

KILMORE
OUT OF SCHOOL HOURS CARE
AT ST PATRICKS PARISH HALL



Parent Handbook

2018

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Kilmore Out of School Hours Care operates under Licence issued by the Victorian Department of Education and Training (DET) to Kekeco Childcare Pty. Ltd. ACN 126 538 154 as Trustee for Kilmore Kids Trust ABN 80 396 479 233 trading as Kilmore Out of School Hours Care in accordance with the Education and Care Services National Law Act 2010* and Education and Care Services National Regulations 2011.

Copies of these documents* are on file at the Parish Hall, St Patricks Church Precinct, 37 Sutherland Street, Kilmore and are available for review at any time during normal operating hours.

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Kilmore Out of School Hours Care.

WELCOME

This booklet provides an introduction to our Service . It provides background to our Philosophy and our aims and the way our Service operates. By reading this information booklet we hope you will gain an understanding of our Philosophy and that this will encourage you to become actively involved in the life of the Service and derive the maximum benefit for your family.

Please feel free to contact the Coordinators Chris and Christine Educators Rene, Ashley and Amanda or any of the Approved Providers, if you have any concerns about the care of your child or any other issue relating to our Service at any time. The contact details of the Approved Provider Representatives is available from the Parent Information board in the Foyer of the Service .

Throughout the year changes occur and/or policies are reviewed, any updates of this information will be placed on our Website www.kilmoreoshc.com.au or in "News" published on ChildCarers, our parent communication program.

The service is located at Kilmore Primary School in the Assembly Hall located off the Sutherland Street Entrance opposite the Old Kilmore Goal.

CONTACT DETAILS.

Urgent and after hour bookings can be made via the My Family Lounge App.

During the week if required please call Sutherland Street Childcare and Kindergarten, Monday to Friday between 9:00am and 5:30pm on 03 5781 1300.

We do have a mobile phone located at the service however we ask that families only use this in emergencies or if you are running late to collect a child. Mobile 0499 830 110. This phone is manned when the service is not open

Alternatively email us on Kilmoreoshc@kekeco.com.au

There is a mobile phone located at the Primary School however, this number is not published as we prefer families to use the formal communication channels above.

We are however, happy to pass on urgent messages to the staff at the service if required.

PARENT COMMUNICATION.

There is a communication book located at the service for parents to leave important messages for staff information. This is usually located on the Sign in Desk.

If families need to communicate directly with the Service Coordinator – Christine - please use the email above or call during work hours to discuss any issues you may have.

Parents are also able to provide us with input on our programming by leaving their suggestions in the suggestion box located on the wall near the sign in desk at the service or by emailing Christine on the email address above, or completing any surveys which we may send out from time to time.

All families of children attending our services also have access to information on the activities being planned or undertaken at our services- via Childcarers which is linked to parent email addresses.

Once a child is enrolled with our service, the connection via Childcarers is activated and the family will receive a welcome email from the service. The link will then take the family to the Childcarers App for secure password protected connection. Please speak to our staff if you have mislaid the connection or .would like your password reset at anytime.

THE OWNERS

Kilmore Out of School Hours Care is the trading name for the service which is operated by a registered Company- Kekeco Childcare Pty. Ltd. A.C.N. 126 538 154 (A.B.N. 80 396 479 233) as trustee for Kilmore Kids Trust. The Approved Providers are Simon and Jenny Kearney and Christina Dickinson.

Our major focus is to ensure that we employ staff who strive for excellence at their profession, who are dedicated to the education, growth, development and well being of every child who enters the Service, whilst enjoying the work environment we provide. We focus on staff who genuinely care about the children and their development. We are also committed to ensuring that staff have a life long learning focus.

OUR COMMITMENT TO YOU. (GOALS)

We all strive to meet the individual needs of all families. We encourage families to communicate and interact with all of our staff or visit at any time, and for any length of time throughout sessions to see how children are interacting with their peers and staff.

OUR PHILOSOPHY

At Kilmore Out of School Hours Care we believe that:

- ❖ All children have the right to the best we can offer them in terms of their education and care which includes natural exploration.
- ❖ Each child has the right to live a full and productive life in an environment which builds confidence, friendship, security and happiness, irrespective of their family circumstances and background.
- ❖ Our aim is to provide an environment which provokes thought and imagination for every individual child.
- ❖ Each child is encouraged to develop a broad set of skills to enable them to prepare for live long learning with enthusiasm.
- ❖ We offer flexible child oriented programs which encourages free choice and constructive play while providing security and stimulation to support children.
- ❖ We aim to provide scaffolded programming which will introduce children to new concepts.
- ❖ All children are given equal opportunity but have differing talents and needs to be supported in a safe, caring and educational environment.
- ❖ All children are accepted regardless of gender or race. The individual needs of the children are intergrated into the programs.

HOURS OF OPERATION:

Kilmore Out of School Hours Care is open:-

Before School- Operates at KILMORE PRIMARY SCHOOL NOT AT THE PARISH HALL:

- Monday to Friday, between the hours of 6:45am and 9:00am.

After School

- Monday to Friday between the hours of 3:00pm and 6:30pm.
- The Service operates 40 weeks a year during Term time only (We are closed for School Holidays when the Vacation Program operates at Kilmore Primary School and we are closed for all Victorian Government Gazetted Public Holidays.

FEES

- Service if your child has a permanent booking and one of these public holidays falls on a day when your child would normally attend the Service Service Service:
:
 - * Australia Day
 - * Labour Day
 - * Good Friday
 - * Grand Final Friday
 - * Anzac Day
 - * Queens Birthday
 - * Melbourne Cup Day
 - * Christmas Day
 - * Boxing Day
 - * New Years Day
- If the school where your child attends has a Curriculum Day School Camp^(O&B) we do not change families for days when the school is closed or where there are arrangements which make it impossible for the child to attend their regular day.

ATTENDANCE

TYPES OF CARE AND DAYS OFFERED.

After School Care:

Term Times:	Five days a week excluding Public Holidays.
School Holiday Programs:	Five days a week during school holidays (held at Kilmore Primary School and Wandong Primary School ONLY)
Permanent Booking	Has a designated place at the Service on the days booked. New families will need to complete a Complying Written Arrangement 2 nd July 2018.
Casual Booking	Does not have a permanent booking and is not guaranteed a place if staffing levels are not available to accommodate additional children or the room is full with permanent children. (to be reviewed after 2 nd July 2018 when CCS is introduced).

PLACES AT KILMORE OUT OF SCHOOL HOURS CARE.

Kilmore Out of School Hours Care caters for children from start of Primary School until the child turns 13 years of age and is still at Primary School.

The Service is registered with the Department of Education and Training Victoria and the Australian Children's Education and Care Quality Authority as well as the Federal Department of Education.

Consideration is given to each child's development when places are made. The Commonwealth Government regulates that children are accepted from a priority listing as follows:

PRIORITY OF ACCESS POLICY LEGISLATION

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- Discrimination Act
- Department of Education and Early Childhood Development Funding Service Agreement
- Commonwealth Priority of Access Legislation
- Commonwealth Department of Family and Community Services

PRIORITY OF ACCESS-

OUT OF SCHOOL HOURS CARE PLACES

The Australian Government funds childcare with a major purpose of meeting the child care needs of Australian families to enable families to work or look for work or to attend training courses.

However, the demand for Out of School Hours Care sometimes exceeds supply. When this happens, it is important for services to allocate places to those families with the greatest need for childcare support.

The Australian Government has determined guidelines for allocating places in these circumstances. These guidelines apply to Service -based long day care, in-home care, family day care and outside school hours care services. They set out the following three levels of priority, which child care services must follow when filling vacant places:

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 Family Assistance Act. [Please see Coordinator for further information]

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 families on lower incomes;
- Children in families with a non-English speaking background;
- Children in socially isolated families;
- Children of single parents.

*** The above list is not in any particular priority order and children may fall into more than one category**

INCLUSION

We believe applying an anti bias approach to programming, ensuring that it is inclusive of all children. Consideration is given to factors such as culture, ethnicity, language, gender and ability when planning the childrens' activities.

The programs respond to individual needs, interests and requests by providing a range of activities for all children attending Out of School Hours care. The Program offers a balance of activities ensuring flexibility and providing for child –initiated activities.

ENROLMENT AT KILMORE OUT OF SCHOOL HOURS CARE.

No child can attend the Service unless an Enrolment Form, Immunisation History Statement and any allergy information has been completed.

If you are looking to enrol your child at Kilmore Out of School Hours Care you initially need to:-

- Make an appointment to visit the Service and speak with the staff.
- Complete an Enrolment Form.
- Provide current evidence of the child's immunisation [\[see\] website](#).
- If no places are immediately available then when a place becomes available, the parents will be contacted and offered the position.

- Fees maybe required before commencement.eks maybe required before commencement.
- Complete background information forms on each child attending.
- Advise Centrelink that your child will be attending Kilmore Out of School Hours Care and asked that your family be assessed for Childcare Subsidy after 2nd July 2018
- **It is your ongoing responsibility to inform staff of any changes to your personal details once your child has been accepted at the Service .**

WAITING LISTS.

If there are no vacancies available at the time needed, your child's name will be recorded and placed on a waiting list, until a position becomes available.

When a position becomes available you will then be contacted by the Coordinator to complete orientation and commence care.

It is advisable to keep regular contact with the Service to ensure our records are correct and up to date and that care is still required.

There is no guarantee that a place will become available as requested.

STARTING OUT OF SCHOOL HOURS CARE.

ORIENTATION

Starting Early Childhood Education and Care can be an anxious time for both parents and children please make sure your child knows where our service is located within the school grounds before they start with us.

It is important that you try and set aside some time for us to get to know each other before you leave your child with us or for us to know your child before we collect them from their school room or yard.

At the time of enrolment we will discuss some of the benefits and difficulties of introducing children to a group situation.

You will have time to talk with the Coordinator and Leader .

Some of the practical things you can do to make yourself and your child feel more secure are:-

- Complete your Enrolment form at home and make a list of things to ask.orm at home and make a list of things to ask.
- The Service offers an orientation period, where parents are able to stay with their child for approximately 3 hours.
- These orientation days are flexible and can be extended.
- Show your child that you trust the staff by talking to them about your child.
- When you leave your child for the first with us please make sure that the staff are aware of any issues or medical concerns so we can monitor the child while you are not there.
- Always say goodbye and tell your child you are leaving and that you will come back at a specified time.
- Orientation Evaluation forms are provided to you for your comment and suggestion for further improvement of our processes.

WHAT TO BRING WITH YOUR CHILD.

This really depends your child and what you are currently providing for them to take to School each day. However, it is best that anything that they do bring with them is clearly **labelled** this includes clothes, drink bottles, hats of all sorts and anything else that they child may have in their bag.

- During the summer months the Service provides sunscreen please provide a suitable sunhat for your child
- The Service does not take responsibility for any Ipads, computers, toys, jewellery etc., that are brought to the Service .

TOILETS

Due to the numbers of children attending our care we have implemented a monitoring program for children when they need to use the toilets.

We have Alphabet Cards for both boys and girls. Each child takes the letter which corresponds with the first letter of their first name and places this on the door leading from the Hall into the toilets.

No child is allowed to be accompanied by another child or staff member into the toilet area.

Should you child need assistance using the facilities please provide our staff with written consent to enable us to enter the toilets with child.

TOYS FROM HOME

Please also note that Kilmore Out of School Hours Care is a **“War Toy Free Zone”**, no toys that encourage violent play are permitted. If children wish to bring personal lap tops or Ipads into the service them these items need to be clearly labelled. These items will remain in the child’s bag until a time can be allocated where the child is supervised whilst using their electronic equipment. Use of electronic equipment is limited to 15 minutes at the end of the day.

We recommend that all other toys stay at home.

SETTLING IN TO THE GROUP

To assist children who attend Kilmore Out of School Hours Care staff pay particular attention to the new child and make both parents and child confident that they understand the routines for picking up and dropping off. We endeavour to have the same Educators on roster so that the children and families feel confident that the child is being left in a safe and caring environment.

All staff and **PARTICULARLY** qualified staff are required to maintain close ties with all new parents.

MEDICATION AND ILLNESSPOLICY

Background – Medication

Should a child require medicating during the time that they are at the Service then the following procedures must be followed

The Staff on duty must ensure that the following details are recorded in the Medication Authorisation Form.

- the name of the child;
- the request or permission to administer medication;
- the name of the medication;
- the time and date the medication was last administered;

- the time and date, or the circumstances under which, the medication should be next administered;
- the dosage of the medication to be administered;
- the dosage that was administered to the child;
- the time and date when the medication was administered;
- the name and signature of the person who administered the medication;
- the name and signature of the person who checked the dosage.

Parent Action: When completing the Medication Forms at the Service please make sure that the information provided to staff is accurate. Copies of these forms are also available on our internal Childcarers computer system which all families have access to.

ILLNESS

If a child becomes unwell whilst at the Service then the following procedures will be followed

- The 1st Contact as shown on the Enrolment Form will be notified as soon as possible after the issue is identified.
- If this person is un-contactable staff will check on the Enrolment Form for the next person to be called in order of priority of the form. Staff will continue to contact parents in priority order.
- Staff will implement the child's Medical Management Plan (if applicable)
- They will complete an Accident/Illness Record of the accident, injury or illness.
- Notices on the door of the service will inform parents of any occurrence of infectious diseases which children may have, once we are made aware of the incident.
- Depending on the type of infectious disease and the numbers of children affected – reporting to D.E.T. and the local Council is also required as an additional precaution.
- Staff who have an ill child in their area – are to advise the Coordinator as a matter of priority – a decision will be made on the course of action required, and what additional action may be required until the parents are able to collect the unwell child.
- If an Ambulance has to be called, staff will keep the ill child as calm as possible whilst monitoring vital signs until the Ambulance arrives.
- If an Ambulance is called- one staff member will ensure that the front doors are open and accessible and one will attend the front of the building in a fluoro safety vest to ensure that the Ambulance can see where to come.
- Detailed information relating to each child's medical history, Asthmalans and other medical related issues are collected at the time of enrolment and are further reviewed as the need arises or at least one a year. Families are required to ensure that all current medical information is provided to the service staff. Families are required to ensure that all current medical information is provided to the service staff.

PREVENTION OF ILLNESS

- We focus is on all hygiene practices within the Service , including Toileting, hand washing, food safety, toys, clothing.
- Preventing the spread of infection – by regular disinfecting, sanitising and cleaning of surfaces within the service.
- The exclusion of ill children and staff with infectious diseases until cleared by their G.P.
- Monitoring and supervision.
- Understanding the Immunisation status of all children and staff within the Service
- If in doubt, Staff are referred to “Staying Healthy in Early Childhood Education and Care” which is available for review online.. This publication outlines methods for effectively minimising the spread of infections for many common childhood diseases which are encountered in children's services.

Information on infectious diseases is available online – “Staying Healthy in Early Childhood Education and Care” is available for parents to reference at any time.

DELIVERY AND COLLECTION OF CHILDREN

- The child must be delivered and collected by a responsible adult (over 16years) who is known to the child.
- Only persons listed on the child's Enrolment Form and on Qikkids will be allowed to collect the child from the Service.
- The staff require verbal or written notice if parents make arrangements which differ from the normal routine. Photographic identification will be required on arrival of a person not known to staff to verify who they are before any child can be taken. Parents may also be contacted before release of the child will occur.
- No child will be released to any unauthorized person.
- The electronic sign in on Qikkids Kiosk is a legal document. Electronic signatures are deemed to be the combination of a unique mobile phone number and a 4 digit code. These combinations of phone number and 4 digit code are unique to each person who is listed to collect the child.
- Parents must ensure that the correct details are given each time a child is signed into the Service . Parents must ensure that they electronically sign the children in upon arrival and time (Before School) and sign them out on departure.(After School). Our staff sign children out when they walk them to their rooms at the beginning of the day and sign them in when the child arrives at our service after school.
- In the situation where a child has not been collected when the Service closes at 6:30pm and there has been no contact from the parents/ guardian, the staff shall begin a procedure to ensure that the child can be collected from the Service by a familiar person.
- Firstly every effort will be made to contact the parent or the person expected to collect the child. If that person cannot be contacted, and more than 15 minutes have passed, the staff will then contact the adults on the enrolment so that parents know where their child can be collected from. so that parents know where their child can be collected from. so that parents know where their child can be collected from.
- Please Note: If neither parents nor emergency contacts can be located to collect the child, the child will remain at the Service with two adults until either the Police or Protective Services are contacted to collect the child.

PENALTIES FOR LATE COLLECTION OF CHILDREN

Please contact the Service early if there is any reason you are running late (ie after 6.30pm).

The Service may instigate a Late Collection fee as follows:

- \$1.00 per minute for the first 15 minutes = \$15.00
- \$2.00 per minute for the second 15 minutes= \$30.00
- \$3.00 per minute for the third 15 minutes = \$45.00
- \$4.00 per minute for the fourth 15 minutes = \$60.00
- Should the Police or community services need to be called then an additional penalty will apply.

CUSTODY AND ACCESS

A Parent/Guardian experiencing problems associated with custody and access should discuss this with the Coordinator or Leader in charge.

A copy of any current Custody Order is required for our file and we will do our utmost to abide by this.

If there is any likelihood of problems associated with the collection of a child, or any changes to Court Orders, the Parent/ Guardian should immediately notify the Coordinator as the safety of our staff and children is paramount.

THE CHILDREN

BIRTHDAYS.

It is up to each family to decide what festivities will take place. Due to Food Safety Legislation if you require your child to have a cake please ensure that it is commercially prepared with all appropriate labelling in place, and that it does not contain nuts. A detailed list of all ingredients included is required before we are able to serve it to the children.

Staff cannot be responsible in handing out invitations or receiving RSVP's to a child's party. If you choose to have a celebration at the Service, please consider coming along to assist the staff.

CELEBRATIONS

There are a large number of people from various multicultural. Therefore we like to celebrate many different cultural events. For example: - Chinese New Year, St. Patricks Day and many more. When your culture celebrates a special event please share it with all of us at the Service.

Please also see our Calendar of Events for other events that the Service celebrates. We understand that all families wish to exercise their own rights and beliefs. Staff expose children to various cultures in our society. Please note if you have a preference we will respect this.

MULTICULTURALISM

The staff at Kilmore Out of School Hours Care recognise that Australia is a multicultural community, activities in our program will enable children to understand and respect diversity in the community they live in.

SPECIAL AND ADDITIONAL NEEDS

All children are special and have individual needs. Some children have particular needs due to physical, emotional or cognitive delays.

Staff aim to provide an integrated program works closely with the Inclusion Support Agency, in order to gain access to N.D.I.S. funding. This will assist the staff in delivering an overall integrated program especially during School Holiday Programs.

These services work together with staff to provide the individualised program necessary to meet the needs of the whole child. Staff will meet with parents regularly to discuss the development program of the child, which will consist of integrating outside specialists to assist the staff in programming for the needs of the individual child.

FINANCE- FEES POLICY

SCHEDULE OF FEES:

Our Fees are displayed in the Parish Hall near the Parent Sign in computers.

Fee information for all of our services is also available on the Mychild.gov.au website.

Note: Subject to Change 2nd July 2018

Childcare Subsidy is available from the Federal Government, depending on your family's gross yearly income, hours of work study or volunteering. **Parents are required to either register for Childcare subsidy on the My Gov website or contact the Family Assistance Office on 136150 prior to commencement** before starting with us. before starting with us.

The Service will charge full fees until notification has been received from the Family Assistance Office regarding your percentage of assistance. It is the families' responsibility to update their financial information with the Family Assistance Office.

ACCOUNTS

Invoices. Terms of payment are via direct debit (Ezidebit)

Emergency bookings will be charged at the scheduled rate unless 24 hours notice is given to cancel the booking. Parents are charged for booked times when they coincide with Public Holidays. Currently, statements will be issued to all families on a weekly basis via email only. Statements will show retrospective fees charged for the week just completed but will run in fortnightly cycles corresponding with the Centrelink fortnight.

LATE PAYMENT OF ACCOUNTS.

It is important that parents pay their fees, in a timely manner. If fees are not paid within a reasonable time, the following steps will be taken.

If the Service determines that the same families continue to have outstanding fees, management reserves the right to withdraw that child's position.

Any fees that are still outstanding either whilst the child is in care or after the child has left the Service will be recovered by a debt recovery agency.

A family with an outstanding debt will not be able to place another child on the Service 's waiting list.

If any parent is having difficulty with the payment of fees- please discuss this with the Coordinator at your earliest convenience.

ABSENCES

It is extremely important that we are advised if your child is booked in with us and not attending school for any reason. This can be done using our My FamilyLounge App or by calling Sutherland Street Childcare and Kindergarten on 03 5781 1300 between the hours of 6:30am and 6:30pm. Or as a last resort calling the service mobile 0499 830 110.

If we are expecting a child to be collected from St Pats and they are not at the collection point then the staff have to undertake a search procedure which then holds up all of the other children in our care.

It is the parent's responsibility to notify the Service of any absence by **9am daily**.

The reason for the absence must be indicated for example sick, holiday, rostered day off, exclusion non-immunised child or occasional absence.

Full fees will still be charged if your child is absent from the Service for any reason.

A Medical Certificate is required if your child is absent from the Service for more than 5 consecutive days.

Childcare Subsidy

Each child receives a new set of 42 absence days at the beginning of the financial year..

If the family exceeds 42 days absences, full fee will be charged for everyday absent thereafter.

All new families who have had their child in another Service will have any absent days already taken, transferred to our system by Centrelink.

The following are not counted as part of your child's 42 CCS absences.

- Illness (with a medical certificate)
- Rostered days off
- Rotating shift work
- Temporary closure of a school or pupil-free days
- Public holidays
- Periods of local emergency
- Shared care arrangements due to a court order, consent order or parenting order
- Attendance at preschool.

OUR STAFF

The standard of any organisation is largely defined by the quality and commitment of its staff. Kilmore Out of School Hours Care staff are not only important because they carry out a range of tasks that enable the Service to function, but they are also important as individuals who have the responsibility of caring and educating children while they are with us; this makes them very special indeed. They are expected to nurture the minds and bodies of the young, to provide an atmosphere of care and enquiry, attentiveness and security in which those children can thrive.

Since setting up the business of operating Early Childhood Education and Care services in Kilmore in 2007 we have made a conscious policy of employing more qualified mature staff. We have also encouraged existing staff to further their qualifications with staff across the business currently undertaking study ranging from Certificate III to Bachelor Degrees and Advanced Diploma studies.

COORDINATOR – KILMORE OUT OF SCHOOL HOURS CARE.

The Service is managed on a day to day basis by our Coordinator, Christine has a Diploma of Early Childhood Studies Christine has over 20 years in Early Childhood Education and Care.

TEAM MEMBERS

All of the staff who have moved to Kilmore Out of School Hours Care have worked with us for at least 15months Some of these team members are all currently undertaking or have completed formal training to become qualified Early Childhood Education and Care workers at various levels.

At Kilmore Out of School Hours Care our staffing structure complies with the Education and Care Services National Regulations 2011. However in certain circumstances which can be varied, families may find a larger number of staff working than would normally be the case.

The Child/staff ratio is maintained at a minimum of 1 Qualified staff member to 15 School age children then an Early Childhood Educator for the next 15 children and another Qualified staff member for the next 15 children.

STAFF DEVELOPMENT

Management recognises the importance of ongoing staff development, training and support and encourage staff participation in the following areas:-

- In-service activities.
- Staff Meetings.
- Activities that are organised by the Educational Leader throughout the year...
- The upgrading of current qualifications or the gaining of primary qualifications.
- Staff AppraisalstheCoordinator and Educational Leader who supports staff in developing a team approach in its pursuit of fulfilling the Goals, Aims and Philosophy objectives of the Service .
- Access to a range of support staff programs from various professional backgrounds to assist staff in their programming for children.

RECRUITMENT AND STAFF SELECTION PROCEDURE

The Coordinator and Approved Provider review the staffing needs of the Service from time to time. Recruitment may be from previous applications already held at the Service or from the response to advertisements in the media.

All replies are reviewed against the Position Description and a list of possible interviewees is completed. There is a set interview format conducted by the Coordinator and one other person. After interviews have been completed- all references will be verbally checked with the person who has provided a reference for the candidate. The successful applicant will be advised by phone and also in writing. All unsuccessful candidates will receive written notification that they have been unsuccessful at this time. If no satisfactory person is found with the first round of interviews, further advertisements or searches will be made. All new employees will undertake a one week orientation in the Service before commencing in their role.

STAFF APPOINTMENT

All positions are initially offered on a 3 month probation basis. If at the end of this term, either party indicates that a further probationary period is necessary, then the probation period may be extended by mutual agreement for a further 3 months term.

At the end of this probation period - the position is reviewed and permanency may be offered. Probationary periods are not extended beyond 6months. Only probationary staff who successfully complete the probation period will be considered for a position.

Staff at Kilmore Out of School Hours Care are employed under the terms of the Children's Services Award 2010 (MA0000120).

Copies of this Award are available for review at anytime and are also available.

STAFF APPRAISALS.

All staff members undergo a formal appraisal of their performance after three months probation and again at the end of six months at the Service . The appraisals address the criteria in the position descriptions as well as accreditation principles. The appraisal will be self- assessment followed by an evaluation and discussions with the Coordinator .

PROFESSIONAL DEVELOPMENT.

All staff have access to and are encouraged to undertake further training and development either separately or as part of the Service in house training. Training needs are identified by our Education Leader and staff are offered the opportunity to undertake external training as needed.

EQUAL OPPORTUNITY.

Kilmore Out of School Hours Care is an Equal Opportunity Employer.

SERVICE POLICIES

A full set of policies is available on our website www.kilmoreoshc.com.au however, the following pages provide some details from each of these policies.

CHILD PROTECTION

Children are protected in various ways:

1. Refer to Policy on Release of Children and Duty of Care.
2. Prior to employment , Working with Children checks are sighted and copies kept on staff files.
3. Applicants who have any convictions in reference to child related abuse are not considered for employment.
4. Applicant referees are thoroughly checked with regard to working with children.
5. Strict supervision provides additional child protection. provides additional child protection.
6. No child is to be left unsupervised at any time.
7. All outside visitors are expected to report to the Coordinator provide Identification and to sign in on the Visitors Book.
8. No outside visitor is allowed to wander around the Service unsupervised.
9. Staff need to be aware of expectations of appropriate forms of interaction with children.
- 10.Touching a child maybe required to comfort a distressed child, though staff need to be aware of cultural influences and parents views
- 11.Kissing a child is not considered appropriate especially on the lips.
- 12.Staff must adhere to the Education and Care Services National Regulations .Therefore no staff member is to act on any form of corporal punishment or any discipline which imposes a threat to the child or harmful physical contact- should a staff member be found to breach this requirement their employment will be terminated without warning.
- 13.All staff have a duty of care to the children; therefore staff members who witness unacceptable behaviour, either by another child or by an educator, are required immediately report it to the Coordinator .
- 14.The Coordinator must then inform the Approved Provider. If a staff member is not content with the outcome of the reporting process, then they must immediately report it to the relevant authority.
- 15.Failure to comply with this Policy will be deemed to be a practical failure to meet the Duty of Care. Any staff found to have breached this Policy will be terminated without warning.terminated without warning.terminated without warning.
- 16.All staff have First Aid...
- 17.There is always a First Aid...
- 18.All staff need to be aware of the practical procedures for the removal of dangerous products within their immediate environment.
- 19.Safety checks are conducted each time children attend outdoors.
- 20.Failure to do so is deemed to be a failure of "duty of care"

DUTY OF CARE

Duty of care is a legal aspect of Early Childhood Education and Care. Duty of care is a duty to take reasonable care of a person or child. All staff at Kilmore Out of School Hours Care understand that they have a duty of care to the children in the Service at all times. This obliges the staff, to protect the children from harm at all times. Child protection laws in Victoria require mandatory reporting of suspicious injuries or incidents. Staff undergo Mandatory Reporting training at least twice a year.

At all times whilst staff are in the Service they are responsible for assessing unsafe situations whether it be releasing a child to an unsafe person, or failing to report broken equipment in their room, or failing to keep the premises in which they work in a clean and hygienic manner.

EXAMPLES OF UNSAFE/DANGEROUS SITUATIONS

- Releasing a child to a person who is under the influence of alcohol or drugs
- Releasing a child to a person under 16 years of age
- Releasing a child to a person who is not authorised to collect the child.

If a staff member feels or sees concerning signs on the child e.g. bruises, foreign marks, or signs of inappropriate behaviour, staff members **must** report this to their Coordinator immediately.

If a staff member ever feels that their safety or others at the Service is being threatened then they have been advised to contact the Police immediately.

If a staff member feels that a child is at risk within their home environment, then the staff member is obliged to contact the Coordinator, who will take the appropriate action.

MANDATORY REPORTING

It is the Coordinator's responsibility to respect and support the families that utilise the Service. This particularly applies when families are experiencing difficulties in their role as parents. The following procedures are set in place to ensure that:

1. Parents are informed of any concerns staff have about the welfare of the child prior to a report being made,
2. The rights of the child are upheld.
3. The rights of the parents are upheld.
4. Staff concerns are addressed in a planned and objective manner
5. The Law is adhered to.

All staff at Kekeco Childcare undertake Mandatory Reporting training on a 6 monthly cycle.

PROCEDURES

Any instance of suspected abuse is to be recorded confidentially and reported to the Coordinator by the staff. The Coordinator will notify the Approved Provider.

- The Coordinator shall consult with the family concerned and other authorities with the aid of another senior staff member or Approved Provider.
- In conjunction with the family, the Coordinator will help to arrange appropriate family support.
- The Coordinator will clearly outline to the family, the course of action, if any, that she is going to take.
- The Coordinator and or Approved Provider may take action prior to consulting parents, only if it is believed the child is at risk and in need of urgent protection.

LEGISLATION

Principal Acts:

- Education and Care Services National Regulations 2011
- Children, Youth and Families Act 2005 (as amended 2014)

Other relevant Acts:

- Failure to Disclose 2014
- The Charter of Human Rights and Responsibilities Act 2006
- Working with Children Act 2005
- Child Wellbeing and Safety Act 2005
- Family Law Act 1975

INCLUSION, DIVERSITY AND ANTI BIAS POLICY

We are committed to ensuring that our programs are inclusive to meet the needs of all children at the service, regardless of their cultural background, gender, age, religion and beliefs. In order to maintain an inclusive and balanced program, staff will work on the following strategies.

1. Encourage children to treat both sexes with equal mutual respect.
2. Staff to interact with both sexes in the same style.
3. Staff to encourage friendships between children of opposite sex.
4. Staff to assist children in joining in activities dominated by one sex.
5. For staff to assist children in developing a sense of belonging.
6. For staff to role model to children the acceptance and appreciation of diversity and respect for all people as individuals, environment and experiences.
7. For staff to develop a culturally aware environment for the children.
8. To enable all children in the community a right to access the Child Care Service .
9. To develop positive acceptance and respect of culture.
10. Opportunities for all children to communicate.
11. To provide positive interactions.
12. To ensure that all families are accepted welcomed and respected.
13. To ensure that all families and community users have access to policy development.
14. To ensure that all families are able to participate in information sharing, via taking into consideration the varied forms of communicating and ensuring that individual needs are met.
15. Ensuring that the environment accommodates physically for all needs.
16. Ensuring that children are not singled out and all children are included into the program.
17. Maintaining a free and stimulating, safe non-threatening, non-judgmental environment for all children, throughout daily interactions and the environment.
18. Understanding that Inclusion is a process not a product.
19. The staff will support all children's efforts, through displaying their acceptance via intercom/positive feedback and verbal and non-verbal cues.

MANAGEMENT AND PARENT PARTNERSHIPS

We believe in forming and developing parent partnerships

We acknowledge the different expertise and skills parents and professional bring to the care and the education of young children. The community is welcome and staff invite others to share in the program. We strive in ensuring that parents are aware of their child's achievements and efforts whilst in our care.

ASTHMA

SCOPE:

THIS POLICY APPLIES TO CHILDREN ENROLLED AT KILMORE OUT OF SCHOOL HOURS CARE, THEIR FAMILIES/GUARDIANS, AND MANAGEMENT AND STAFF.

BACKGROUND

Asthma is a chronic health condition affecting 1 in 4 children. It is the most common cause of school absenteeism and is the major cause of childhood admissions to hospital. While an average of 4 people die in Victoria each week from asthma, many of these deaths are deemed preventable. Community education and correct management will assist in minimising the impact of asthma. Asthma is a chronic health condition affecting 1 in 4 children. It is the most common cause of school absenteeism and is the major cause of childhood admissions to

hospital. While an average of 4 people die in Victoria each week from asthma, many of these deaths are deemed preventable. Community education and correct management will assist in minimising the impact of asthma.

PURPOSE.

The purpose of this policy is:

For all children enrolled at Sutherland Street Out of School Hours Care who have asthma to receive appropriate attention as required.

To respond to the needs of children who have not been diagnosed with asthma and who have an attack whilst at the Service .

PROCEDURES

As soon as possible after joining Kilmore Out of School Hours Care organise Emergency Asthma Management training for staff who have not already done this course.

Where appropriate organise Asthma in Service training.

Encourage open communication between families and staff regarding the status and impact of the child's asthma.

Ask all families as part of the enrolment procedure, prior to the child's attendance at the Service , whether the child has been diagnosed with asthma and document this information on the child's enrolment records.

Ask families to have their doctor complete an Asthma enrolment and review this at least annually. A list of children in the service with asthma is placed in an appropriate place within the Kitchen area. Appropriate place within the Kitchen area.

Provide a safe and secure store for medications which have the child's name clearly marked on them.

STAFF

Whilst most staff within the Service have undertaken training in Asthma this Asthma Policy does not ask staff to diagnose what is causing the difficulty. It simply asks that they treat the symptoms with appropriate first aid procedures. It simply asks that they treat the symptoms with appropriate first aid procedures.

Regularly maintain any asthma component of the First Aid kit to ensure all medications are current and any asthma equipment is clean and ready to use.

- Identify and where possible, minimise asthma triggers.
- Administer all regular prescribed asthma medication in accordance with the Medication Forms.
- Discuss with the families the requirements of each child in accordance with the Medication Forms and what is needed for their child.

It is generally accepted that children under the age of 6 do not have the skills and ability to recognise and manage their own asthma effectively. With this in mind, the management recognises the need to educate the staff and community about asthma and to promote responsible asthma management strategies.

PARENTS

Need to inform staff on Enrolment or on initial diagnosis that their child has a history of Asthma and the child needs to have a current Asthma Action Plan as well as a Asthma Management Plan any medication with them at all times they attend our service.

PROVIDE AN ACCURATE ASTHMA PLAN.

Communicate relevant information to staff and any concerns- eg if the child has had asthma symptoms during the night etc.

Consult with staff in relation to the health and safety of their child and the supervised management of the child's asthma.

The parent of an asthmatic child is to clearly demonstrate (write down) to two staff members who are generally responsible for the child, the correct procedure for the administration of asthma medication. In addition to this the parent is to sign a Medication Permission Form as with other medications.

Any changes to the standard procedures are to be advised to the staff members by the parent under the treating doctor's directions. A letter stating procedures is to be presented at enrolment

ASTHMA MANAGEMENT

which is to list the procedure if the child has attack whilst at the Service . This should take into account factors such as parents travelling time from the Service , location of the child's physician, the severity of the child's condition and the symptoms the child may show leading up to an attack. Alternatively, a letter from the child's physician stating the emergency procedure may be provided instead. Alternatively, a letter from the child's physician stating the emergency procedure may be provided instead.

Recording of an asthma attack should occur as per the Injury, Incident Trauma, Illness Form and any medications administered are recorded as per the Medication Form.

Notify staff in writing of any changes to the information that has been entered at the time of enrolment or diagnosis.

ASTHMA AWARENESS

Staff should be aware of children with asthma in their care and have knowledge of the symptoms, triggers and treatment procedures for each child. Parents are asked to ensure that all staff caring for their child are aware of any asthma or allergic reactions.

Children with asthma will be given the same opportunity as other children in care.

Staff should manage their own asthma effectively.

FIRST OR UNKNOWN ATTACK (PROVIDED TO STAFF FOR THEIR INFORMATION)

If a child suddenly develops or complains of difficulty in breathing and/or has an incessant cough or wheeze, appropriate care must be given immediately WHETHER OR NOT the child is known to have asthma.

- Sit the child down and remain calm to reassure them.
- Without delay shake a blue reliever puffer (inhaler) and give 4 separate puffs through a spacer. Use one puff at a time and ask the child to take 4 breathes from the spacer after each puff.
- Wait 4 minutes. If there is no improvement repeat step 3.
- If still no improvement after a further 4 minutes- call an ambulance immediately (Dial 000) and state clearly that the child is "having an asthma attack."
- Continuously repeat steps 3 and 4 whilst waiting for the ambulance.
- In an emergency the blue reliever puffer can be accessed from the First Aid Kit if the caregiver has a BAN or borrowed from another child. It if the caregiver has a BAN or borrowed from another child.
- This treatment could be life saving for a child whose asthma has not been previously recognised and it will not be harmful if the collapse was not due to asthma. Reliever puffers are extremely safe, even if the child does not have asthma.

RESOURCES

- The Asthma Victoria on (03) 9326 7088 or 1800 645 130. Victoria on (03) 9326 7088 or 1800 645 130.
- Kilmore Out of School Hours Care Privacy Policy
- Kilmore Out of School Hours Care Illness and Injury Policy.
- Kilmore Out of School Hours Care Enrolment Procedures.

FOOD AND NUTRITION

Meals and snacks are served on a regular basis; however individual needs of children are accommodated.

Our menus are updated regularly to accommodate seasonal changes and fresh produce availability. Our menu is planned to reflect the likes and dislikes of children, parents menu suggestions and the cultural diversity

Dietary requirements for children are adhered to.

A Seasonal menu is displayed on the wall near the Kitchen in the Service as well as on our website.

Food will be served and presented to children in a relaxed atmosphere.

The Service aims to meet the nutritional needs of children and to promote healthy eating habits by providing quality, health-building foodstuffs and fluids. The emphasis shall be placed on fresh and natural food that is high in fibre and low in fats and added sugar.

A variety of white meat, red meat, fish, vegetables, and cereal and fruit dishes will be provided. Food will be prepared by methods that preserve natural vitamins and minerals and reduce fats. The Service will respect and support any special dietary requirements of individual children.

Staff and parents are to consult with each other regarding individual children's nutritional needs. Food provided shall reflect the cultural diversity Parents will be actively encouraged to resource the Service with recipes and information. with recipes and information.

If a child has a known food allergy an Allergy Action Plan must be completed and a meeting with the Coordinator will be required to discuss the Plan. This form is provided at enrolment and can be amended if necessary at any time.

Parents are encouraged to advise staff if there are any changes to their child's food preferences, cultural requirements and any other issues related to food.

SUN PROTECTION POLICY

(Anti Cancer Council -Sun Smart)

RATIONALE

Too much exposure to ultraviolet (UV) radiation from the sun causes sunburn, skin damage and increases the risk of skin cancer. Sun exposure in the first 15 years of life contributes significantly to the lifetime risk of skin cancer. Australia has the highest rate of skin cancer in the world.

This policy is followed whenever UV Index levels reach 3 and above. In Victoria, average UV Index levels are 3 and above from the beginning of September until the end of April.

AIM

Kilmore Out of School Hours Care Sun Smart policy has been developed to ensure that all children and staff are protected from damaging levels of ultraviolet (UV) radiation from the sun.

OUR SUN PROTECTION STRATEGIES

All children and staff use a combination of sun protection measures whenever UV index levels reach 3 and above. Particular during School Holiday Care when particular care is taken between 10 am and 2pm (11 am and 3 pm daylight saving time) when UV levels reach their peak.

SHADE

The management will make sure there is a sufficient shelter and trees providing shade in the Service grounds.

The availability of shade is considered when planning excursions and outdoor activities.

Children are encouraged to use available areas of shade when outside. Children who do not have appropriate hats or outdoor clothing are asked to play in the shade or indoors.

CLOTHING

When outside, children are required to wear loose fitting clothing that cover as much skin as possible. Tops with elbow length sleeves, and if possible, collars and knee length or longer style shorts and skirts are best.

(Please note: Singlet tops do not offer enough protection and are therefore not recommended.)

HATS

Children are also required to wear hats that protect their face, neck and ears, i.e. legionnaire, broad-brimmed or bucket hats.

(Please note: Baseball caps do not offer enough protection and are therefore not recommended.)

SUNGLASSES *SUGGESTED*

Children and staff are encouraged to wear close fitting, wraparound sunglasses that meet the Australian Standard 1067 (Sunglasses: Category 2, 3 or 4) and cover as much of the eye area as possible.

SUNSCREEN

SPF 50+, broad spectrum, water resistant sunscreen⁽⁶⁰⁾ is applied at least 20 minutes before going outdoors and reapplied every two hours. It is not used to extend time outside.

ROLE MODELLING

Staff act as role models by:

1. wearing sun protective hats and clothing, and sunglasses when outside
2. applying SPF 30+ broad spectrum, water resistant sunscreen
3. seeking shade whenever possible
4. sharing information about sun protection

The children learn about skin and ways to protect their skin from the sun.

The sun protection policy is reinforced through staff and children's activities, and Service / pre-school displays.

Staff and families are provided with information on sun protection through family newsletters, noticeboards and meetings.

When enrolling their child, families are:

- Informed of the Service **Sun Protection policy**
- Asked to provide a suitable labelled hat for their child
- Asked to provide SPF 30+, broad spectrum, water resistant sunscreen for their child
- Required to give permission for staff to apply sunscreen to their child
- Encouraged to practice Sun SmartService.

REVIEW

Management and staff monitor and review the effectiveness of the sun protection policy every year and revise the policy when required.

DELIVERY AND COLLECTION OF CHILDREN

- The Child must be delivered and collected by a responsible adult. (over 16 years of age) who is known to the child.
- Only persons designated on the Daily Attendance Book will be allowed to collect the child without prior notice.
- Only persons listed on the child's Enrolment Form Service . .
- The staff require verbal or written notice if parents make arrangements which differ from the normal routine.
- On arrival, photo identification will be required of a person not known to staff, to verify who they are before the child can be taken from the Service .
- No child will be released to any unauthorised person.
- No child will be released to any person under the age of 16 years with written consent of the custodial parent.
- Qikkids Kiosk electronic sign in is deemed to be a legal document. Parents must ensure that the correct details are given each time a child is signed into the Service .
- Parents must ensure that they time and sign the children in, upon arrival and time and sign them out, on departure.
- In a situation where a child has not been collected when the Service closes at 6:30pm and there has been no contact from parent/s nor guardian the staff shall begin the following procedure, to ensure that the child can be collected from the Service by a familiar person:
 1. Firstly every effort will be made to contact the parent or parents or the person expected to collect the child.
 2. If that person cannot be contacted and more than 15 minutes have passed.
 3. The staff will then contact the other adults listed on the Enrolment Form and ask them to collect the child.
 4. In this situation a note will be left on the door of the Service so that parents know where their child can be collected.

Please note: If neither parents nor emergency contacts cannot be located to collect the child, the child will remain at the Service with two adults until either the Police or Protective Services are contacted to collect the child.

CUSTODY AND ACCESS.

A Parent/Guardian experiencing problems associated with custody and access should discuss this with the Supervisor. A copy of any current Custody Orders is required for our file; we will do our utmost to abide by this Order. If there is any likelihood of problems associated with the collection of a child or any changes to Court Orders, the parent/guardian should **immediately notify** the Supervisor of the Service.

RELEASE OF CHILDREN

There are legal requirements on all staff regarding the release of children. Children **MUST ONLY** be released to custodial parents or authorised persons- usually listed on the Enrolment Form and contained in the Contacts section of Qikkids. If a situation arises where neither the custodial parent or other Authorised person are available to collect the child - staff are obliged not to release the child without consultation with the Coordinator and the Approved Provider . If in any doubt the staff member **MUST** seek the advice of the Person in day to day charge If the person who has come to collect the child is unknown to staff then proof of identity is required and verbal confirmation from one of the authorised persons is also required before releasing the child into the care of the "unknown" person.

acyPolicy

We respect our client's privacy.

To fulfil statutory obligations necessary to operate the service and to provide the highest standards of service Kilmore Out of School Hours Care are required to collect personal information about the children and parents/guardians using our service before and during the course of their child/children's enrolment in our service.

This information is collected directly from parents/guardians through enrolment forms and via Service link.

Information we collect is to satisfy the Service's legal obligations under the Education and Care National Regulations 2011 and the Education and Care Services National Law Act 2010.

Privacy of personal information is important to us and we conduct our business with respect and integrity.

What information do we collect, why and how it is used?

Basic details are usually from parents such as their names, address, phone contacts but it is also necessary for staff to collect details regarding children's name, date of birth, medical details, health, routines, likes and dislikes which make up a personal profile/child's background.

In addition we are required to hold information regarding a child's Child Care Benefit (CCB) entitlements.

All this information is vital in assisting us to provide the best possible individual care for the child and for processing payments.

Some of the information we collect is to satisfy the services legal obligations under the relevant Early Childhood Education and Care legislation. Naturally, much of this information is of personal nature and some of it might be regarded as "sensitive" and not the sort of information that should unnecessarily be disclosed to others.

FIRE DRILLS AND EVACUATIONS

The children are exposed to various practice events where they are required to evacuate the building because of a series of different hazards. These may include Intruder event, Internal Fire event, Bush Fire, Motor Vehicle incident, missing child event. These practice events are undertaken regularly and staff and children are asked to assess the outcomes for quality improvement.

PROGRAM PLANNING POLICY

Children will learn by using their senses, exploring concepts, taking on roles testing theories, creating, discovering, classifying, organising assimilating and putting their thoughts in order. Parents are encouraged to ask staff about the programs or their child's development as necessary. We welcome any comments or suggestions that you have about the program, at any time of the year. Your comments can also be made in the Parent Communication Book within the room. With the Program you will see a balance of play experiences provided-active/ quiet, indoor/ outdoor, structured/unstructured, messy, group/ individual. The program includes language and literature, music and movement, art, dramatic and imaginative play science and mathematics, sensory and tactile opportunities.

HOW IS THE PROGRAM PLANNED?

The children are observed on a 4-6 weekly basis, during this time staff plan objectives for the child and set out goals and experiences that relate to the strengths, weaknesses, interest and needs. All this can be found in the child's developmental profile. They also incorporate ideas for routines such as Lunch; sleep time etc. to ensure that these times are most positive and rewarding for all children. It is also an important time for staff, children and parents to develop a close relationship. Staff prepare their Program Plan weekly or fortnightly.

EXTENDED PROGRAM

Our emphasis is to ensure that all children have the opportunity to extend their learning and life experiences. We practice this by inviting a variety of entertainment to attend our Service . i.e. Mobile Animal Farm, Puppet Productions, Music and Reptiles etc. The extended program allows children to explore their interests using different avenues. Please note: All children attending the Service on the day of an inclusion, will be charged an additional fee to cover the cost of the entertainment.

EXCURSIONS TO AND FROM SCHOOLS.

St. Patricks Primary School children are escorted to school each morning from Kilmore Primary School by qualified staff.

Children are collected each afternoon and escorted back to our Service at St. Patricks Parish Hall.

Children from St. Patricks Primary School must have a Current Authority to Transport Form completed before we are able to collect or deliver the child.

Outside visits to Local parks as well as to the Zoo, Aquarium during Vacation Care as appropriate to the program and the age of the children. No child will be removed from the service without a formal written Authority to Transport the child which outlines the purpose of the excursion, staffing levels and other details covered under the Education and Care Services National Regulations 2011.

Parents are notified by Holiday Brochures and Permission Forms are despatched if an excursion arises.

BEHAVIOUR MANAGEMENT POLICY

Legislation :

Education and Care Services National Regulations 2011

Education and Care Services National Law Act 2010

BACKGROUND

“The proprietor must ensure that no child is subjected to any form of corporal punishment, immobilization or any other humiliating or frightening technique.”

Discipline provided will be respectful and in no way degrade, endanger, exploit or harm the child psychologically or physically.

The goal of using guidance techniques in early childhood programs is to help children develop safe and appropriate ways of interacting with others and with the environment.

One of the goals of discipline is to help children develop tools to solve problems. Discipline is the external tool to help children develop internal control.

Young children learn by experimenting, testing limits and experiencing the consequences of their behaviour. In the process of setting and enforcing limits, staff assist the children in developing self-control and respect for the rights and property of others. Children need to learn the rules of getting along in a group, and adults need to balance the need for individual rights and self-expression with the needs of the group. Rules and limits in child care are likely to differ from those in a child's home because of the need to protect the rights and safety of other children.

BEHAVIOUR GUIDANCE

Empathy and understanding forms part of our learning curriculum at Kilmore Out of School Hours Care children are educated to understand that we all have varied emotions that form part of our expressions. Where it is felt the procedure will be effective the staff at Kilmore Out of School Hours Care have adopted a buddy system, where depending on the child and their behaviour staff will work as a team in resolving the issue. No staff member at our Service is required to deal with any issue on his or her own.

At Kilmore Out of School Hours Care we understand that there is not just one way to deal with the children's behaviour. We understand that each behaviour that a child expresses is sending us a message. Therefore our staff are adequately trained in identifying these needs and assessing and implementing effective strategies for all children to feel a sense of security.

Our staff are trained to help your child by word and example, to realize that the following actions are not acceptable behaviours:

- Hitting or harming other children or adults.
- Teasing or name-calling.
- Snatching a toy from someone else.
- Children are not expected to immediately understand the rules; rather they
- are reminded and redirected.

Guidance and Discipline Techniques Used:

- Setting clear and enforceable limits
- Modelling acceptable behaviour.
- Recognising each child's individual needs
- Structuring the environment and schedules to maximise appropriate
- behaviour
- Recognising the children's efforts
- Anticipating and eliminating potential problems
- Redirection and distraction
- Good timing of staff intervention
- Planning the daily schedule in such a manner as to allow the children a
- successful mixture of choice and structure.

Use of natural and logical consequences

Children may be invited to work independently for a short time in order to regain self-control, and in those cases the child has an open invitation from the staff to return to the group when he/she feels ready.

Any separation from the group will always be within sight and hearing of the staff, and the length of time will be related to the child's age and maturity, never to exceed ten minutes.

MANAGING BEHAVIOUR AS A TEAM.

If the staff has concerns about a child's behaviour, parents will be informed through a constructive meeting. Steps will need to take place where parents and staff work together with outside resources to assist with the guidance of the child's behaviour.

If the behaviour is excessive e.g. child continuously biting, scratching, kicking, swearing, endangering themselves and others, the staff will start with the procedure to obtain

COMPLAINT/GRIEVANCE POLICY

FAMILY COMPLAINT RESOLUTION

It is the Leader's responsibility to speak with parents and therefore they should be the person most available to handle complaints in the first instance.

The Coordinator needs to be **notified of ANY complaint** at any time.

All complaints should be documented, on Childcarers with notification being made to the Coordinator and the Approved Provider for response and acted upon and responded to as soon as possible.

Complaints which occur more for a similar problem need to have rectification action taken as a matter of urgency!

Parents who have lodged the complaint in writing, must have a response to their home address in writing not more than 3 working days after the complaint has been lodged.

A Complaints Register will be maintained at the front desk for follow-up.

STAFF COMPLAINTS/GRIEVANCE RESOLUTION

As a small working group it is essential that we eliminate conflict from the workplace. In the first instance, staff should work together to resolve any conflicts that arise. Staff meetings and everyday communication are informal procedures. Staff are encouraged to develop techniques for solving problems by:

- Defining the problem and identifying the cause
- Suggesting actions and solutions
- Considering advantages and disadvantages of the solution
- Deciding on an action to be taken
- Evaluating the result.

If the grievance is not resolved the staff member/s should refer the matter to his or her immediate superior. If the staff member still feels aggrieved then the matter should be discussed with the Coordinator . The complainant t will need to identify the area of grievance and be prepared to discuss all actions taken so far to resolve the issue. Further efforts to resolve the grievance will be set out in the Award.

Staff are encouraged to discuss areas of concern with the Coordinator then if escalation needs to be implemented- with the Approved Provider .

STAFF DISCIPLINARY PROCEDURES

An interview with all parties to the grievance and the Coordinator will discuss and issues and concerns and document these. These will be forwarded to the Approved Provider . The employee/s is informed that the discussion will be a counselling session before a warning is issued. The first warning will be a verbal warning and will be noted on the employees file. The Approved Provider will be informed. A Union representative may be present if desired by either party. If the problem continues the employee will be seen again by the management and if no satisfactory resolution can be achieved, then a second and final warning will be entered into the staff members personnel file. If required to do so the Employer will send a copy to the relevant Union. A further breach will result in immediate termination of the staff member.

The following acts are considered to be breaches of the basic operational rules that will lead to dismissal.

- Poor work habits or performance when measured against the Position Description for the role being worked.
- Lateness, absenteeism, irresponsibility e.g. leaving a child unattended on the change table, inability to implement policies e.g. behaviour management techniques etc.
- Unacceptable behaviour, e.g. hitting, swearing, creating disharmony, yelling at a child.

MEDICATION AND ILLNESS POLICY

ACCIDENT AND ILLNESS

In the event of accident or sudden illness, every effort will be made to notify parents. Should urgent medical attention be required, the child will be transported by ambulance to the nearest public hospital. It is therefore imperative that correct emergency numbers are given and updated regularly. Parents must inform the Service Coordinator of any change.

If the accident is minor, the staff will record the accident in the "Accident Book" and inform the parent on collection. Parents are required to sign the Accident book after a staff member has informed you of an accident. Please note that all medical costs are charged to parents

SICK CHILDREN

Children attending the Service are often susceptible to infections due to the close contact with other children. Parents/Guardians should ensure that they make alternative care arrangements if he/she is sick.

The health and safety of all children is of major concern to staff and parents/ guardians. The Service does not have separate facilities for the care of sick children. Staff are unable to provide individual care and comfort for a sick child, due to the staff / child ratio.

A child with a fever of more than 38°C or higher should be kept at home. If the child develops a temperature at the Service you will be contacted and a course of action will be decided upon, but only with your consent.

If the temperature is higher than 38°C the child needs to be picked up as soon as possible.

If your child is sent home due to illness, they will need to remain absent from the program for 24 hours or until a doctor's written clearance is given.

MEDICATION

Occasionally it may be necessary for parents to instruct staff to administer medications to a child while they are attending the Service . On arrival medication **MUST** be handed to a staff member so it can be placed in the appropriate place and the Medication Consent Form **MUST** be completed.

For the safety of all children.

PLEASE NEVER LEAVE MEDICATION IN A CHILD'S BAG

PLEASE NOTE:

Staff are **NOT permitted** to give medication under the following conditions:

- If medicine bottle is as yet **unopened**.
- Medication is not in the original container.
- Past the expiry date.
- Child's name is not clearly written on bottle/label.
- Dosage is not clearly stated on label of prescription medicines or a Doctors letter is not present if label states "As directed"
- Medication form is incomplete i.e. missing Parent signature, dose, time, etc.
- Reason to be given is not complete, e.g. "when required"
- Staff will give dosage as per instruction shown on the Medication bottle.
- Times that medicine should be administered should be clearly noted.

Medication will be administered if symptoms are present but not at discretion of staff. Therefore we require details of symptoms, which may present. E.g. “wheezing and difficult breathing”. Please note that no person other than the children’s parents or custodial parents may give authorization to administer medication. If a friend or relative is bringing your child into our Service , a letter of authorization to administer medication for the day must accompany the child. If your child requires Panadol to be given you must supply your own, the Service only supplies Children's Panadol for emergency situations.

INFECTIOUS DISEASE- KEEPING CHILDREN AT HOME

Parents/Guardians should notify staff immediately if a child or sibling is diagnosed as having an infectious disease. This is particularly important, as there is always the possibility of a staff member or parent /guardian being pregnant.

A medical certificate is required to confirm the child is no longer contagious before returning to the Service. Parents/Guardians will be notified of any case of infectious disease **via a notice on the door of the room where the child has taken ill.**

A child with any of the following conditions should be kept at home for the period prescribed.

INFECTIOUS DISEASES EXCLUSION CHART (SUMMARY)

Disease	Return to Care Condition	Exclusion/Not
Chicken Pox	Until fully recovered or at least 1 week after the eruption first appears	Not excluded
Cold Sores	Child cannot return to the Service until scab is completely dry (not weeping) and then must be covered until scab is healed.	Not excluded.
Conjunctivitis (acute infections)	Until discharge from eye has stopped	Not excluded
Croup	This is a viral infection and children must not attend Day Care while infectious with it	
Diarrhoea, Vomiting & Fever	Child must spend the following day at home if vomiting and/or diarrhoea have occurred overnight. If one of these symptoms occurs at Out of School Hours Care, the parent will be telephoned and expected to collect the child. The child then must stay at home the following day. Please note: that young children at high risk of dehydration and must be monitored carefully. Children may not return until back to normal diet (i.e. cow's milk).	Not excluded.
Diphtheria	Until receipt of Medical Certificate of recovery from infection...	Domiciliary contacts excluded until investigated by the Medical Officer or Health Officer of the Department and

		shown to be clear of infection
Giardiasis (Diarrhoea)	Until diarrhoea has stopped	Not excluded
Hand, Foot & Mouth Disease	Child cannot return to the Service until all blisters have disappeared.	Not excluded.
Hepatitis A (infectious hepatitis)	Until receipt of a medical certificate of recovery from infection, or until symptoms disappear.	Not excluded
Hepatitis B	Until recovery from acute attack	Not excluded
Hepatitis C	Until recovery from acute attack	Exclusion is not necessary unless the person has secondary infection requiring exclusion in its own right.
H.I.V.	Until recovery from acute attack	Not excluded
Impetigo	Until sores have fully healed. The child may be allowed to return earlier provided that appropriate treatment has begun and that sores on exposed surfaces such as face, scalp, hands or legs are properly covered with moisture-proof dressings.	Not excluded
Leprosy (Hansen Disease)	Until receipt of Medical Certificate of recovery from infection...	Not excluded
Measles	Until at least 5 days from the appearance of rash or until receipt of a medical certificate of recovery from infection.	Non-immunised contacts must be excluded for 13 days from the first appearance of rash in the last occurring case, unless they are immunised within 72 hours of first contact.
Meningococcal Infection	Until receipt of Medical Certificate of recovery from infection...	Domiciliary contacts must be Excluded until they have been receiving appropriate chemotherapy for at least 48 hours
Mumps	Until fully recovered	Not excluded.
Pediculosis (Head Lice)	Until appropriate treatment has begun.	Not excluded
Pertussis (whooping cough)	Until two weeks after the onset of illness and until receipt of Medical Certificate of Recovery.	Domiciliary contacts must be excluded from attending a Children's service for 21 days after the last exposure to infection if they have not had whooping cough or immunisation against whooping cough.
Poliomyelitis	Until at least 14 days after onset of illness and until receipt of a medical	Not excluded.

	certificate of recovery from infection.	
Ringworm	Until appropriate treatment has begun.	Not excluded.
Rotavirus (diarrhoea)	Until diarrhoea has stopped.	Not excluded.
Rubella (German Measles)	Until fully recovered or at least 5 days after onset of rash.	Not excluded.
Scabies	Until appropriate treatment has begun.	Not excluded.
Shigella (diarrhoea)	Until diarrhoea has stopped.	Not excluded.
Streptococcal Infection, including Scarlet Fever	Until receipt of m medical certificate of recovery from infection.	Not excluded.
Trachoma	Until appropriate treatment has begun	Not excluded
Tuberculosis	Until receipt of medical certificate from a Health Officer of the Department that the child is not considered to be infectious.	Not excluded.
Typhoid & Paratyphoid	Until receipt of m medical certificate of recovery from infection.	Not excluded unless the Medical Officer of Health or a Health Officer of the Department considers exclusion to be necessary.
Thrush	Prescription cream from the Doctor and then at least 24 hours at home. Cream to be brought to the Service for continued use.	Not excluded.

IMMUNISATION

Details of the child's immunisation up to the age of 7 years are required on enrolment. These details should be updated as necessary. The Service will provide up to date information to parents on immunisation via newsletters and parent notice board in foyer.

Immunisation protects children against harmful infections before they come into contact with them in the community.

The well being of children is of highest priority in the Service , and children must not attend the Service if they are unwell. We realise that keeping a child away from the Service is difficult where both parents are working.

Our Service supports and promotes the immunisation of children according to the **NHMRC Recommended Vaccination Schedule**.

NON IMMUNISED CHILDREN

The Service excludes children who have not been immunised.

DENTAL PROGRAM (SEE DENTAL POLICY – A. D. A.)

We believe it is our responsibility to ensure all children have a good understanding of the importance of dental hygiene. We encourage families to pursue good dental hygiene practices in the home and will support parents by providing information and discussions with children.

FOOD BEING BROUGHT TO THE SERVICE (ANAPHYLAXIS THREAT)

Due to **LIFE THREATENING** reactions which some the children who attend Kilmore Out of School Hours Care have to nuts this Service is a:

NUT FREE ZONE.

We request that no food apart from fruit be brought into the Service . If parents are bringing breakfast in the morning we request that it is cereal or toast.

No peanut butter, Nutella or any other nut product is to be brought into the Service .

Commercially baked Birthday Cakes are allowed as long as all ingredients are listed on the exterior and they do not contain nuts of any kind.

AUSTRALIAN CHILDRENS EDUCATION AND CARE QUALITY AUTHORITY (ACECQA)

Assessment and rating outcomes are your guide to the quality of care provided in an Early Childhood Education and Care facility across Australia. The service displays the latest Assessment and Rating outcomes in the sign in area of the Assembly Hall.

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