



Bishop Druitt College  
Outside School Hours Care



# Family Handbook

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# Welcome

Welcome to Bishop Druitt College Outside School Hours Care.

Bishop Druitt College OSHC is an approved service and receives Child Care Subsidy (CCS) funding through the Department of Education, Employment and Workplace Relations under legal entity and approved provider.

Our service aims to provide high quality care for children attending the program. It is through the dedication of our educators and carers that a safe, caring and fun environment can be provided. As an approved provider, each service must comply with current legislations and regulations.

Please take the time to read through this handbook as the following information has been prepared to assist you and your child's transition into care.

The policies and procedures under which the service operates are available on request. A copy of the *National Education and Care Services Act 2010* and *National Education and Care Services Regulations 2011* will also be available to parents.

# Bishop Druitt College

## Outside School Hours Care Philosophy

The aim of Bishop Druitt College is to be the foremost college on the North Coast of New South Wales. It is the product of the vision of a community - to build a college with access to all who want their children to achieve the highest standard of education and behaviour. Bishop Druitt College is founded on faith. It is an Anglican school. The Christian ethos is present in its caring philosophy and its concern to produce educated leadership. The college is a community college in the sense that its doors are open to all, whatever their personal belief system, as long as they are sympathetic to the college's Christian foundation.

### **Relevant Laws and other Provisions**

The laws and other provisions relating to this service include:

- *National Education and Care Services Act 2010 and National Education and Care Services Regulations 2011.*
- *ACECQA National Quality Framework.*
- *My Time, our Place - Framework for School Age Care in Australia.*

### **Bishop Druitt College Outside School Hours Care Philosophy**

We believe in strengthening community ties; and in respecting the diverse strengths, values, needs, cultures and resources of individuals, children and families. We believe that children are constantly establishing themselves as social beings, first as part of their families then as members of a larger community.

### **National Quality Framework**

We are committed to implementing the ACECQA National Quality Framework, National Regulations and the National Quality Standard to ensure our centre strives for quality at all times.

### **Learning Program**

Our centre uses the *My Time, our Place - Framework for School Age Care in Australia* to guide our programming and planning for the children's learning. We strive to incorporate the values and outcomes into our centre's program to ensure children are working towards the same overall learning outcomes.

We believe the centre's environment should reflect a sense of consistency between home, the wider community and the centre. We believe in a curriculum that provides structure to children but also allows children to have a self-directed, play-based experience that will motivate them to explore and discover their environment. We are constantly striving to achieve the right balance between structure and free play, whilst allowing flexibility to cater for children's individual and daily needs.

### **Community and Communication**

We believe that by having an open communication strategy with families the staff are able to share ideas and experiences in an open and honest manner, which can further promote the children's wellbeing. We believe with open communication, inclusive practices and diversity through programs and attitudes we will contribute to the development of the whole child.

## Service Aims

- Plan appropriate activities that challenge the child's curiosity.
- Inspire self-confidence and self-esteem.
- Set examples of and teach appropriate social skills.
- Develop a child's whole sense of worth.
- Develop the child's uniqueness and their potential.
- Develop problem solving skills.
- Develop individuality within a group context.
- Allow children to be involved in the planning of programs, rules and responsibilities.
- Work with other children's services to raise the awareness and maintain the profile of children's services.
- Encourage positive communication and liaison between the service, parents, schools and the appropriate community groups.

## Service Goals

Bishop Druitt College OSHC has a number of goals on which our service is based. These goals are based on the outcomes for children as outlined in *My Time, our Place - Framework for School Age Care in Australia*. Our goals are to encourage children to:

- **Have a strong sense of identity** - the service aims to teach children to demonstrate a capacity for self-regulation, negotiation and sharing, by motivating and encouraging children to succeed when they are faced with challenges.
- **Be connected with and contribute to their world** - the service demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives.
- **Have a strong sense of wellbeing** - the service aims to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.
- **Be confident and involved learners** - the service aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences. We encourage children to communicate and make visible their ideas and theories. We collaborate with children and model reasoning, predicting and reflecting, in our processes and language.
- **Be effective communicators** - the service aims to teach children to construct and convey messages with purpose and confidence, including conflict resolution and following directions, by modeling appropriate language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

## Mission Statement

It is our mission to:

- Provide a positive, nurturing, safe and caring environment that will support families and be responsive to parent's and children's needs.
- Develop the whole child by encouraging open communication, inclusive practices and diversity through our programs and attitudes.
- Strive to be appropriate role models, promoting self-esteem, rights and responsibilities, fairness and honesty with Christian values.
- Provide time and space for families to experience a sense of belonging and respect for one another.

- Provide opportunities for fun, freedom, choice, individuality, new experiences, challenges and happy memories.
- Maintain a high standard of quality care through professional practice and attitudes, adhering to our duty of care to our community.
- Value friendships, individuals, the importance of play, the family unit, the child and our role in the community.
- Strive to fulfill our vision and provide peace of mind for families and safe opportunities for children to just be children.

## Service Details

### Management Structure

Nick Johnstone (School Principal)  
[njohnstone@bdc.nsw.edu.au](mailto:njohnstone@bdc.nsw.edu.au) 66515644 ext. 201

Karin Lisle (Assistant Principal/Head of Primary)  
 OSHC Nominated Supervisor  
[klisle@bdc.nsw.edu.au](mailto:klisle@bdc.nsw.edu.au) 66515644 ext. 205

Shane Oxley (Business Manager)  
[soxley@bdc.nsw.edu.au](mailto:soxley@bdc.nsw.edu.au)

### Queries

OSHC Team [oshc@bdc.nsw.edu.au](mailto:oshc@bdc.nsw.edu.au)

### Enrolment Procedure

All families of children entering care are required to complete an official enrolment form supplying personal and medical information, and emergency contact details. Parents are responsible to ensure that emergency contact numbers are updated.

Vacation care is always a busy time. It is highly recommend that you book in advance to ensure a position. Vacation care programs are available 2 weeks prior to holidays and bookings are taken from that date.

### After School Care Fee Schedule

Permanent Booking:	\$16.50
Casual Booking:	\$17.50 (must be made with 24 hours notice)
Emergency Booking:	\$18.50
Late Collection Fee:	\$20.00 (per child for every 15 minutes or part thereof after 6.00pm)

### Vacation Care Fee Schedule

In-centre Days:	\$40.00 (occasional activity cost as noted on program)
Excursion:	\$40.00 (plus excursion cost as noted on program)
Late Collection Fee:	\$20.00 (per child for every 15 minutes or part thereof after 6.00pm)

There is a no cancellation fee if 24 hours notice is provided and your child/ren's place can be filled from the waiting list).

**Note:** The CCS will be applied to all accounts eligible for the Childcare Subsidy. Please ensure the client reference numbers are noted on the enrolment form.

## **Hours of Operation**

After school care: Monday to Friday 3:00pm - 6:00pm.

Vacation care: Monday to Friday 8:00am - 6:00pm.

Dropping off and picking up your child/ren outside these hours will incur an additional fee. Children are to be signed in and out between these times.

## **Arrival and Departures from the centre**

Children will be signed IN and OUT of the centre every day of their attendance. Please ensure that educators know you are collecting your child/ren. All children are to be collected by 6:00pm.

## **Late Collection**

Parents are requested to collect their child/ren by 6:00pm. Extra charges will be applied for late pick-ups. Please call to let educators know if you are late. This late fee is currently \$15.00 for every 15 minutes or part thereof until the child is collected. The problem becomes a legal matter one hour after closing time.

## **Priority of Access**

OSHC services must give school children priority over children who have not yet started school.

Placement of children at our centre will follow these guidelines:

**Priority 1** – A child at risk of serious abuse or neglect.

**Priority 2** – A child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the *A New Tax System (Family Assistance) Act 1999*.

**Priority 3** – any other child.

**Within these main categories priority should also be given to the following children:**

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in low income families
- Children in families with a non-English speaking background
- Children in socially isolated families
- Children of single parents.

## **Child Care Subsidy (CCS)**

**Approved child care** is care provided by a service that has been approved by the Australian Government to pass Child Care Subsidy on to families as a reduction in their child care fees. Bishop Druitt College offers both after school and vacation approved care.

All eligible families can claim up to 24 hours of Child Care Subsidy for approved care per child per week.

If you and your partner are working or undertaking work related activities (including training or studying) for at least 15 hours per week (or 30 hours per fortnight), or you and your partner are exempt from this requirement, you may also be eligible for up to 50 hours of Child Care Subsidy per child per week.

Child Care Subsidy can be paid as:

- Reduced fees—your CCS is paid to BDC OSHC and we will pass it to you in the form of fee reduction so you pay less in fees, OR
- Lump sum—you pay full child care fees to BDC OSHC during the year, and after the end of the income year you may make a claim for CCS as a lump sum.

We need to obtain information from you to ensure the centre meets its responsibilities to the FAO. To register for CCS to reduce fees, please contact the FAO on 13 61 50.

### **Allowable Absences**

Cancellations that attract the prescribed fee for that session will be counted towards the family's allowable absences for the year, as per the current *Child Care Service handbook*.

Cancellations that attract the prescribed fee for that session and that are over and above the yearly allowable absences will require specific documentation as per the current *Child Care Service handbook*. Failure to provide the required documentation will result in the full fee for that session being charged to the family's account.

Bookings must be made in writing via email or text message, telephone conversation or voice mail. An emergency booking fee will be applied if a booking is made within a 24-hour period of care commencing.

All bookings for after school care and vacation care bookings are accepted on a 'first in first served' basis. Considerations for bookings are made for single parent families and children with additional needs.

Cancellations must be made in writing via email or text message, telephone conversation or voice mail. Cancellations must be made 24 hours in advanced before incurring an absent fee.

If a cancellation is made within a 24-hour timeframe an absent fee will be added to the family account.

### **Account/Outstanding Fees**

A statement will be sent out fortnightly detailing the methods of payment. To make it easy for you to pay we accept the following forms of payment:

- Cash
- Cheque
- Visa
- MasterCard
- Diners
- American Express
- BPay
- Direct debit



We ask that you pay this statement off by the due date. Should this not be possible please talk to the BDC Accounts Department as soon as possible.

If fees are outstanding, the child/re will be suspended from OSHC until the balance is paid.



## **Bookings & Cancellations**

It is essential that you notify the service if you wish to make bookings and cancellations. These bookings and cancellations are important for catering purposes. It is also essential so we are not looking for children who are absent from school that day.

## **Excursions**

Children at vacation care regularly enjoy various outings. Parents will be requested to complete permission forms for these activities.

Our centre is careful to provide appropriate educators for these activities - a ratio of 1:8 for most outings and a ratio of 1:5 for water activities.

Whilst excursions are valuable in extending knowledge and experience, we are aware that they can be of concern to parents. Rest assured your child's safety is always a top priority and any excursion is in strict accordance with state government policy. No child is allowed to leave the centre unless parental permission has been given.

Please note that all children must be accounted for before leaving for an excursion

**Under no circumstance are children to be dropped off at the venue unless discussed and arranged with educators. Please respect our organisation, safety and accountability procedures.**

## **Food and nutrition**

Although the centre does not regularly provide meals, the centre provides nutritious food consistent with advice from recognised nutrition authorities e.g. fruit kebabs, fruit salad and yogurt sticks.

Children's special dietary requirements are catered for where necessary on consultation between educators, children and parents. Please let us know of any dietary requirements (allergies etc.) that affect your children.

Cooking activities are included in both the after school and vacation care program. Water is readily available at all times for drinking. Educators are encouraged to share meal times with the children to encourage proper social habits and good hygiene practices e.g. washing hands and using tongs to serve food.

## **Sun Safety**

The purpose of the Sun Smart Policy is to ensure that all children attending the centre are protected from the harmful effects of the sun throughout the year.

# Programs

## Program Structures

The Bishop Druitt College OSHC programs operate within the school facilities. The program will allow for children 5-12 years of age to learn social skills through play in a relaxed, informal yet supervised, home-like atmosphere within a caring and stimulating environment. Within the program we try to identify the different stages of development relevant to this age group and provide age appropriate activities for the 5-8 year old children. We also provide different age appropriate activities for the 9-12 year olds.

Within both our after school care and vacation care programs we offer care to children with disabilities and children with diverse backgrounds and cultures. This inclusive program is very successful and is providing new learning experiences for all the children within the services. The program aims to provide activities to suit all ages, interest and abilities, both indoors and outdoors. Visitors and excursions are regularly part of the program as with our involvement in the broader community. We provide opportunities for active games and outdoor activities each day and these activities are encouraged for all children as this helps in their physical development.

Creative and diverse activities are included in the program, as is messy play. Activities can become very messy but are not excluded from the program. As a result paint shirts are provided and all children are encouraged to wear them during a messy activity. All care is taken by educators; however, it is often very difficult to present activities that are stimulating and ensure that children remain spotless. Music, dance, drama and performance are included in the centre's program for the children to express their creative and public speaking skills. Multicultural aspects are also included through the children's play, equipment, cooking activities and theme days/weeks. Local, national and world celebrations are also included and celebrated throughout the year. Your contributions and ideas are gratefully accepted.

Children are free to choose their own activities or participate in free play, and are encouraged to put their ideas and suggestions in the program. Time, space and assistance are provided for those children wishing to do their homework.

The program also encourages participation from families at times with our anticipated family events. Parents and family are always welcome at the centre, but we love it when you come along to these special occasions and enjoy spending time with other families at OSHC.

Planned activities, particularly in vacation care times, can be canceled or postponed due to weather. Your understanding around these changes is appreciated. Please remember to provide your child/ren with plenty of snacks and drinks even when meals are provided on the program.

## **After School Care**

When bookings are made by authorised parties for children to attend the service, it will be required that:

- The priority of access requirements are followed.
- A completed enrolment form is received for that child prior to their attendance at the service.
- Parents are made aware of the service policies and procedures, and have been provided with appropriate information with respect to the booking processes.

All educators will be trained in the taking and management of bookings and these will be recorded on appropriate forms and lists.

Permanent bookings will be entitled to a reduced fee as per the fees policy. A permanent booking shall be defined by a regular pattern of attendance throughout each term on one or more occasion per week.

All fees associated with permanent bookings, should the child not attend care due to illness or for any other reason, shall be required to be paid in full. CCS will apply in accordance with allowable and approved absence provisions.

Casual bookings will attract a higher fee due to the nature of the booking and associated irregular attendance pattern. Casual bookings will only be available to families where the service has approved places available.

Bookings are required by all families who seek to use the service on a permanent or casual basis. Changes to bookings and/or cancellations will only be taken:

- From a parent/authorised person.
- Via email, text message, written note or BDC OSHC booking/cancellation slip. If a message is received from the child, the parent/guardian will be contacted to confirm the change of arrangements.

Cancellation of bookings for before and/or after school care must be made in accordance with the service's cancellation policy.

## **Vacation Care**

In addition to the above, the following apply to vacation care and pupil free day bookings:

- Bookings will be completed on the appropriate booking form distributed with the program.
- Cancellation of bookings for vacation care must be made in accordance with the service's cancellation policy as stated in the terms of agreement or a fee for that session will be charged.
- Bookings for vacation care must be completed on the service's vacation care booking form. Bookings can be made via phone, email, text message or booking slip provided by the service.

Cancellation of bookings for vacation care must be made in accordance with the service's cancellation policy.

## **Homework (After School Care Only)**

OSHC recognises the importance of homework and we endeavor to create a time and place whereby homework may be completed. Educators are able to assist with homework from time to time depending on numbers and ratio requirements; however, educators cannot mark or correct work.

It is our responsibility to provide:

- A quiet area and environment
- A well-lit area for homework to be undertaken
- Supervision
- Some requisites such as pencils and paper when necessary.

## **National Quality Framework**

The National Quality Framework (NQF) was established under an applied law system, and is comprised of the *Education and Care Services National Law 2010* and the *Services Education and Care National Regulations 2011*. The NQF applies to most long day care, family day care, outside school hours care and preschools in Australia from 1 January 2012. The NQF creates a jointly governed uniform national approach to the regulation and quality assessment of education and care services. It replaces existing separate state and territory licensing and quality assurance processes.

### **The National Law and Regulations include:**

- Processes for obtaining provider approvals, service approvals and supervisor certificates.
- Minimum operating requirements for education and care services, relating to matters such as educators, physical environment and educational programs.
- A new National Quality Standard, against which services will be quality assessed and rated. The Australian Government also establishes the Australian Children's Education and Care Quality Authority (ACECQA), which is responsible for ensuring the NQF is implemented consistently across all states and territories. The Ministerial Standing Council on School Education and Early Childhood (SCSEEC) oversees the NQF, and will review the performance of ACECQA.

### **The National Quality Standard**

The National Quality Standard (NQS) introduced a new suite of learning frameworks – Early Years Learning Framework (EYLF) and My Time, Our Place Framework (school age), which helps services deliver quality outcomes for children.

The NQS is focused on 7 Quality Areas:

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

Services will be rated against these 7 Quality Areas and given an overall rating that they will be required to display. For more information please visit [www.acecqa.gov.au](http://www.acecqa.gov.au)

## **My Time Our Place**

BDC Outside School Hours Care is committed to the My Time, Our Place Framework. The Council of Australian Governments has developed this framework to assist educators to provide children with opportunities to maximise their potential and develop a foundation for future success in learning. Fundamental to the framework is a view of children's lives characterised as 'belonging, being and becoming'.

The framework conveys the highest expectations for all children's learning. It communicates these expectations through the following 5 learning outcomes:

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 and involved learners.

Outcome 5: Children are effective communicators.

# **Children**

## **Child Protection and Reporting**

The welfare and safety of all children is of paramount importance. The centre has an obligation to defend the child's right to care and protection.

Every effort is made to protect the physical and emotional wellbeing of children in our care. Suspicion of child abuse, and the process of deciding whether to report or not, are complex and sensitive issues. The decision of whether or not to report an incident of suspected child abuse will always be made by the Principal in consultation with the Nominated Supervisor. All educators have undergone a 'Working with children check' and a copy must be kept on file.

## **Children's Responsibilities**

As members of our community children have clear responsibility:

- To be courteous and respectful to other children and to educators, parents and visitors to our service.
- To participate in activities with an attitude aimed towards learning and having fun.
- To show care for belongings whether their own, others or belonging to the service.
- To cooperate with educators and peers to further improve the quality of time shared together.
- To remember, follow and respect service and school rules and boundaries whilst at the service.

## **Children's Rights**

As members of our community children have a recognised right:

- To a warm, caring atmosphere where they are seen as unique individuals.
- To have fun and feel comfortable in themselves and with others.
- To be treated justly, fairly and sensitively and to have their grievances heard.
- To be acknowledged for their achievements.
- To be treated with courtesy and respect.
- To be treated consistently and equitably by service educators.
- To play and be challenged in a safe environment.
- To be involved in the development of the rules of behaviour, the aesthetics of the service and other aspects of the program.

## **Rules of the Centre**

Children are expected to observe the simple rules of the centre at all times:

- Children will be encouraged to be courteous to each other, educators and visitors.
- Children will refrain from using physical violence.
- Children will be encouraged to refrain from using bad language.
- Children will not use the equipment in a way that places other children at risk.
- Boundaries imposed by the school will be enforced.
- Children will only leave the centre at departure time with the appropriate adult (unless otherwise arranged).
- Children will respect property belonging to other people and the centre.

## **Discipline**

For the benefit of all children and the effective operation of the centre, a certain level of behaviour is expected from each child. We will endeavor to ignore inappropriate behaviour and praise appropriate behavior. Special privileges are used to reinforce positive behaviour.

A behaviour policy is in place to manage inappropriate behaviour. The service has the right to exclude a child for unacceptable behaviour. This will only be considered after:

1. Parents have been notified and given the opportunity to discuss their child's behaviour.
2. Adequate support is provided.
3. All other avenues have been explored.

## **Inclusion and Diversity**

Our service provides an inclusive and open program where all children are considered unique individuals and diversity is valued. We aspire to:

- Provide a variety of activities that encourages the participation of all children.
- Be aware of the children's home environment and individual social needs.
- Cater for children from all cultural backgrounds who may have special dietary and/or communication requirements.
- Encourage interaction between gender and age groups in a positive way with organised activities and games.
- Encourage children to cooperate and to help each other with activities and routines.
- Cater where possible for children with special and/or additional needs.

## **Anti-Bullying**

Bullying behaviour is not acceptable at Bishop Druitt College OSHC. This means that everyone should report incidents of bullying. All matters will be treated seriously.

The following procedures will be implemented if such an incident occurs:

1. As a first step, the alleged incident should be reported to an educator.
2. The educator will try to establish what was said and done with regards to this incident. This should include interviews with alleged offender and victim and any witnesses to the alleged incident.
3. The time and the place when the incident(s) occurred will be determined.
4. The reactions of the students involved will be noted.
5. The educator will try to determine if the victim had faced that treatment before (if yes, the educator should establish if it was from the same person/pupil).
6. The educator will try to determine whether the victim knows of someone else who has also faced similar treatment from that person or another to determine a possible pattern of

behaviour.

7. The educator will assess whether the alleged incident should be discussed with parents, or whether at this stage it is best left at the care program level.
8. The service will inform the relevant person (Principal / Deputy Principal) of the incident via the service's blue incident book. If deemed necessary a typed copy of the incident report will be signed by the student/s and the educator who dealt with the incident.

## **Behaviour Management**

Being a positive role model involves behaving in ways that show children how to behave appropriately. This also involves implementing and supporting policy and guidelines by:

- Being courteous and respectful.
- Using appropriate and positive language.
- Being able to speak assertively, if necessary, but not in an intimidating tone.
- Listening when others are speaking.
- Accepting differences in the ways things must be done.
- Being constructive and co-operative.
- Empowering and supporting one another.
- Facilitating and guiding without dominating.

Consequences:

- Children are reminded of guidelines.
- Disruptive behaviour is diverted to more positive activities.
- A group may be separated or a child relocated or other activities suggested.
- Conferencing to discuss and resolve the problem may take place if misbehaviour persists.

These strategies will be implemented at the educator's discretion. If inappropriate behaviour persists, it will be discussed with the child and the parents. If necessary the matter will be referred to the Principal or Deputy Principal. Information documented will be passed on to the appropriate people and a copy kept at the program in a secure location.

## **Educators Interactions and Relationships with Children**

The service aims to provide a responsive and inclusive environment for children where the educators relate to them in a friendly and respectful manner. Educator interactions with children are further enhanced through program implementation and daily communication.

As stipulated in the National Quality Framework 'fit and proper' and appropriately qualified and experienced persons shall be employed by the school council to undertake work in the program. Each educator is required to have a 'Working with children check' and 'Police check'. The Nominated Supervisor must have relevant qualifications in teaching or a Diploma of Community Services (Children's Services) Outside School Hours Care.

The program runs on a 1:15 educator to child ratio in-centre and a 1:8 ratio when on excursion. Junior educators are not permitted to replace an adult educator. Educators are expected to fulfil their duties as specified in the position description and, in addition, may undertake further responsibilities as the need arises following discussions and negotiation with the Nominated Supervisor.

## **Mobile Phones**

If a child needs to use a phone during the course of their attendance at the service they must ask the Nominated Supervisor or a certified supervisor for the use of the service's landline to make the necessary call.

If parents need to contact children they can do so via the service's land line. The purpose of these rules is to:

- Manage the risk of children contacting or being contacted by external, inappropriate or unauthorised persons.
- Assist with child protection risk management.
- Minimise the risk of theft of mobile phones.
- Ensure that the privacy of other children and educators is not breached through the use of mobile phones, internet, cameras and videos.

## **What to bring each day**

It is most important that each day your child attends OSHC they have a bag containing water, a hat and food plus at least one change of clothes, including underwear if appropriate for needs. Please ensure that their name is clearly marked on each article.

For vacation care, children are encouraged to wear comfortable casual clothing that covers their shoulders and necks, and closed-in shoes. Please do not send child/ren to OSHC in their best clothes. Remember to provide spare clothes according to the weather, hats are necessary for all outdoor activities even though sunscreen is available.

## **Photographs/ Videos**

Photographs are taken of children at the centre all the time. These photos make great displays that can show you what your children have been doing. No child will be permitted to be photographed by anyone except the educators or someone authorised by the Nominated Supervisor. Occasionally, photographs will be used in the media or the BDC Newsletter for advertising or promoting the service. Upon enrolment please let educators know if you do not want your child's photo used in this way. Occasionally, videos are made of special activities the children are having at the centre. The children enjoy watching these at the end of the day.

# **Parents and Families**

## **Communicating with Parents**

Educators regularly have important information that they need to share with families. Generally most communication between educators and parents is verbal discussion and feedback about the centre, their child's day and information about upcoming events, which occurs on a daily basis. We have a parent noticeboard at the front door. This is to serve as a reminder of what is happening and to give you information. Please keep an eye on it!

We really value feedback, evaluations and suggestions from families. Please talk to educators about anything in relation to your child's care or the centre. It may be necessary to make a time to meet with educators to discuss any issues or concerns you may have in greater depth. At times we send out surveys to assess the quality of the service we are providing and to ensure that we are doing our best to meet everyone's needs. Our suggestion box is always available for your ideas or feedback and is located on the sign in/out desk at the front of the room. Please feel free to use it.



As with every relationship, open and clear communication is important. In the relationship you enter into with the centre that cares for your children, it is vital that we establish clear lines of communication to ensure that everyone's needs are met.

## **Partnering with Families**

We welcome parents and relatives to participate in our program and we value a close relationship between the centre and parents. We encourage you to create a sense of belonging and unity by sharing your talents with us and participating in whatever way you feel most comfortable - preparing for activities, reading a story, sharing aspects of your culture or assisting with an excursion. Educators will provide parents with daily verbal or written feedback regarding daily events and routines through our day book.

Please recognise that the centre is dealing with children at the most tiring part of the day and they often bring problems associated with school to the centre. The centre is often caring for children without the benefit of background information. Your confidence in the professional approach of educators to individual children's problems will contribute to the smooth running of the centre.

## **Parent Responsibilities**

Please remember to inform the educators (in writing or by phone 66517400) if:

- Someone different is picking up your child.
- Your child is sick and will not be attending.
- You are going on holidays.
- Custody/access arrangements have changed.
- You have changed your place of employment.
- Emergency contacts have changed.
- You need to cancel bookings.
- You are unable to pay fees.
- Your child is not attending for the day. **We must be notified about a child's absence.**

Parents also have a responsibility to:

- Provide for the children's daily needs as requested by the centre.
- Pay fees promptly.
- Fill in and sign all forms accurately.
- Collect children promptly.
- Address any concerns with the Nominated Supervisor as soon as they arise.

Parents are also required to:

- Provide the appropriate hat and clothing for their child/ren.
- Help by applying sunscreen daily to their child/ren at home before coming to child care (to ensure it is applied at least 20 minutes before outdoor play), or apply on arrival.
- Wear broad brimmed, bucket or legionnaire hats while involved in centre activities.
- Provide rash shirt for outdoor water activities.

**Parents should note that:** sunscreen will be applied to all children as per this policy unless parents specifically request in writing (absolving the centre of any liability) that the centre supplied sun cream should not be applied to their child. In this circumstance, children are to wear long sleeved shirts, broad brim hat and must play in the shade.

If your child has an allergy to sunscreen please document this on the enrolment form and inform educators immediately.

# Medical Information

## Sick Children

Sick children must not attend the centre, as the needs of a sick child cannot be met without dramatically reducing the general level of supervision of the children or risking the other children health. If a child has been absent with an infectious disease. The Nominated Supervisor may require a certificate of health when the child arrives back at the centre.

If your child develops any of the following conditions please do NOT attend until symptoms disappear or your doctor states in writing that your child is no longer infectious and is able to return to the centre: diarrhoea / vomiting / thick coloured runny nose / fever / severe coughing / head lice / rashes / severe itching cold sores.

**For the health of all the children, we respectfully request that children who are sick or unwell are not brought to the centre.**

## Medication

The medication folder is located in the OSHC Office and a medication form needs to be completed before any medication can be administered. It is important that all medication be placed in the kitchen or in the fridge if it requires refrigeration. Remember to let an educator know that your child requires medication.

Prescribed medication must have a pharmaceutical-dispensing label clearly marked with the child's name, date and the dosage required on it. If your child is attending while still on any kind of medication a medical request form must be completed or educators will not administer medication. All medication must be labeled with the name and instructions and given to educators. No medication will be given to children to take home. It is the responsibility of the person collecting the child to collect medication from the educators. The educators must be informed of an illness. Educators have the right to refuse a child if they suspect the child is ill.

**Please do not leave medication of any description in your child's bag or in the rooms.**

## Infectious Diseases

Do I need to keep my child home?

Chicken Pox	Yes	For 5 days after the rash appears and until blisters have all scabbed over.
Conjunctivitis	Yes	While there is a discharge from the eye/s.
Gastroenteritis	Yes	For at least 24 hours after the diarrhoea stops.
German Measles (Rubella)		For at least 4 days after the rash appears.
Glandular Fever	No	Unless child is feeling unwell.
Head lice	Yes	Until hair is treated, No when head lice management is ongoing.
Impetigo (School sores)	Yes	Until treatment starts. Sores should be covered with watertight dressing.
Measles	Yes	For at least 4 days after the rash appears.
Influenza (Flu)	Yes	Until they feel better.
Mumps	Yes	For 9 days after the onset of swelling.
Ringworm	Yes	Until the day after fungal treatment has begun.
Scabies	Yes	Until the day after treatment has begun.

Scarlett Fever	Yes	Until at least 24 hours of treatment has begun and child is feeling better.
Slapped Cheek (Fifth disease, Parvovirus B19)	No	Most infectious before rash appears.
Whooping cough (Pertussis)	Yes	Until the first 5 days of a prescribed antibiotic has been taken.
Worms	No	

**All educators have the right to refuse children entry to the centre if they show any of the above mentioned signs.**

If a child has been absent with an infectious disease, the Nominated Supervisor may require a certificate of health when the child returns to the centre.

### **Accidents**

BDC OSHC has employed educators with a current first aid certificate and asthma and anaphylaxis training. The centre also keeps a first aid kit recommended by the St Johns Ambulance.

In the event of an accident at the centre, basic first aid will be applied i.e. ice packs, bandages and splinting. If your child has an accident you will be asked to sign the accident/Incident form to acknowledge that you have been notified of the incident.

If the child is to require further treatment, every effort will be made to contact the family/emergency contact to advise them of the situation. Educators will accompany the child to the hospital/doctors and stay until the family arrives.

Please ensure that you complete the enrolment form correctly, providing family doctor's details, Medicare number, relevant medical history, medical consent and emergency contacts.

## **Educators**

### **OSHC Educators**

The educators at Bishop Druitt College OSHC are the most important aspect of providing quality care for school aged children. At OSHC educators are very carefully selected using the following criteria:

- ✓ Educational qualifications
- ✓ Experience in child care
- ✓ Caring attitude
- ✓ Confidence and enthusiasm.

### **Educators Obligations**

Educators are obligated to:

- ✓ Adhere to the centre's policies and procedures. These are readily available for perusal at the centre.
- ✓ Undergo a criminal records check.
- ✓ Ensure that a minimum of one educator on duty has a current first aid certificate.
- ✓ Have a commitment to the provision of quality care in a fun environment.

## **Educators Code of Conduct**

All educators working in the program will need to have the following attributes:

- Well developed interpersonal and communication skills when dealing with children, other educators, parents and the school community.
- Effective leadership skills.
- An ability to work as part of a team.
- The ability to relate well to children and act as a positive role model.
- The ability to creatively plan, facilitate and evaluate a well-rounded program that is child-focused, relaxed and flexible.
- An ability to incorporate equal opportunity, cultural diversity and social justice principles in programming, daily procedures and communication with the OSHC community.
- An ability to implement behaviour management guidelines in a constructive manner to foster respect, cooperation, courtesy and self-esteem.
- An ability to deal sensitively with personal and family issues in accordance with national privacy principles.

# Emergency Management

Our emergency management plan has procedures in place in the event of fire, bushfire, severe storm, flooding, siege, violent person, harassment/threat or bomb scare.

A mock emergency evacuation will be conducted at random times at least once per term.

## Emergency Evacuation

### SCRAM:

Siren sounds

Collect all children

Remove all children to designated evacuation area

Assemble all children

Mark the roll to ensure all children are present. Locate any missing children if necessary.

## Lockdown Procedures

If any person exhibiting suspicious or threatening behaviour enters the school premises, all children must be assembled in the hall and all exterior doors must be locked. Children should then be gathered into an area where they cannot be seen (i.e. behind the notice boards). All efforts must then be made to keep children calm and quiet. At the first sign of any danger the police will be contacted by an educator.

# Privacy and Confidentially

Protecting the personal and health information of educators, families and children is a serious moral, professional and legal responsibility that the program recognises and accepts.

The collection, handling, use and storage and disclosure of personal information about educators, families and children should be carried out in a manner compliant with national privacy principles:

- Personal information shall be collected in order to fulfill the necessary functions of the program.
- Personal information shall be maintained in order to ensure sound administrative procedures as well as proper care, welfare and behaviour management practices for children utilising the program.
- Personal information shall be treated with confidentiality and protected from unauthorised access.
- Educators will exercise discretion and not discuss any personal matters, whether about themselves or families in front of children.

The following records shall be kept in a secure and accessible place:

- Registration forms for each child.
- Daily attendance records indicating the time of arrival and departure from the program.
- Bookings/cancelations sheets.
- Illness, accident, incident, medication and special needs records.

# Workplace Health and Safety

Educators must identify hazards and perform risk assessments concerning the centre and its equipment to provide a safe environment for all children at all times.

We value input from educators, children and parents. If you identify an unsafe area, work practice or potential hazard please let educators know as soon as possible so steps can be taken to rectify the situation.

## **Further information**

Bishop Druitt College OSHC reserves the right to make changes to the program without notice, including cancellation of programs due to insufficient numbers or extreme weather conditions. Program leaders reserve the right to cancel a participant's enrolment should their behaviour be deemed unacceptable.

## **Policies & Procedures**

Policies and procedures reflect compliance to the *Education and Care Services National Law Act 2010*, *Education and Care Services National Regulations 2011*, *Work Health and Safety Act & Regulations 2011*. Our policy and procedures folder is available in the centre's office and is available for parents to view.

# Acknowledgement of Service Requirements

**Prior to the commencement at Bishop Druitt College OSHC, it is a requirement that the parents/s or guardian/s sign the form below acknowledging the service requirements.**

## Parents are responsible for:

- Ensuring details are up to date at all times on enrolment forms.
- Signing each child in and out each day of attendance.
- Notifying the centre of your child's absence.
- Reporting to the centre illnesses or allergies your child may have.
- Completing medication forms when necessary and notifying educators of this.

I \_\_\_\_\_ have read and understand the information outlined in this family handbook. I acknowledge that I have received a copy of the family handbook. In addition, I am aware of the services policy and procedure manual, which outlines the terms and conditions by which the service operates.

I acknowledge that the service reserves the right to amend the policies and procedures from time to time in response to changes in regulations or laws and/or matters impacting on the effective operation of the service and I understand that I will be advised of any major policy or procedural changes in advance.

Parent/Guardian (1)	Parent/Guardian (2)
Parent name (please print): _____	Parent name (please print): _____
Parent signature: _____	Parent signature: _____
Date: _____	Date: _____

## Witness: Service Nominated Supervisor

Name (please print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Please sign and date and return this page only of the parent handbook to the OSHC Coordinator.**