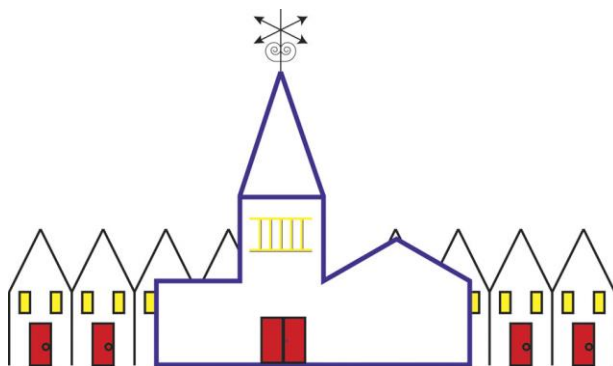


OUTSIDE SCHOOL HOURS CARE



Wales Street Primary School

Family Handbook

PH: 03 9484 3949 - Press 2 for SAC
EMAIL: oshc.wales.street.ps@education.vic.gov.au



Wales Street Primary School Outside Hours Care acknowledge the Wurundjeri people of the Kulin Nation who are the Traditional Custodians of this Land. We pay respect to the Elders both past and present.

WELCOME TO WALES ST PRIMARY SCHOOL OSHC

Welcome to Wales St Primary School Outside School Hours Care Program, a community-based service operated by Wales St Primary school council. Wales Street Primary School OSHC was established in 1989 and is licensed for 160 places, operating both Before School Care and After School programs. Wales St OSHC is Commonwealth approved, not-for-profit service which operates in accordance with The Education & Care Services National Regulations 2011.

The information in this handbook is an overview of Wales St Primary Outside School Hours Care (OSHC) Policy and Procedures Manual which provides in depth information about what families and the community can expect of the Wales St OSHC program. All Policy and Procedures are in the OSHC administration office and are available for viewing from the Program Coordinator on request.

OUR COMMITMENT TO CHILD SAFETY

Wales St Primary School OSHC is committed to the safety and wellbeing of all children, fostered through responsive relationships, engaging experiences and a safe and healthy environment that empowers children. We are committed to providing environments where children's participation is valued, their views respected, and their voices are heard about decisions that affect their lives.

We have zero tolerance of child abuse, and all allegations and safety concerns are listened to. All allegations are treated seriously and, in a manner, consistent with our policies and procedures. Legal and moral obligations to contact authorities when we are concerned about a child's safety are followed rigorously.

We are committed to preventing child abuse and identifying risks early and removing and reducing these risks. Wales St Primary OSHC has resources and recruitment practices for all educators and volunteers on child abuse risks.

We are committed to promoting cultural safety for Aboriginal and Torres Strait Island children, those from culturally and linguistically diverse backgrounds, children with disabilities, children and young people who identify as lesbian, gay, bisexual, trans and gender diverse, intersex, and queer (LGBTIQ) and other children experiencing risk or vulnerability.

We are committed to regularly reviewing our child safe practices, and seeking input from our children, families, staff, and volunteers to inform ongoing strategies.

THE LEGAL FRAMEWORK

NATIONAL QUALITY FRAMEWORKS

The National Quality Framework (NQF) consists of the National Law, National Regulations, National Quality Standards, assessment and quality rating process and national learning frameworks. Publications complimentary to the National Quality Framework, including the Education and Care Services National Law Act (2010) and regulations (2011) My Time Our Place, School Age Care Framework V2.0 2022 are available at the Wales St OSHC program for families to view on request.

Our program is an Approved Service and operates and adheres to all regulatory requirements.

Wales St OSHC has been assessed against the National Quality Standards across all elements and standards and was overall rated an Exceeding Program.

Practice will be guided by policy and procedures for best practice and outcomes.

The program will comply with current regulations, a ratio of at least one educator to every 15 children is always adhered to, with 50% of those educators being Diploma qualified or working towards a relevant qualification.

The Australian Government Department of Education and Training

The Australian government funds Wales St OSHC to operate an education and care service for school age care in compliance under the Family Assistance and Child Care Subsidy System

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

Australian Children's Education and Care Authority

The Australian Children's Education & Care Authority (ACECQA) is an independent statutory body responsible for guiding the implementation of the National Quality Framework

<https://www.acecqa.gov.au>

Victorian Government Department of Education and Training

As the regulatory authority, the Victorian Government Department of Education and Training provides Wales St OSHC with approval to provide an education and care service for school age children in connection with the compliance of a service under the National Law and the Regulations.

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

Wales Street Primary Outside School Hours Care provides a quality service. Our policies and procedures have been developed in line with the National Quality Framework and the National Quality Regulation.

Child Protection Crisis Line: 131 278 or 1800 212 936. This hotline operates 24 hours a day, 7 days a week.

National Child Abuse Helpline: 1800 99 10 99. This helpline operates Monday to Friday, 9am-5pm

MANAGEMENT

The program is provided and managed by the School Council with recommendations from an OSHC subcommittee.

The OSHC subcommittee consists of the school Principal, the program Coordinator, school council representative and interested parents/guardians whose children attend the program. The subcommittee meets monthly to discuss development of policies, quality assurance, staffing, maintenance, and financial management. Minutes and recommendations are recorded and presented at School Council meetings.

The Principal and Coordinator are responsible for the daily management of the program including:

- Maintain staff to child ratios in accordance with the National Standards for Outside School Hours Care.
- Ensuring that procedures and practices are followed in accordance with policy.
- Maintain duty of care to all children
- Providing professionalism and support to educators, families, children, and the community
- Providing resources, training, and knowledge
- Managing staff appraisals
- Review procedures ensuring continuing review of procedures and continued improvement.

The OSHC Coordinator is responsible for the day-to-day operation of the program, including educational program and practice, staffing, and all administration tasks.

PHILOSOPHY AND GOALS

Wales St Outside Hours Care (OSHC) is committed to providing high quality care for families at Wales Street Primary School. We are guided by the principles and practices of MTOP framework and National Quality Standards.

We are dedicated to ongoing improvement and strive for best practice in all areas of our work.

Our practice is underpinned by the health, safety, wellbeing, rights, and best outcomes of our children in our care. We strive to provide a rich educational leisure-based program as a safe supportive, and nurturing environment where children are included, engaged, and encouraged to participate and contribute. We provide a program that promotes active, inclusive, and creative play and supports children's social and emotional development. Our program philosophy is designed to extend children's learning and interests.

We value and celebrate the diversity of children, families, and educators, and aim to foster a sense of belonging to everyone in our community in an inclusive environment to support the individual needs of all.

We will continue to work towards developing and maintaining strong relationships with children and collaborative partnerships with our community including teachers, school staff and support professionals to maintain a holistic approach to practice.

CHILDREN AND YOUNG PEOPLE

- We value the rights, needs and interests of all children and young people. Support ownership, safety, friendship, respect, and fun.
- We foster a sense of belonging health and wellbeing, encourage the development of positive self-identity and self-esteem, encourage responsibility for one's own action and guide skill development with interpersonal relationships with others.
- We understand the importance and value the benefits of meaningful play and leisure. We provide children and young people with a collaborative, flexible child centered program to become active participants in open-ended activities and experiences within a warm and welcoming environment.
- By encouraging respect for each other and the importance of developing equitable and respectful relationships, we promote inclusion and diversity within a non-biased and culturally competent environment. We advocate for diversity by creating a culturally safe environment for Aboriginal and Torres Strait Islander children, children from culturally and/or linguistically diverse backgrounds. We promote the safety of children with disabilities.
- Children and young people are supported to become successful, competent, and capable learners and are empowered to have a voice and make decisions to aid in the development of their autonomy, interdependence, and resilience.
- We uphold a commitment to child safety by promoting a child safe environment and aim to develop and implement a balanced program that is stimulating, interesting and exciting which allows children and young people time and space to explore their world in their own way.

PARENTS, GUADIANS AND FAMILIES

Collaborative and respectful relationships between children, families and educators will guide decision-making processes through information sharing, joint planning and development and the continuity of the program's Quality Improvement Plan (QIP) for shared understandings and objectives .Further communications relating to the program can be through informal discussions, feedback, notices, compass, and newsletters.

- We welcome, value, and respect the opinions and wishes of all our families. We encourage open communication and encourage participation from all families.
- We aim to provide affordable and accessible high-quality care for all children and their parents, guardians, and families in accordance with the Australian Government legislation, Regulations and National Quality Standards for Outside School Age Care
- We acknowledge and respect the many differing social and cultural backgrounds of children in our care and the experiences they bring from their home experiences.
- We respect the right to confidentiality and privacy.
- We keep families informed of industry changes and all relevant and up to date issues and practices through regular communication channels, such as in person, compass, email, noticeboard.

FAMILIES

Equal Opportunity, Inclusion and Diversity

Educators are committed to ensuring the program provided is culturally sensitive and responsive to the needs of children and young people. Families from diverse communities such as Aboriginal and Torres Strait Islander families, children and families with a disability, refugees, and families from culturally and linguistically diverse backgrounds. Educators will ensure that all children and young people can participate fully in all aspects of the program, encouraging all children to reach their full potential.

It is important that families provide any specific information required to assist educators in planning for children, to ensure that the appropriate education and care for the child can be arranged.

We utilize Inclusion and professional support agencies (in consultation with the family) to maximize the inclusion of children into the service and where children require additional support and resources. In this instance, an Inclusion Professional may collaborate with the educators to provide ongoing inclusive support.

OUR EDUCATORS

Wales St OSHC employs educators from a wide range of backgrounds, they bring with them a broad range of experience, skill, and interests. Educators work together to provide quality education and care for all children and families utilizing the program. All educators have a qualification relevant that is approved by ACECQA or currently undertaking study, as well as a Working with Children Check card.

Ongoing professional development is maintained including First Aid, CPR, Emergency Asthma management, Anaphylaxis, Mandatory Reporting, Child Safe Standards, OH&S, and food safety training.

- We work together as a diverse multi skilled team, and are guided by professional standards in practice, interactions and relationships with each other, children, families, and the community.
- Develop and maintain warm, responsive, equitable and respectful relationships with children are sensitive to the individual needs and rights of all children, their parents, guardians, and families.
- Aim to provide and maintain a safe, secure, and protective environment.
- Aim to provide a program that allows all children and young people the opportunity to experience a variety of rich and engaging experiences with a continued approach to ongoing planning and learning. Program planning is guided by the NQS and My Time Our Place Frameworks to ensure we build on children's existing knowledge.
- Educators will continue to assist children and young people by supporting them in the development of life skills, social and emotional wellbeing and help them make positive choices about their learning and development.
- Embrace environmental principles. Follow sustainable practices and advocate for environmental awareness.

OUR COMMUNITY

- We undertake a holistic and collaborative approach, encouraging open communications and participation between all members of the school community.
- We value and respect diversity and tolerance within an inclusive environment, acknowledging each other's differences and similarities with acceptance and respect.
- We support and foster our school values of Respect, Kindness, and Responsibility.
- We promote respect for the environment, sustainability, and respect for our natural resources.
- We value and respect Aboriginal and Torres Strait Islander cultures.
- We maintain supportive networks and partnerships with the broader community including links with local government, Darebin OSHC network, Community Childcare Association, Victorian Inclusion Agency, School Leadership and Management, School Council and OSHC committee members.
- We utilize the community as a valued resource by inviting families and local community groups to be part of our program.

HOURS OF OPERATION

BEFORE CARE

MONDAY –FRIDAY

7:00AM—8:45AM

Wales St OSHC provides an extensive program of play and recreational experiences for the children. A healthy varied breakfast is also provided each morning.

AFTER CARE

3:30PM—6:00PM

Wales St OSHC provides an extensive program of play and recreational experiences for the children. A nutritious afternoon tea is provided.

CURRICULUM DAY

7:00AM—6:00PM

Wales St OSHC provides an extensive program of play and recreational experiences for the children. Breakfast and Afternoon tea is provided.

Curriculum Day availability is limited to 60 spots, so bookings are essential.

Wales St OSH closes for up to 5 weeks over the December holidays/ end of Term 4- and 2-weeks during term breaks.

Vacation/ Holiday Program

Holiday program is operated by LEAPKIDS, a privately operated care provider and held at Wales St Primary School and located in the hall.

LEAPKIDS PH: 1300366235

W: leapkids.com.au

FEE PAYMENT

The program is a not-for-profit organization, and all operational aspects are financed through the collection of parent fees and Child Care Subsidy.

Before Care

\$18.00/session

After Care

\$22.00/session

Early finish

\$30.00/session

Curriculum Day

\$60.00/session

PAYMENT OF FEES AND FORTNIGHTLY STATEMENTS

Payment can be made by Direct Debit and Credit card facilities are available and can be made in person at OSHC and phone payment is also accepted.

NO CASH PAYMENTS WILL BE ACCEPTED

[Direct Debit Payment](#)

Debit Success:

The easiest way for families to enter the card details is to access “**My Family Lounge**” app on a smart phone. Go to “Payment Details” and follow the prompts.

Alternatively, a Direct Debit Request form can be completed by families and emailed back to the SAC program. Hard copies are also

available from the SAC office.

Processing costs as follows:

Wales Street Rates Inclusive of GST:

All Credit Card – 2.53%

Direct Debit - \$0.95

Service fee - \$19.95 per failed transaction

Accounts are calculated using our software program Qikkids. Statements are emailed to families on a fortnightly basis and contain usage and other relevant information from Child Care Subsidy. Statements are 2 weeks in arrears and expected that all accounts are paid in full as soon as possible on receiving email.

OVERDUE FEES

Families with overdue fees are encouraged to discuss with the Program Coordinator any difficulties they may have in meeting payments and make suitable arrangements to pay, including the possibility of a payment plan. If there is no settlement of the account after two requests, the account will be passed on to the School Principal and the Business Manager to be followed up. Collection of unpaid fees will follow guidelines and procedures set out in the Fees Policy.

Should the fees remain unpaid, this may result in a cancellation of care.

For more information, a copy of the Fees policy can be found on the school's website or obtained from Wales St OSHC.

LATE FEES

A late collection fee of \$15.00 for the first 15 minutes and part thereof will be imposed when parents arrive later than closing time.

This fee will not be covered by Child Care Benefit or Child Care Subsidy. If you are running late, please notify the program, exceptional circumstances will be given consideration in relation to collection of late fees.

When a family is continually and regularly late arriving at Wales St OSHC to collect their child, the OSHC Coordinator will discuss other child-care options.

FINANCIAL HARDSHIP

Any family who is experiencing financial difficulty and is unable to meet the fortnightly payment is encouraged to discuss this with the coordinator to make a mutually agreeable arrangement. This information will remain confidential.

Special Child Care Subsidy is available for families who are experiencing short-term financial hardship. The Family Assistance Office (FAO) guidelines require a signed statutory declaration form to support such applications.



ENROLMENT PROCEDURES

MY FAMILY LOUNGE PARENT PORTAL, OSHC TAB found on Wales St School website.

NEW FAMILIES

We ask you to follow 3 simple steps.

EXISTING FAMILIES WITH MFL ACCOUNTS

Step 1

Click on the **REGISTER** button. You will then be taken through a registration process to create your MFL account.

Existing families simply **SIGN IN** enter your username (email address) and password to log in and manage your account.

Step 2

Log into your MFL account and tell us about your child and what bookings you are after so we can help you out.

Step 3

If you have requested permanent bookings, we will be in touch within 48 hours and advise if we have a spot available for your child. If we have a spot, we will email you an **OFFER** and ask you to accept the offer and COMPLETE and SUBMIT the Enrolment form in the MFL portal.

<https://support.qikkids.com.au/s/article/My-Family-Lounge-Guardian-Guide-1416370025595>

Enrolment details include contact details, emergency contacts, and medical information, which is necessary for the welfare of your child and a legal requirement for the program.

Permanent bookings will ensure there is a regular place available each week.

Parents can manage their permanent bookings and request changes to booked days, using the My Family Lounge Parent Portal which is available to enrolled families or by contacting the OSHC Coordinator.

In response to your request a permanent booking, will be made subject to places available. This offer must be accepted by the offer expiry date to secure your place(s).

BOOKINGS and CANCELLATIONS

Permanent bookings are ongoing bookings made for the same days every week, term by term for the year or until you formally cancel the permanent spot. This is always a secure position for a child on chosen days. If a child does not attend the program on their day and the program has not received any form of cancellation by 1:30PM on the day the full fee will be charged for the session.

Cancellations and absences can be made by families using My Family Lounge Smartphone app, by email, phone or in person.

Changes can be made to permanent bookings via My Family Lounge or contacting the coordinator.

TO CHANGE OR CANCEL BOOKINGS

Changes to regular bookings can be requested via My Family Lounge by choosing "Edit" under the "Current Bookings" heading or by contacting the OSHC Coordinator.

Cancellations of individual sessions should be made using the My Family Lounge app, families can also contact the coordinator to cancel bookings. Bookings can also be confirmed at any time using this app. Cancellations must be made on the day before 1.30pm to avoid being charged the full fee.

Casual Bookings are made when a day or days are needed ad-hoc, on a non-permanent basis. These bookings can be made at any time but are subject to availability. If a child does not attend the program on their casual and families have not cancelled by 1:30PM full fee will still be charged.

To make a casual booking this can be done via MFL app, email, phone or in person.

ABSENCES and ALLOWABLE ABSENCES

Families are entitled to 42 allowable absence days for each registered child in a financial year. Child Care Subsidy (CCS) is paid for those days provided that the child would normally have attended on that day, and fees have been charged. The Family Assistance Office receives notification of all Allowable Absences the FAO will reassess a child's Child Care Subsidy (CCS) if they

reach 42 allowable absences in a year. This may result in a decrease of FAO contribution to fees, resulting in an increased contribution from families. An allowable absence is considered as any cancellation. CCS will not be paid for absences due to cessation of care or where there are absences before a child stops care.

- Additional absences can be claimed when the first 42 days have been used. Supporting documentation may be required for approval of additional absences. Additional absences are permitted in the following situations in accordance with Australian Government Guidelines.
- An illness (with medical certificate)
- An outbreak of infectious disease when the child is not immunised.
- Any other absences due to sickness of a child, a parent or sibling, supported by medical certificates.
- A temporary closure of the Wales St OSHC
- Shared custody arrangements due to a court order, consent order or parenting order
- Exceptional circumstances

CHILDCARE SUBSIDY (CCS)

It is the responsibility of the enrolling parent/ guardian to complete and lodge their Child Care Subsidy (CCS) application with the Department of Human Services and Centrelink.

All OSHC fees are charged at full fee rate and are submitted via the Child Care Subsidy System (CCSS). Each family's eligibility for CCS is then calculated and Wales St OSHC is then forwarded these funds. Deductions (Child Care Subsidy) may then be made to each family's accounts.

Any changes in a family's financial circumstances may result in cancellation of CCS. It is the family's responsibility to contact DHS/Centrelink if they wish to discuss this further.

Family statements reflect CCS fee reductions paid to a family to reduce the family's childcare fees.

Wales St OSHC is not responsible for the calculations or allocation of CCS to families. Families must consult with Centrelink for all these matters.

RE-BOOKING ATTENDANCE DAYS FOR THE FOLLOWING YEAR

Any bookings families currently hold for the current year will automatically be in the system for the following year.

If families do not wish to change any days for the following year, simply login and ensure their contact details are up to date authorised pick-ups, phone numbers, email addresses etc. and then submit to the services.

Casual Bookings for the following year can be made using the My Family Lounge or website portal When the booking is available at the commencement of the new school year.

RE-ENROLEMENT

Annual enrolment for the following year is conducted during Term 4 each year. It is necessary to re-enrol the child/ren each year as required by the National Law, Regulations, and standards. All families need to log into their My Family Lounge portal to update their details for the following year.

Enrolment Forms must be updated annually or more often if/when a family's circumstances change, to ensure information is current and correct. It is the family's responsibility to ensure that all enrolment information for their child is current.

SIGNING IN AND OUT DELIVERY and COLLECTION OF CHILDREN

When departing from Before School Care, Prep children are walked to their classrooms by an OSHC educator at 8:50 AM during Term 1. Other children are signed out of the program at 8:45AM and find their way to their classrooms.

Children who may need to leave Before Care earlier because they are taking part in school camp, school excursion or music classes, and need to be at the meeting place before 9:00AM will be accompanied by a staff member and handed over to the teacher in charge. Written permission must be provided by the family to the OSHC program prior to this activity occurring.

If children need to leave BSC or ASC early, the parent /guardian must always provide the OSHC program with written notice that their child needs to leave the program early and the reason, e.g., music classes, afterschool classes, expo's Twilight etc.

Children in attendance at Wales St OSHC will not be allowed to leave the program alone. The program will not accept any requests made by families to allow their child to leave the program unaccompanied or by an unauthorised adult.

ATTENDANCE RECORD

Children must be signed in and out of the program at arrival and departure times by an authorised adult (i.e., parent, relative, authorised family friend) with the exact time documented on the attendance record. This record is a legal document and must be completed for administrative compliance. Attendance records are kept via the online Qikkids Kiosk system – via iPads. Families will need their phone numbers and a four-pin number to sign their children in and out of the program. All authorised pick-ups will need to set up their own individual pins.

If a child does not attend for any reason, the coordinator will record the type of absence on the attendance record/allowable absence record. A staff member will then sign the child as absent. The parent/ guardian must verify the absence by authorising the missed attendance signing and supplying the necessary documentation later if required.

Families who do not complete the attendance records may not be eligible to claim CCS, daily attendance records are vital information and is used to verify attendance for Child Care Subsidy purposes.

AUTHORISATION REQUIRED

The names and contact numbers of all persons who are authorised to collect children from Wales St OSHC must be included on the online Enrolment form. Families will be encouraged to name additional emergency contacts who they expect would be available and able to assist in an emergency. This could include a trusted neighbour if the family does not have relatives or friends to help.

Any changes to these authorisations must be advised in writing to the Wales St OSHC program by enrolling parent/guardian as soon as possible. Wales St OSHC will ask families to update their contact details, as well as those of any emergency contacts listed as they change.

If the family arranges for an additional authorised person to collect their child from the program they must contact the coordinator, or the responsible person present for the session of care the child will be attending, to advise of this arrangement prior to the collection of the child and confirm who will collect the child. This must also be accompanied by written authorisation.

Children will only be released to an authorised persons on the date/s nominated by the family on the enrolment form with additional written authorisation.

ACCEPTANCE and REFUSAL of AUTHORISATIONS

The OSHC program may require additional written authorisation from parents and authorised adults in relation to specific items or instances that are not or cannot be addressed during enrolment. In some circumstances, authorisation may be refused. Wales St OSHC exercises the right of refusal if written or verbal authorisations do not follow the services policies.

RESIDENCE AND CONTACT (formerly known as Custody and Access)

Upon enrolment, families are responsible for informing the OSHC Coordinator of any custody and access arrangements regarding their children and must advise the OSHC Coordinator immediately of any subsequent alterations to these arrangements.

All relevant legal documents must be shown to the OSHC Coordinator, and a copy will be maintained in the child's enrolment record.

Court order records held at Wales St OSHC program are maintained with confidentiality according to Wales St OSHC service's Confidentiality Policy.

No child will be permitted to leave Wales St OSHC program with anyone other than those authorised on the child's enrolment form, or by written authorisation from the custodial parent/ guardian.

See policy on arrival and departure of children.

HEALTH and SAFETY

MEDICATION

Wales St OSHC promotes all aspects of children's health, ensuring that their individual health requirements are met, where possible. Educators support children's physical and emotional health so they feel safe in the knowledge that their wellbeing and individual health care needs will be met when they are not well.

Educators at Wales St OSHC program are not medically trained and therefore cannot diagnose appropriate treatment.

Consequently, educators will not perform the following:

- Administering medications to children without parental/guardian authority
- Administering non-prescribed medications that are not required for more than one day without written medical authority.
- Administering any treatments without first receiving appropriate professional training
- Providing education and care to children who require a care regime that uses medical procedures, before they are appropriately and professionally trained, and feel confident with the training and the process for administering any required medications.
- Providing education and care to a child with special health needs without an individual medical plan and Risk Minimisation / Communication Plan being completed on enrolment of the child.
- Accepting a child for education and care without their prescribed medication

WHENEVER POSSIBLE, MEDICATION SHOULD BE ADMINISTERED BY PARENTS OR GUARDIANS AT HOME

This will not always be feasible. Therefore, to ensure children's safety and welfare, the giving of medication at Wales St OSHC program will be strictly monitored.

Parents/guardians should consider whether their child who requires medication is well enough to be at the Wales St OSHC program.

If children are receiving medication at home, but not at Wales St OSHC program, the parent/ guardian should advise the educator about the nature of medication and its purpose, and any possible side effects it may have for the child.

Only prescribed medications or medications accompanied by an Action Plan or an explanatory letter from the child's doctor will be administered by educators for any period longer than one day.

ADMINISTRATION OF MEDICATION:

- Families are required to fill out the Medication Authorisation form before educators will give any medication to a child.
- A separate entry must be made in full if there are two or more medications to be given on the same day, including two doses of the same medication.
- Parents/guardians are responsible for verbally informing educators that medication is required during the day.
- Educators cannot administer any medication that is not in its original container, does not have the child's name on it or is past its expiry date.
- Any medication must be given directly to an OSHC educator who will check that the family has completed an Authority to Administer Medication Form. Medication will then be stored in the appropriate place.
- Medication will only be administered to a child for whom care is provided with parent/guardian permission on the signed medication form and or accompanied by a doctor's letter.
- Information to be recorded in medical record.

The coordinator will ensure that a medication record is kept that includes the details for each child to whom medication is to be administered by the program.

LONG TERM MEDICATION

Where a child is prescribed medication for an extended period, the parent/guardian will be asked to provide a doctor's letter stating the reasons for the medication, the expected duration, and any possible long term side effects of the medication. Parents/ guardians are required to complete the Long-Term Medication form to cover the period it is to be administered.

ANAPHYLAXIS

Families of a child at risk of Anaphylaxis are required to:

- Read and be familiar with the Wales St OSHC program Anaphylaxis Policy (provided on enrolment or via the school's website)
- Inform coordinator, either upon enrolment or upon diagnosis, of their child's allergies
- Provide Wales St OSHC with an Anaphylaxis Action Plan signed by the child's registered medical practitioner and written consent to use the adrenaline auto-injector in line with this action plan. The action plan and written consent to administer the adrenaline auto-injector will be provided by the family at the time of enrolment, or upon diagnosis.
- Complete the OSHC program's Anaphylaxis Risk Minimisation and Communication Plans
- Provide program with a complete current adrenaline auto-injector kit.
- Regularly check the adrenaline auto-injector expiry date
- Assist educators by offering information and answering questions regarding their child's allergies.
- Notify the coordinator and educators of any changes to their child's allergy status and provide a new Anaphylaxis Action Plan in accordance with these changes.
- Communicate all relevant information and concerns to educators, for example, any matter relating to the health of the child.
- Comply with the service's policy that no child who has been prescribed an adrenaline auto-injector is permitted to attend the program without that adrenaline auto-injector.

ASTHMA

- Read and be familiar with the Wales St OSHC program Asthma Policy
- Inform educators, either upon enrolment or upon diagnosis, of their child's condition
- Inform coordinator, either upon enrolment or upon diagnosis, of their child's allergies
- Provide Wales St OSHC with an Asthma Action Plan signed by the child's registered medical practitioner and written consent to use the Asthma medication in line with this action plan, in accordance with the program's Medical Policy.
- Complete the OSHC program's Asthma Risk Minimisation and Communication Plans
- Provide program with a complete current asthma management medication kit.
- Regularly check the asthma medication expiry date
- Assist educators by offering information and answering questions regarding their child's condition.
- Notify the coordinator and educators of any changes to their child's medical status and provide a new Asthma Action Plan in accordance with these changes.
- Communicate all relevant information and concerns to educators, for example, any matter relating to the health of the child.
- Comply with the service's policy that no child who has been prescribed asthma medication is permitted to attend the program without that adrenaline auto-injector.

Exception to authorisation requirements (i.e., Anaphylaxis/asthma) (National Reg 94)

In the case of an emergency, it is acceptable to obtain verbal consent from a parent, or a registered medical practitioner or medical emergency services if the child's parent cannot be contacted. In the case of an anaphylaxis or asthma emergency, medication may be administered to a child without authorisation. In this circumstance, the child's parents and emergency services must be contacted as soon as possible.

MEDICAL & INJURY PROCEDURES

Medical and injury procedures are dealt with according to The Education & Care Services National Regulations 2011.

- There is always at least one member of staff on duty with First Aid training.
- Parents/guardians will be notified by telephone of any head injury and of any other significant injury or illness.

EMERGENCY PROCEDURES

- The staff will take the following action in the event of an emergency or a serious accident:
- Take immediate necessary action to remove the child from further danger.
- Attending to the child to the best of their ability and providing appropriate First Aid action.
- Contact the parents/guardians or other contact persons.
- If the situation is deemed to be critical an ambulance will be called to attend and if necessary, may take the child to hospital.
- If needed, a staff member will travel with the child in an ambulance.

INCIDENT/ACCIDENT REPORT

A copy of the incident/accident report will be given to the family upon collection of their child.

If the coordinator believes the child requires medical attention, then parents/guardians or the emergency contact person will be asked to collect the child.

In an emergency, an ambulance will be called immediately, and parents notified.

Parents are liable for costs incurred in a medical situation, as stipulated on the enrolment form.

It is often difficult to make an accurate assessment of the severity of a head injury; therefore, no head injury will be disregarded or treated lightly. If a child sustains a head injury, parents/guardians will be notified.

DEPARTMENT TO BE NOTIFIED OF A SERIOUS INCIDENT

If the accident is likely to result in complications or the child is to seek medical attention the coordinator will notify DET Children Services Advisors Northern West Region as soon as practicable of the incident within 24 hours of the incident. The coordinator along with any staff involved with the incident will complete a written notification "Serious Incident Notification Form". A full report of the incident detailing the accident/incident/illness and the action taken will be documented. This form will be forwarded to (DET)

First aid kits will always be available at the service and are suitably equipped and easily recognised and accessible to the staff/educators, but not to children.

First Aid kits will be regularly checked using the First Aid Checklist to ensure the contents are as listed and have not deteriorated or expired.

INFECTIOUS DISEASES

To protect the health of both children and staff, Wales St OSHC observe the guidelines produced by the Victorian Department of Human Services for exclusion of children with infectious diseases.

All children immunisations need to be up to date, and a copy of their record must be given to Wales St OSHC program upon enrolment. A list of immunisations from Staying Healthy in Childcare recommended by the National Health and Medical Research Council is available at OSHC administration office. If your child/ren have not been immunised for infectious diseases, they will have to be excluded if we have any reports of these illnesses.

Amoebiasis	Diarrhoea	Hepatitis A
Campylobacter	Diphtheria	Herpes
Chickenpox	Hand, foot, and mouth disease	Impetigo
Conjunctivitis	Haemophilus influenza type B (HIB)	Influenza & Influenza type illness
Leprosy	Poliomyelitis	Streptococcal infection (including scarlet fever)
Measles	Ringworm, scabies, head lice	
Meningitis (bacteria- other than		
Meningococcal meningitis)	Rubella	Tuberculosis
Meningococcal Infection	Salmonella	Typhoid fever
Mumps	Severe Acute Respiratory Syndrome	Verotoxin producing Escherichia.
Whooping cough		coli
Worms		

All parents will be notified of any case of infectious disease at the program. Written information about the specific disease will be made available. If your child is diagnosed as having an infectious disease or has been in contact with an infectious disease and is showing signs or symptoms, the educators will inform the Principal and School Nurse immediately. This allows for all educators and parents to be notified as soon as possible.

Download: [School-aged children: Immunisation information \(pdf\)](#)

SUN PROTECTION

Wales St OSHC program Sun Protection Policy has been developed in accordance with the Cancer Council's SunSmart policy for Outside School Hours Care Service. This policy ensures sun protection and a balance of ultraviolet radiation (UV) exposure that is important for children, families, and the staff at the OSHC program. Active implementation of this policy aims to protect all children attending the OSHC program from skin damage caused by the harmful (UV) rays of the sun. It is to be implemented throughout the year, but with particular emphasis from 1st September through to the 1st of May inclusive.

Families must ensure that their child/ren have a broad brimmed, legionnaires or bucket hat with them at the program always during the 'Sun Protection Period'.

Where children do not have an appropriate hat or clothing, they will be required to remain inside or play in the shade.

The program requires children to wear hats that protect their face, neck and ears when outside, i.e., legionnaire or broad-brimmed hats.

We encourage families to supply Sunscreen SPF50+ as well, to ensure complete protection.

On days forecasted at **36 degrees plus**, an indoors program will be run to minimise children's exposure to the sun and heat.

[https://www.asthmaaustralia.org.au/ArticleDocuments/1073/AABF2017%20AA%20Basic%20Facts%20DL July %202017.pdf.aspx](https://www.asthmaaustralia.org.au/ArticleDocuments/1073/AABF2017%20AA%20Basic%20Facts%20DL%20JULY%202017.pdf.aspx) <https://www.betterhealth.vic.gov.au/health/videos/thunderstorm-asthma-overview>

EDUCATIONAL PROGRAM and PRACTICE

Wales St OSHC Program is committed to providing a program which enhances children's learning and development through a play based, child focused approach. Nurturing and extending each child's social, physical, wellbeing intellectual and cognitive development in a child friendly, inclusive, and fun environment. The educational program is underpinned by the Australian Government's framework for school age care in Australia, My Time, Our Place V2.0, 2022.

The educational program at the OSHC program has clear goals with a focus on active learning, social development, wellbeing and recreational and or leisure activities.

The educational program is flexible, instinctive, and ever changing and evolving, varied and balanced. The program will allow for

spontaneity and the unexpected, including indoor and outdoor learning experiences; quiet and active times; individual, small groups and large groups; time for individual educator-to-child interactions and children's individual and group interests, including experiences that are physical, creative, exploratory, dramatic, musical, cognitive and involve construction.

ORIENTATION PROCEDURES

We invite new families to visit the Wales St OSHC program with their child at a time that suits them. Together with the coordinator families can be shown around the program, see the program in operation prior to the child's attendance.

If families would like we can provide a conducted tour of the premises which will include introductions to other educators, children and families and highlight specific policies and procedures that families need to know about at Wales St OSHC.

We ensure families have access to a copy of the Family Handbook and Children's Orientation Handbook (also on the website) and have an opportunity to have any questions answered.

Families are welcome to stay at either Before care or After care to support their child during the settling process.

Ensuring all new families are encouraged to share any additional information about their child and any concerns, doubts, or anxieties they may have regarding enrolling their child in the OSHC program.

We understand it can sometimes be overwhelming with different transitions for both children and families and recognise family's needs can vary greatly. Children's emotional welling and happiness is paramount, and we will endeavour to make your child's transition as smooth as possible to meet individual needs as best as possible.

The following outlines helpful hints for parent/ guardians with transition

- Make sure you familiarise your child with the environment and educators by coming in for a visit/s before commencing care.
- If your child is unsettled, short visits with you will help your child to gain trust in an unfamiliar environment. These visits can be made on a day when your child is not booked to attend.
- We encourage you to have a practice run where you walk your child to SAC after school and have a visit before their start date.
- Talk about the things the child will be able to do at SAC that are fun and enjoyable.
- We will collaborate with you and your child to assist them to settle in.

PREP ATTENDANCE

The service ensures that all prep children complete a successful transition into the program. At the end of each Before Care session, educators will walk the prep children to their classrooms at 8:50AM.

Prior to 3.30 pm – educators will collect and walk the prep child/ren attending the After Care program from their classroom each day to familiarize themselves with routines i.e., signing in, where to place school bags, meet all the educators, have afternoon tea etc before the rest of the children arrive. Collecting children from classrooms and taking children to their classrooms will occur till approximately midterm or until we feel confident children can make this journey to the OSHC building confidently.

All educators will be involved with prep transition throughout the Wales St OSHC program. We sometimes will buddy your child with a child they know or an older child to assist with navigating their new space. until they are settled. A child friendly **"Induction checklist"** is completed with your child helping them to understand various aspects of the program. This is available in the Children's Handbook on the website to view.

All Prep teachers will be given a list of children's permanent bookings, including casual attendances on each day and we will continue to consult with teachers throughout the term with changes and updates.

NATIONAL QUALITY STANARDS

The Wales St OSHC program complies with National Quality Standards in OSHC and is registered with the Australian Children's

Education and Care Quality Authority (ACECQA)

Services are assessed and rated by their regulatory authority against the NQS and given a rating for each of the 7 quality areas and an overall rating based on these results.

OSHC QUALITY AREAS INCLUDE

Quality Area 1	Educational Program and Practice
Quality Area 2	Children's Health and Safety
Quality Area 3	Physical Environment
Quality Area 4	Staffing Arrangements
Quality Area 5	Relationships with Children
Quality Area 6	Collaborative Partnerships with Families and Communities
Quality Area 7	Governance and Leadership

Our commitment to continued self-assessment, ongoing quality performance, improvement and review plays a key role within all aspects of the Wales St OSHC program and continue to strive for best practice.

Wales St OSHC program has an overall quality rating **"Exceeding."**

Practice is embedded in service operations.

Practice is informed by critical reflection.

Practice is shaped by meaningful engagement with families and communities.

EXTRA

In circumstances where your child/ren are required to attend extra curriculum activities either before attending or leaving After School Care, parents/ guardians are required to complete an "Extra-Curricular Permission Form".

Wales Street Primary SAC understands extracurricular activities may be provided within the school grounds and that some families may wish to access additional activities for their children who attend SAC. It is essential to implement practices which support all children and families without compromising the safety for all children attending the service.

The family will be responsible for informing the coordinator of any extracurricular activities the child may be enrolled in whilst enrolled to attend the SAC Service.

This will be done by completing the **Extra Curricular Permission Form** and returned to the coordinator before your child/ren attend an Extra Curricular activity.

It is important for parents/guardians to be aware that, in accordance with Wales St OSHC policy (Extra curriculum), it is not the responsibility of Wales St OSHC educators to escort and collect children going to and from extra curriculum activities. Duty of care and safety is the responsibility of extra curriculum activity leaders whilst children are engaged in extra activity outside of the Wales St OSHC program.

POSITIVE GUIDANCE AND SUPPORT

All children and young people have a right to feel safe in a supportive environment where a sense of belonging and wellbeing is fostered. Wales St OSHC program supports children to make appropriate behaviour choices, to manage their own behaviour and to reflect and adjust their behaviour when it impacts on others.

The OSHC program is committed to providing a safe, positive, and stimulating environment that encourages responsible and constructive behaviour in all children. Educators provide children with support, guidance, and opportunities to manage their own behaviour.

Wales St OSHC does not tolerate bullying. Educators will work with children and families to develop strategies that will encourage the dealing with and reporting of bullying incidents so that appropriate action can be taken.

EVACUATION PROCEDURES AND EVACUATION

An emergency evacuation procedure will be conducted in accordance with Children Services Regulations 2011 and National

guidelines. Evacuation procedures are displayed in the OSHC hall and will be implemented in the event of any emergency at the program. Once a term we will practice an emergency drill with the children to be familiar with the procedures and improve practices.

All educators are trained and prepared for an Emergency Evacuation, or Lock-in procedures.

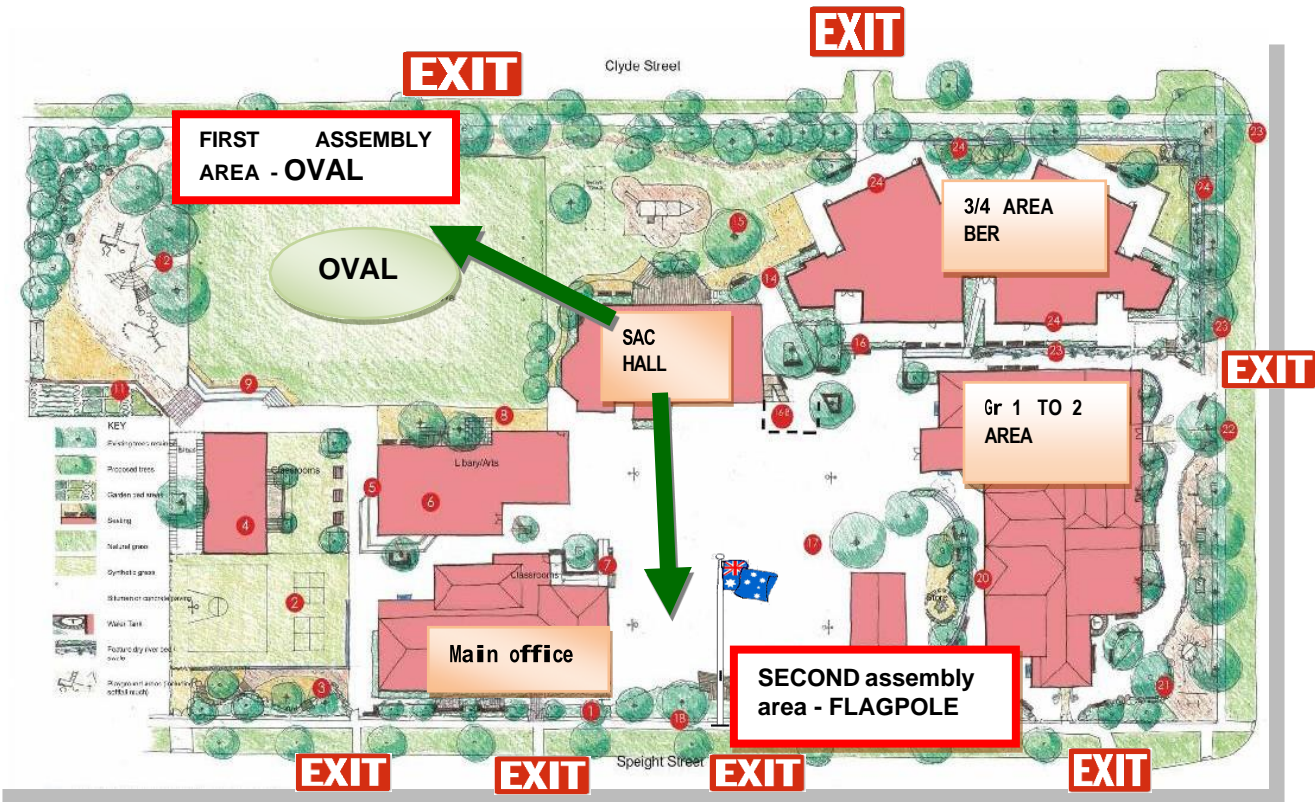
Copies of the Evacuation Plan will be in a clear position around the program so that all educators (including volunteers) and parents and visitors have easy access to the plan.

Educators are to ensure that all exits are kept clear and always unlocked to enable a quick departure.

This drill will occur on different days of the week so that all staff and children are familiar with the procedures.

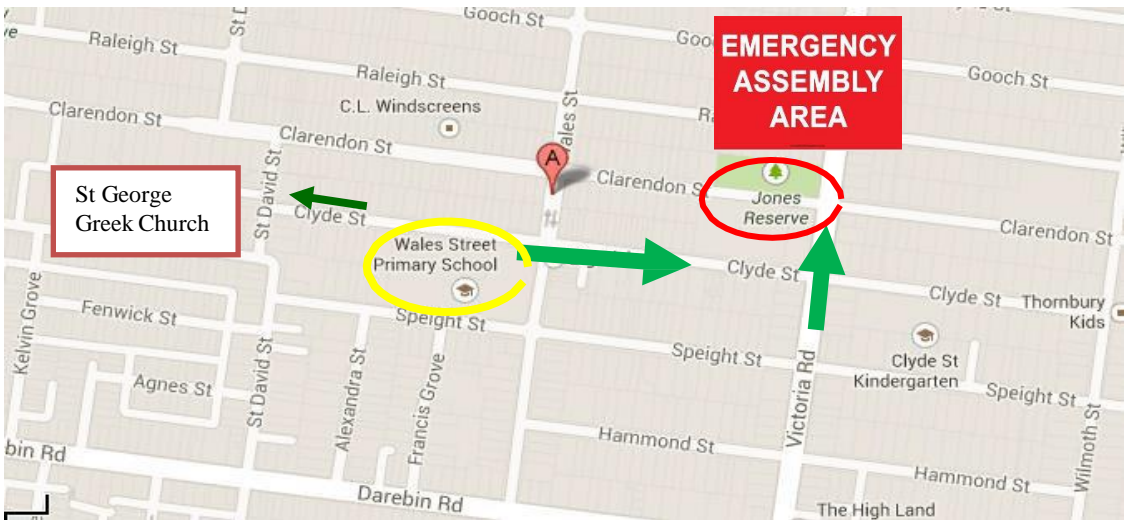
A list of current Emergency telephone numbers will be clearly displayed within the program.

INTERNAL - Evacuation Assembly Areas.
FOR LOCK DOWN **SCHOOL HALL**
EXTERNAL EVACUTION ASSEMBLY AREA **OVAL OR FLAGPOLE**
IF FIRST & SECONDARY AREAS ARE UNSAFE PROCEED TO ST GEORGE GREEK CHURCH CRN SPEIGHT/CLYDE



EXTERNAL EVACUATIONS

ST GEORGE GREEK CHURCH
CORNER CLYDE St & St DAVID
JONES RESERVE



COMPLAINTS AND RESOLUTION PROCEDURES

Families with concerns or issues are encouraged to discuss these with the coordinator of the program in the first instance. If further grievances are reported the family will be given a copy of the service "GRIEVANCE POLICY" to allow them to understand the process that will take place next. The coordinator will work through this policy with families to reach an outcome suitable to all concerned.

CONFIDENTIALITY AND RECORD KEEPING

Wales St OSHC program understands that your privacy is important, and we are committed to full compliance with our obligations under Victorian Legislation. The information collected under our Commonwealth obligations, in terms of its nature, storage and principles of access, is subject to the Privacy and Data Protection Act 2014 (VIC)

All the information the Wales St OSHC program collects is essential in helping us provide a high level of individual care for each child. Some of the information we collect is to satisfy our legal obligation under the Education and Care Services National Law, including the maintenance of staff records. Information will not be disclosed to those associated with Wales St OSHC program including its educators, families, and children, unless with written consent, or records or providing copies of information.

Wales St OSHC is committed to ensuring families are fully informed regarding the collection, storage, use and disposal of their personal or health information and their access to that information.