.

## Sun Smart

The service supports a Sun Smart Policy, which means, from the start of September to the end of April,

**No hat = no outdoor play**

**No sunscreen = no outdoor play**

Staff will encourage children, to avoid excessive exposure to the sun and to wear suitable clothing and sunscreen (at least SPF 15+), which is reapplied according to the manufacturers recommendations.

During term 1 and 4 children and staff will wear hats outside.



Sunscreen is available for children to apply. Parents are encouraged to apply sunscreen to their children on arrival at vacation care.

## Clothing

During Before school and After school care children will usually be dressed in school uniform and please understand that to participate in activities we need them to have a pair of runners at school to change into as whilst they are here in OSHC it is to relax and have fun.

This is due to our school policy on types of shoes allowed in the Gymnasium, if they do not have runners or soft sole shoes that will not mark, they will be unable to participate in activities. This then causes a number of issues with staff child ratio being maintained and that children learn that if they don't want to exercise or participate they use the having no runners as an excuse. Our team of Educators are here to help children be involved and take part in a wide variety of activities that helps them build healthy habits and experiences.

During Vacation Care we ask that children wear comfortable clothing that is appropriate to the weather conditions and which will enable them to participate in activities. A reminder that clothing may get dirty during sport or craft activities, if you feel your child may require a change of clothes then please pack clothes accordingly.

- No Thongs, sandals or strapless sandals - when children are running around they have accidents in these particular shoes.
- Hats will be worn to fit in with sun safety.
- Coats and hats are also needed for cooler weather

**Please ensure that you're child/ran clothing, school & casual have their name on all items.**

**We are asking for your support as we end up with a huge range of clothes left over each term. Apart of our service is helping teach your children life and development skills for them to be responsible for their own things.**

## Child Protection Policy

Staffs employed directly in the Out of School Hours programs are not mandated to report abuse, however the program adopts the belief that any concerns needs to be acted upon. The OSHC team has a specific process, which all staff must follow. We request that staff report all conversation's which cause concern to the Coordinator. It is also essential that any such conversations be recorded. A copy must be forwarded to the School Office Manager and filed in a confidential file. It is the duty of the OSHC Coordinator to report any such events to the school personnel.

The school must be informed, as they are mandated to report if it is deemed necessary. In order to do this, we are committed to:

- Being focused on the wellbeing of the child/young person and upholding the right of children to a safe and secure environment based on the belief that this is critical to their overall wellbeing
- Responding promptly and appropriately to information concerning child/student protection matters
- Co-operating and working in partnership with the relevant State Authorities that are involved in child/student protection
- Adhering to legislative and organisational responsibilities as documented within the Gilson College OSHC Policies staff will attend child protection training annually.
- By the staff developing a close rapport with children in their care, children develop a sense of trust with staff and are likely to disclose information of a sensitive nature to staff.

## Health & Safety

The program actively strives to avoid injuries occurring at the program and to minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible.

### This is acknowledged by:

- The rights and responsibilities of parents with respect to injuries and illnesses of their children are acknowledged and will be taken into account in administering all procedures.
- The wellbeing of all children who attend the program is of the highest priority, so we ask for your cooperation.
- To safeguard the health of all children and prevent the spread of infection, please keep your child at home until he/she is fully recovered from an illness.
- All children who are suffering from an infectious disease will be excluded from the program to prevent others being introduced to the infection. The program does not have facilities to care for sick children.
- Staff observes stringent hygiene practices throughout the day and the program is cleaned daily. Equipment is routinely checked to ensure that is well maintained, clean and safe for children's use.
- In the case of a minor injury or illness, a staff member will attend to the incident and a report will be completed advising you of the details. Please sign this form after speaking with staff to verify you have been advised of the incident.
- In the event of an accident or a child falling ill, first aid equipment and expertise will be available. A first aid kit will be accessible to the staff and maintained in good order. Staff has Anaphylaxis Management training and most staff members on duty have their first aid training certificates.
- If contact cannot be made and it is necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital
- If a child has a severe reaction or other illness in which timing is vital, an action plan may be developed between the service, guardians, health professional and staff to ensure immediate action in the case of an incident. Please ensure service is aware of this by detailing on enrolment form.
- If medical assistance is required, parents will be contacted immediately. Should it be required, staff will accompany the child in the ambulance to the hospital. Staff will complete an Illness/Incident/Injury Report Form as soon as practicable, and parents are required to sign this form.
- Should the child receive medical attention, a SI01 Notification of Serious Incidents is required to be completed and then forwarded to School Office Manager for signature. Gilson College will lodge the form with the Office for Early Childhood Education and Care.
- The cost of the ambulance is the parent/guardian's responsibility. It is advisable for families to become ambulance subscribers.
- We are unable to care for children who are sick or who have a contagious illness. In most cases medical clearance must be obtained before a child is able to return to care.



## Medication

Should your child require ongoing medication e.g. Asthma relief etc.; please contact the Coordinator so that an individual health care management plan can be developed for your child.

An Anaphylactic Management Plan is to be completed with all relevant information and medication given to staff on enrolment.

When medication is administered at the service:

- All Medication will be administered in accordance with the Children's Services Regulations 2009 and Children's Services Act 1996, documented and witness by another staff member.
- In order to ensure that the interests of staff, children and parents /guardians are not compromised; medication will only be administered with explicit permission from parent/guardian or in the case of an emergency, with permission of a medical practitioner.
- Parents must complete the Authorisation to Administer Medication Form that is available in the staff office or supply written authority stating the child's name, drug, dosage, dates and times to be administered and the time of last dosage.
- Medication will be kept out of reach of children in keeping with the environmental conditions required of the medication (fridge or locked cabinet).
- All medication must be supplied in its original container with the child's name clearly printed on the front. This includes all non- prescription medication such as PANADOL or COUGH MIXTURES. If there is no PHARMACEUTICAL LABEL on the medication, it will not be administered.

Separate forms are to be completed for children suffering from Asthma with an Asthma management plan being implemented.

### Information to be found school website

Parent Handbook  
Enrollment Form  
Vacation Care Program & Permission Forms

### The following attachments need to be returned to the OSHC Service before enrolment

Enrolment Form  
Vacation Care Permission Forms (If required)

**If you require any more information about material in this brochure, please call**

**OSHC Coordinator & Team Leaders  
Elizabeth Farias or Kimberley Mackay  
Phone: 9365 9341**

Any further queries can be forwarded:

[oshc@gilson.vic.edu.au](mailto:oshc@gilson.vic.edu.au)