

St Philip's Community OOSH Family Handbook



St Philip's Christian College Port Stephens
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WELCOME AND INTRODUCTION TO OOSH

St Philip's Community OOSH service provides centre-based care for children 5 - 12 years of age, for before and after school during the term, and all day during school holidays. Our purpose is to create a safe and caring environment where children can freely choose amongst the program of activities.

St Philip's Community OOSH caters for children from St Philip's Christian College, St Michael's Catholic School, Soldiers Point Public School, Anna Bay Public School, Salt Ash Public School, Bobs Farm Public School, Shoal Bay Public School and Tomaree Public School.

St Philip's Community OOSH is a registered business of St Philip's Christian Education Foundation Ltd, operating in Salamander Bay, to assist families in the local area with care for their children.

St Philip's Community OOSH is approved as a 50 place centre, situated in the grounds of St Philip's Christian College.

The director of St Philip's Community OOSH is Amy Ross.

Director: Amy Ross

Email: oosh.ps@spcc.nsw.edu.au

Phone: 02 4919 5429

OOSH PHILOSOPHY

St Philip's Community OOSH was established to serve local families by providing high quality out of school hours care in a Christian environment. Although we are located at St Philip's Christian College Port Stephens campus, we serve families from all local schools. We implement *My Time Our Place* as the approved learning framework for OSHC services, and aim to uphold the principles and practices of this framework. The MTOP learning outcomes are implemented through a variety of fun and educational activities that are both intentional and spontaneous. Educators at St Philip's Community OOSH are unified in their commitment to meeting the following:

IN REGARDS TO CHILDREN WE WILL:

- provide a fun, safe, secure and inclusive environment
- ensure that children's input is reflected in all aspects of the program

- provide a program that reflects children's interest and diversity
- ensure an environment that encourages children to play confidently, to learn and grow with a strong sense of identity
- encourage children to be connected and contribute to their world
- encourage children to feel a sense of belonging

IN REGARDS TO FAMILIES WE WILL:

- ensure that we service local families by providing high quality care in a Christian environment
- acknowledge the important role that families play in their child's life
- recognize and respect the diversity of families childcare practices
- encourage feedback and suggestions from families in regard to all aspects of the program to ensure active involvement and partnership between the educators and parents
- ensure that communication between educators and families is a priority as we partner together to provide the best care for children

IN REGARDS TO EDUCATORS/STAFF WE WILL:

- recognize the importance of good teamwork by supporting and encouraging each other in regards to caring for children
- acknowledging the importance of individual educator's personal philosophies
- provide opportunities for staff to develop skills and extend their knowledge
- encourage partnership between the staff and the school to encourage unity

IN REGARDS TO THE COMMUNITY

- encourage family involvement in local community activities
- recognise the significance of the community in regards to a child's sense of belonging
- partner with the community to provide learning experiences for the children
- encourage opportunities for children to learn more about the local community

CENTRE INFORMATION

Before School Care: 6.45am – 8.45am
During school terms

After School Care: 3.00pm – 6.00pm
During school terms

Vacation Care: 6.45am – 6.00pm
During school holidays

St Philip's Community OOSH and Vacation Care is closed public holidays.
St Philip's Community OOSH and Vacation Care closes for four weeks over the Christmas/New Years period. Please check exact dates with us annually.

St Philip's Community OOSH provides quality care in a safe and secure environment. The program is based on children's individual and group needs while being fun and entertaining. We provide a nutritious breakfast in the morning and afternoon tea in the afternoon, during school terms.

ACECQA INFORMATION – MY TIME, OUR PLACE

The Council of Australian Governments has developed *My Time, Our Place— Framework for School Age Care in Australia* (The Framework) to assist educators to provide children with opportunities to maximise their potential and develop a foundation for future success in life. In this way, the Framework will contribute to realising the Council of Australian Governments’ vision that: *“All children have the best start in life to create a better future for themselves and for the nation.”*

The Framework has been designed for use by school age care educators working in partnership with children, their families and the community, including schools. It represents Australia’s first national framework for school age care to be used by school age care educators, and aims to extend and enrich children’s wellbeing and development in school age care settings (COAG, 2011).

This guide has been developed to promote best practice in collaborative relationships and partnerships between school age care services and schools.

To find out more about the National Regulations please go to
www.acecqa.gov.au/national-regulations
Acecqa, 175 Liverpool Street, Sydney NSW 2000, Phone: 0282404244

STAFFING/STAFF RATIOS

St Philip’s Community OOSH operates with 1:15 staff to child ratios while at the centre. During excursions staff to child ratios are 1:8. During any water based excursions staff to child ratios are 1:5. Experienced and/or qualified supervisors and assistants are employed to provide quality care for children.

Staff are committed to programming and implementing a variety of activities that facilitate fun, excitement and discovery within a safe and caring environment.

All supervisors have current first aid certificates which include anaphylaxis and asthma training. All staff over the age of 18 have Working With Children Checks as required by the Commission for Children and Young People. All Supervisors have Child Protection Training.

SCHEDULE OF FEES - as at July 2019

Before School Care	\$18.00 per session
After School Care	\$24.00 per session
Vacation Care	\$58.00 per day or part thereof

These are St Philip's Community OOSH full fees. Child Care Subsidy (CCS) can reduce fees payable for eligible families. If you are unsure if your family qualifies for fee reductions, you can contact Centrelink on 13 16 50 or visit a Centrelink office to enquire and register.

You will need to complete a Child Care Subsidy Assessment with Centrelink. If approved & finalised, you can then notify us so we can submit an enrolment notice to the Government for you. You will then need to log in to your myGov account, within the Centrelink Online section. Within the CCS Tab you will be able to 'review' the Enrolment we have for you and choose to accept the enrolment listed, to allow CCS fee reductions to apply to that enrolment. Your reduced fees will then be reflected in your invoice.

Permanent Bookings: If you require care on a regular basis, we recommend booking in for permanent care on scheduled days for the whole term.

Casual Bookings: are sometimes available, simply phone us to enquire.

Before/After School Care invoicing: Once you are enrolled & booked in, you will receive a termly estimate invoice, with all CCS fee reduction estimates having been applied (if eligible & care confirmed in myGov).

As well as showing you the amount due for the term, this invoice will show you what your estimated 'weekly gap fee' is. If paying your full term fees upfront is not an option for you, creating a weekly 'periodical payment' from your online banking system for this 'gap' amount is an easy way to ensure small amounts are paid regularly, which assists us with running our service, and hopefully helps with your budgeting too!

We are required to issue you with fortnightly statements in arrears, showing your care used and any fee reductions applied. **You are expected to make payment of the fees owed to the service, either as full term fees upfront (with termly invoice), or upon receiving your fortnightly statement,** so that fee accounts are never more than 2 weeks in arrears. Should your account fall into arrears, your child's place at the centre cannot be guaranteed.

Vacation Care invoicing: Our Vacation Care places fill extremely quickly. As they are in such high demand, to secure your space & confirm our attendees, we require pre-payment of your Vacation Care fees. If this is problematic, a payment plan can be arranged, if agreed in writing prior to Vacation Care.

Methods of Payment:

- ✓ Direct Deposit - from your bank account to the service's bank account:
St Philip's Community OOSH
Commonwealth Bank
BSB: 062 000
Account: 1696 3967
- ✓ Cheque – made out to 'St Philip's Community OOSH'
- ✓ Cash paid to Director or supervising staff member only

All Fees paid by Cheque or Cash will be collected using the following procedures:

- Only the director or supervising staff member will process fee payments
- A written receipt will be completed showing date, parents name, amount paid, how payment was made, the child's name & staff signature

**If you have any queries regarding fees,
please email oosh.ps@spcc.nsw.edu.au or phone our
OOSH Director, Amy on 4919 5429, or email our OOSH Finance Officer,
trish.bray@spcc.nsw.edu.au or phone Trish on 4919 5434 (Tues & Fri)**

Late Collection Fee: \$15.00 for each 15 minutes or part thereof. This will be added to your invoice, if late-collection of your child occurs more than once.

Please note: Fees are payable for all bookings, whether the child attends or not, as we will have held a place for your child in the centre. We do not generally offer refunds/credits, however in extenuating circumstances, requests of this nature must be made in writing to the Director.

ENROLMENT INFORMATION

Children must be at least 4 years of age and enrolled in primary school to attend St Philip's Community OOSH. Children must be completely enrolled prior to attendance.

To enrol, families are required to complete & return the following:

One Enrolment Form per child, along with a photocopy of Immunisation Validation (or exemption) and copies of any applicable court orders, parenting orders, parenting plans, medical management plans or risk minimisation plans (if applicable).

This information will be kept in a confidential file and viewed only by staff that directly care for your child.

Any special requirements including health, allergy, medication, dietary, and/or religious considerations need to be noted on the enrolment form to ensure that educators are able help provide the best care for children.

Our service may be eligible to receive an Inclusion Support Subsidy which can assist with the inclusion of children with additional needs.

PRIORITY OF ACCESS

St Philip's Community OOSH follows the priority of access guidelines set by the Australian Government Department of Education, Employment and Workplace Relations. These guidelines are balanced with the principles of non-discriminatory access and inclusion.

First Priority: A child at risk of serious abuse or neglect

Second Priority: A child of a parent/guardian who satisfies, or has parents/guardians who both satisfy, the work/training/study test under section 14 of the Family Assistance Act

Third Priority: Any other child

CANCELLATION POLICY

Cancellations: Intent to cancel your scheduled care should be advised at your earliest convenience. This will assist us in providing you with the care you require up until leaving, and in advertising the space available to others moving forward.

We require at least **2 weeks' notice** of any change or cancellation of scheduled care. If changes are advised with less than 2 weeks of notice, you will be billed for your current care arrangements for the 2 weeks following your cancellation notification, regardless of whether or not your child attends.

CENTRE ROUTINES

BEFORE SCHOOL CARE ROUTINE:

6.45am – Centre Opens

6.45am – 8am – Breakfast is available

6.45am – 8.15am – Activities

8.15am – Pack away

8.20am – Children from St Philip's leave

8.25am – Children from other schools go to buses

8.45am – Centre closes

AFTER SCHOOL CARE ROUTINE:

3.00pm – Centre Opens

3.05pm – Children from St Philip's arrive, wash hands

3.05pm – 3.30pm – Afternoon tea is served

3.15pm – St Michael's children arrive from buses, wash hands on way to centre

3.25pm – Soldiers Point children arrive from buses, wash hands on way to centre

3.30pm – 5.00pm – Activities are offered both indoors and outdoors

5.00pm – 6.00pm – Indoor activities

PHOTOGRAPHY

Photos will be taken of children from time to time to use in activities to decorate the room. Please discuss with the director if you do not wish for your child to be photographed.

PROGRAM CONTENT

St Philip's Community OOSH follows the "My Time Our Place" curriculum:

- Outcome 1: Children have a strong sense of identity
- Outcome 2: Children are connected with and contribute to their world
- Outcome 3: Children have a strong sense of wellbeing
- Outcome 4: Children are confident learners
- Outcome 5: Children are effective communicators

HOMEWORK

A table will be made available for homework on children's request. St Philip's Christian College provides a homework hub for middle school students. Students in middle school attending St Philip's Community OOSH are welcome to attend homework hub. Please notify the centre if you would like your child to attend homework hub.

BREAKFAST AND AFTERNOON TEA

Breakfast and afternoon tea is provided each day, during school terms. A weekly menu is displayed at the centre. Children's dietary requirements are catered for.

Breakfast is provided to children between 6.45am – 8.00am. A range of cereals, porridge and toast with toppings are available.

Afternoon Tea consists of fresh fruits and vegetables, sandwiches and wraps with a range of toppings as well as cooking activities to encourage the children to eat a variety of different foods such as nachos, muffins and pancakes.

Breakfast is provided during Vacation Care for children who arrive early at the centre and is available until 8.00am. Families must supply their children's lunch and snacks throughout the day.

SIGN IN/SIGN OUT PROCEDURE

Child Care Benefits regulations require families to sign attendance records as proof of attendance. Children are only released from the centre to persons nominated by the family on the enrolment form and only once supervisors are advised either verbally or in writing by the parent/guardian. Only those over the age of 18 can legally collect a child.

Before School Care: Parents must sign the roll prior to leaving their child at Before School Care to record the time of arrival.

After School Care: Students will be signed into the centre on arrival at the centre by the Supervising Educator. Parents must sign children out on collection and record the time. If this is not done it may jeopardise fee relief from the Department of Human Services.

Vacation Care: Students must always be signed in and out of Vacation Care by parents or their authorised nominee.

If the child is picked up by someone not nominated on the enrolment form, the parent must put in writing the name of the person picking the child up with a description of the person. The person collecting the child must then provide proof of identification prior to picking the child up. The next time the parent is at the centre, the enrolment form must be updated.

Family members must notify the centre of any custody arrangements or court orders that impact on the collection of children.

Our responsibility for your child begins once the child arrives at the centre or by arrives onsite to us by bus.

Late Collection of Children: All children must be collected by 6.00pm. After this time parents will be charged at \$15 per 15 minute interval. If the student has not been collected by 6pm every effort will be made to notify the parent or emergency contact. If the child has not been collected by 7.30pm, the necessary authorities will be contacted.

ABSENCES

A roll call is conducted once children arrive at St Philip's Community OOSH. If a child is missing, the educators will search for the child, including talking to teachers, checking with other children and searching the playground. Once it is confirmed that the child is not on the property, parents will be contacted by phone. This can be a lengthy process so please contact the centre if your child is not attending. Communication can be made by contacting the service on 02 4919 5429 or alternatively by emailing at oosh.ps@spcc.nsw.edu.au

A reminder: Please read our 'Cancellation Policy' on p.10 of this document.

BUS PROCEDURE

SCHOOLS WE SERVICE BY BUS:

Soldiers Point Public School

St Michael's Primary School

Before School Care:

- Children are taken to the bus by the Educator.
- Children are to remain with the educator at all times until lining up for buses
- Children are to remain behind the yellow lines while lining up for buses
- Educators will remain at the bus stop until all children are seated on bus and door has closed

After School Care:

- The educator will wait at the bus stop for children
- Children will be marked off the bus pick up sign in sheet on arrival at the school
- Children will proceed to the centre

CUSTODY MATTERS

It is necessary for staff to sight a court order if that order refuses a parent's access to a child. Please provide us with a copy of your court order at the time of enrolment, or at any time when such document comes into effect.

POLICIES/PROCEDURES

St Philip's Community OOSH provides policies and procedures by which our centre operates. These policies and procedures are reviewed on a regular basis. Policies and procedures have been developed using information and guidelines in accordance with the National Regulation and National Quality Standards (NQS). Our policy and procedures folder is available for viewing at the centre and any feedback is welcome.

BEHAVIOUR GUIDANCE POLICY

St Philip's Community OOSH believes that children have the right to feel physically and psychologically safe. We aim to provide an environment where all children and educators feel safe, cared for and relaxed and which encourages cooperation and positive interactions between all persons (My Time, Our Place Outcome 1).

This behaviour management policy is based on guidance, redirection and positive reinforcement. Educators will aim to guide rather than control the behaviour of the children in our care.

Basic rules will be established based on safety, respect for others, order and cleanliness and will be communicated to all families, children and educators along with consequences for inappropriate behaviour. The service recognises the importance of children's input into developing the basic rules and helping to determine appropriate consequences for inappropriate behaviour (My Time, Our Place Outcome 2). Our service promotes a positive approach to managing the behaviour of all children. Children will be encouraged to resolve problems, defeats and frustrations where appropriate. This can be achieved by

exploring possible solutions, and helping children understand and deal with their emotions. This will depend on the child's age and level of development (My Time, Our Place Outcome 3).

The service will ensure no child being cared and educated for by the service is subjected to any form of corporal punishment or any discipline that is unreasonable in the circumstances.

The service will ensure that every reasonable precaution is taken to protect children being cared for or educated by the service from harm and any hazard likely to cause injury.

PROCEDURES:

a) Guidelines

- Educators will ensure that expectations relating to children's behaviour are clear and consequences for inappropriate behaviour are consistently applied.
- Educators will act as a positive role model for acceptable behaviour and encourage and reward acceptable behaviour.
- Educators will have access to training and support in positive approaches to behaviour management. This will be made available as part of the training budget.

Whilst at the service, we expect that the children will comply with the following SPCC Code of Conduct

Respect God - In all you do seek to honour and obey God (Matthew 22)

Respect the staff - Follow their instructions, address them politely and seek their help in learning (Titus 3:1)

Respect your fellow students - Seek to build up and encourage each other. Don't cause fights or do anything that may lead to injury. (1 Thess. 5:11)

Respect the property of others - Don't steal or cause damage to the property of others and ensure to hand in lost property. (Exodus 20:15)

Respect the truth - Be honest in all situations (1 Peter 2:1)

Learn all you can - Apply yourself to your work, join in school activities and develop your skills (Proverbs 23:12)

Look after the school - Take care of buildings, property and grounds and all equipment your parents and the state pay for. (Proverbs 21:3)

Earn the school a good name - Dress properly, behave well, respect visitors, play sport fairly, do your best in all school situations. (1 Timothy 4:12)

Be in the right place at the right time with the right equipment. - Never miss School or lessons without proper permission and always be in bounds. Be prepared for each lesson. (James 4:17)

Have the right attitude. - Do the best at everything you do with a gracious and loving spirit. (Phillipians 2:5)

(See SPCC Student Behaviour Management Policy for further details)

Guiding Children's Behaviour:

Steps that educators take towards establishing good behaviour management include:

Establishing positive relationships, which are the foundation for building children's self-respect, self-worth and feelings of security

Observing children to identify triggers for challenging behaviours. Paying attention to the child's developmental level and any program issues that may be impacting on the behaviour

Using positive approaches to behaviour guidance. Some of these include positive acknowledgement, redirection, giving explanations, encouragement, giving help, collaborating to solve problems and helping children to understand the consequences and impact of their behaviour

Supporting children by providing acceptable alternative behaviours when challenging behaviour occurs

Ensuring limits are consistent, carried out in a calm, firm manner, followed through and that children are helped to behave within the limits

Involving the family and the child in appropriate ways in addressing challenging behaviour

Using other professionals when necessary to help with behaviour guidance, for example, the Inclusion Support Facilitator (ISF)

Identifying children's strengths and building on them Seeking support from other educators and management.

Correction Steps:

When a child's behaviour is deemed inappropriate to either him/herself or others, or if a child's behaviour is intrusive to another person's enjoyment, then educators will actively intervene and take steps to attempt to resolve the situation.

Inappropriate behaviour can include bullying, being uncooperative, not listening to reasonable requests from educators, or consistently disregarding the basic rules. In these instances, the following steps will be taken:

The educator will explain to the child that this type of behaviour is inappropriate.

The educator will re-direct the child to a different activity within the room (or outdoors).

If aggressive or inappropriate behaviour continues, the child will sit away from the group to calm down and think about their actions. After a short period of time, the educator will have a discussion with the child with respect to their actions, and then the child will return to play.

A discussion will be held with the child's family when the child is collected.

Persistent inappropriate behaviour:

If inappropriate behaviour continues over a period of time, a meeting between educators, nominated supervisor, child and family will be arranged. The meeting agenda will cover:

Alternative approaches to behaviour guidance. The child's life outside the service. Any problems that may be causing the behaviour.

A mutual strategy for improving behaviour will be discussed and closely monitored by educators, the nominated supervisor and the child's family. Should it be necessary, and with the consent of the family, advice and assistance will be sought from relevant external specialists to address the matter.

In extreme cases, to protect other children and educators, the service reserves the right to exclude the child from the service; this may be a temporary or permanent measure.

Exclusion will only be considered after:

- Educators, Nominated Supervisor and Approved Provider, have given careful consideration to the problem.
- The child's family has been notified and given the opportunity to discuss their child's behaviour.
- Adequate support and counselling is sought (if necessary)
- Clear procedures have been established for accepting the child back into the service.

The below steps are in place for caregivers to ensure consistency in behaviour for all children.

Step 1	<ul style="list-style-type: none"> - Explain that type of behaviour is inappropriate - Give the child simple rule reminders - Redirect child to a different activity within the room or outdoors
Step 2	<ul style="list-style-type: none"> - Warning of the repeated incorrect/unsafe behaviour - Child is taken to quiet area to reflect on their behaviour including writing down what they did wrong and why (with assistance from staff if required) - The child will then have a discussion with the certified supervisor about their actions and an explanation will be made to the child that next step is contact with parents/guardians - Upon return to activity, child will be redirected away from the same area of incorrect/unsafe behaviour

	<ul style="list-style-type: none"> - This incident will be recorded in our incident book indicating what happened before and after the incident, the date and time, who was involved in the incident and how the incident was handled. A determination will be made about meeting with family of child to discuss child's behaviour
Step 3	<ul style="list-style-type: none"> - Removal from activity and sent to certified supervisor - Further discussion of behaviour, including an assessment of the severity of the incident to determine if the child is to be sent home at this stage or the next - Parents will be called at this stage to report the level of process and discuss the child's behaviour
Step 4	<ul style="list-style-type: none"> - Send child home - Call child's parents/guardians again to come and collect the child from the centre, as their behaviour is no longer acceptable - Assessment to be made for when the child can return to vacation care - A time will be decided on meeting with child's parents/guardians and nominated/certified supervisor to discuss child's behaviour

Minor/medium incidents could include the following:

- Not following instructions
- Not sharing items or equipment
- Being rude to other children or staff
- Not respecting other children's space
- Continuous defiance
- Inability to resolve an argument
- Low level swearing

Major Incidents could include:

- Fighting
- Spitting
- Verbal abuse/high level swearing
- Physical, verbal or emotional harassment of other children or staff
- Stealing
- Destruction of equipment/buildings

- Putting other children’s or staff’s safety and wellbeing at risk
- Students removing themselves from school grounds, without permission, parental or staff supervision, or without staff knowledge

Children who carry out major incidents will be directly referred to step 3 of the system and judgement will be made as to whether the child will be sent home.

For children with additional needs, while every attempt will be made to use the system for their behaviour, sometimes other strategies will be used and expectations may be slightly different.

Behaviour guidance management strategies shall not include any form of physical, verbal, emotional or corporal punishment that humiliates, frightens or threatens a child. *Childrens Services Act 1996 Part 4 and Children Services Regulation 2009 (s28)*

CONSIDERATIONS:

Education and Care Services National Regulations	National Quality Standard	Other Service policies/documentation	Other
r73, 74, 76, 155, 156, 157,168.	1.2, 2.3, 3.1, 3.2, 5.1, 5.2, 6.1, 6.3	<ul style="list-style-type: none"> - Confidentiality - Enrolment & Orientation - Providing a Child Safe Environment - Interactions with Children - Management of Incident, Injury and Trauma - Child Protection 	<ul style="list-style-type: none"> - Children (Education and Care Services National Law Application) Act 2010 - UN Convention on the Rights of the Child - My Time, Our Place.

ENDORSEMENT BY THE SERVICE:

Approval date: Dec 2013 Reviewed : May 2019

Date for review: May 2021

VACATION CARE PROGRAM

To secure your child's place in Vacation Care, bookings must be made via the following procedure:

1. Approx. one month prior to Vacation Care commencing, the Vacation Care Program and Booking Form will be sent to families via email. Hard copies will also be available at the centre.
2. Priority access to the Booking Form is given to our existing Before and After School Care attendees and St Philip's Christian College students.
3. No phone bookings will be accepted. Only completed and signed booking forms can be processed. Completed booking forms must be given to the centre, via email or in hard copy. An invoice will be emailed to you, for your selected days & excursions, reduced by any CCS fee reduction estimates (if entitled), to give you a gap fee total due. Pre-payment of this amount is required to secure your space & confirm our attendees. If this is problematic, a payment plan can be arranged, if agreed in writing prior to Vacation Care. Confirmation of bookings occur only when payment is made.

** Excursions/Incursions incur an extra cost, these will be detailed in the program, and will be included on your invoice if you have booked an excursion/incursion day.

VACATION CARE EXCURSIONS

Our centre conducts programs for excursions and incursions. Venue, cost, transport and risks will be assessed during the planning stage.

During excursions more staff will be employed due to the higher risks associated with leaving the centre. These numbers are based on the degree of risk and a risk assessment will be completed by the director to determine the risks.

Families will be required to sign an excursion authority form on the morning of the excursion at the centre.

SWIMMING AND WATER BASED EXCURSIONS

Children are required to wear either a sun-safe swimming shirt or old T-shirt to prevent sunburn. Every child is required to wear their shirt during swimming excursions or other water based excursions. Non-swimmers will have alternative non-swimming activities supplied.

Educator to Child Ratio is 1:5 during swimming activities and parents can review the relevant Risk Assessment.

VACATION CARE FOOD/DRINK

During Vacation Care lunch and snacks are supplied by families.

PLEASE BE AWARE WE HAVE A STRICT NO NUTS AND NO NUT PRODUCT POLICY AT OUR CENTRE

Water bottles that are refillable need to be provided. Please ensure your child can open containers. Please provide a nutritious lunch for your child.

REQUIREMENTS FOR VACATION CARE

- Please provide comfortable clothes and please be aware that there are lots of messy activities at vacation care so please do not wear your best clothes.
- Please wear clothes that cover shoulders to assist staff with protecting children from the sun.
- Please ensure your children wear enclosed shoes while at the centre.

We recommend you provide:

- A change of clothes clearly labelled
- Lunch, morning tea and afternoon tea that is nutritious
- Water bottle
- 30+ sunscreen if your child has a sensitivity to sunscreen otherwise this will be provided by the centre a wide brimmed labelled hat

HEALTH PROCEDURES

SICK CHILDREN

Students who are unwell are not permitted to attend St Philip's Community OOSH to prevent other children and staff from becoming sick. If a child becomes sick while at the centre, parents or the emergency contact will be contacted to collect their child. Please see www.health.nsw.gov.au/factsheets to view exclusion periods and effective treatment.

If your child is unwell or unable to attend their booked days, please advise us as soon as possible, so staff are aware of who they are awaiting, or who will be absent that day.

MEDICATIONS

Parents must notify St Philip's Community OOSH in writing if their child is taking prescribed medication. They must note the name of the medication and the dosage details.

Families that require children to be medicated while at the centre must:

- Give medication to the supervisor in charge at the centre
- Complete a medical form noting the details of the medication, time to be given and dosage required
- Medication must be in original packaging from the pharmacy including the prescription label detailing the dosage and student's name

Where medication is for a long term condition such as asthma, epilepsy or ADHD, families must provide a letter from the child's medical practitioner detailing the medical condition, correct dosage and how the condition is managed. Asthma action plans are required for children with asthma.

IMMUNISATION

Parents must provide the centre with a copy of their children's immunization status. Children must be up to date with their vaccinations, have a valid medical exemption or be on a catch-up schedule if their parents want to keep receiving Child Care Benefits and Child Care Rebate.

CONTAGIOUS ILLNESSES EXCLUSION PERIODS

Chicken Pox – 5 days from the onset of the rash and the blisters have dried.

Conjunctivitis – While there is discharge from the eye.

German Measles (Rubella) – For at least 4 days after the rash appears.

Hand Foot and Mouth Disease – Until the blisters have dried.

Head Lice – Until head lice treatment has been carried out

Hepatitis A – For 2 weeks after first symptoms or 1 week after onset of jaundice.

Impetigo (School Sores) – Until antibiotic treatment starts. Sores should be covered with watertight dressings.

Influenza – Until they look and feel better.

Measles – For at least 4 days after the rash appears.

Meningococcal Disease – Seek medical attention immediately

Mumps – For 9 days after onset of swelling.

Ringworm – Until the day after fungal treatment has begun.

Scabies – Until the day after the treatment has begun.

Scarlet Fever – Until at least 24 hours of treatment has begun and the child is feeling better.

Whooping Cough – Until the first 5 days of a special antibiotic have been taken.

Related links

[Staying Healthy in Child Care – Preventing infectious diseases in child care \(5th Ed\)](#)

For further information call your local Public Health Unit on 1300 066 055

SUN SAFE POLICY

Policy Statement – St Philip’s Community OOSH aims to balance the risk of skin cancer from too much sun exposure with maintaining adequate vitamin D levels in our children. We aim to take a sensible approach to sun protection that empowers children to take responsibility for their own health and wellbeing (My Time, Our Place outcome 3)

Procedures –

- Parents are asked to provide a sun smart hat for their children to wear
- Children and educators should wear protective clothing when outside including hats, sunscreen, sunglasses and hats that cover shoulders and necks
- Sunscreen is provided by the centre and reapplied every 2 hours when the UV rating is over 3. If your child is allergic to sunscreen, they must provide their own and notify the supervisor.
- Children will be provided leadership opportunities in management of sun protection
- Children who do not have a hat will play in sheltered areas when the UV rating is over 3
- Activities are to be planned to avoid exposure to the sun between the hours of 10am and 3pm
- Sun protection will be considered in risk management during excursions

GRIEVANCE/COMPLAINTS PROCEDURE

POLICY STATEMENT:

St Philip's Community OOSH will follow the SPCC a grievance management system to ensure that all educators, families and communities members know that complaints and grievances will be taken seriously and investigated promptly and fairly. Complaints and grievances will be investigated and documented in a timely manner. Our complaints and grievance management system will be promoted in the parent handbook, staff handbook and on our website. We will identify complaints and grievances as opportunities to improve the quality of our service.

PROCEDURE:

- The service will support an individual's right to complain and will help them to make their complaints clear and try to resolve them.
- A complaint can be informal or formal. It can be anything an individual thinks is unfair or which makes them unhappy with the service.
- Families will be provided with clear written guidelines detailing the grievance procedure, in the parent handbook.
- All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place away from children, other families or staff that are not involved.
- If an individual has a complaint or comment about the service, they will be encouraged to talk to the Director who will arrange a time to discuss their concern and come to a resolution to address the issue.
- If the complaint is not handled at this level to the satisfaction of the person making the complaint, they should discuss the issue with the SPCC Principal, either in writing or verbally.
- The Director and SPCC Principal will discuss the matter and develop a strategy for resolving the problem, this would be discussed further with the individual or if necessary a meeting will be organised with the Director and individual to resolve the problem.
- All complaints will be recorded and dated indicating the issue of concern and how it was resolved. All information on complaints and grievances will include

evidence that complaints are investigated within satisfactory timeframes and have led to amendments to policies and procedures where required.

- The Director or SPCC Principal will inform the person making the complaint of what has been decided regarding the issue if appropriate. Staff will also be informed of any relevant issues that they need to address or be aware of. This could be done verbally or if the issue has been dealt with on a more formal basis, then the SPCC Principal or Director will write personally to the individual making the complaint.
- If any complaint cannot be resolved internally to the person's satisfaction, external options will be offered such as an unbiased third party.

PARENT COMMUNICATION

St Philip's Community OOSH recognises the importance of strong communication with families. Communication with families include:

- Informal conversations at the beginning and end of the day
- Termly newsletters
- Email communication of events, programs etc – please ensure you have saved oosh.ps@spcc.nsw.edu to your safe senders list in your email software, so you don't miss our communications to you.

St Philip's Community OOSH recognises the importance of parental involvement within all aspects of the centre. Opportunities for parent involvement include:

- Informal conversations at the beginning and end of the day
- Completing feedback forms
- Using suggestion box
- Providing input into programs, menus, policies and procedures as well as the philosophy.