



Yallourn North Primary School Outside School Hours Childcare (OSHC)

INTRODUCTION

Background

In response to the community needs of the Yallourn North area, Yallourn North Primary School has established and operates an Outside School Hours Childcare (OSHC) Service. Our Service incorporates After School Care.

Our service operates to provide high quality childcare in a safe, enjoyable and caring environment. Our service is provided at minimal cost and enables parents to pursue options leading to employment, training, recreation and the pursuit of personal interest.

Our service includes a wide variety of activities that are prepared and implemented in a friendly environment, which accounts for children's social, emotional, intellectual, language, physical and creative needs. With our OSHC Policies in place, our service endeavours to complement the schools activities and be consistent with Yallourn North Primary School Council Policies.

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National Standards

The Commonwealth have developed National Standards for child care services. These standards express a national view about the level of care all Australians should expect to find in the different kinds of child care services available to them.

A copy of the National Standards can be found in the publication: My Time, Our Place. Framework for school age care in Australia. This publication can be found at <http://acecqa.gov.au/resources-and-templates/frameworks>.

Australian Children's Education and Care Quality Authority -National Quality Framework.

The Australian Children's Education and Care Quality Authority (ACECQA) was set up by the Commonwealth Government.

The ACECQA ensures all education and care services maintain a common set of standards.

Child Care Benefit

Child Care Benefit is funded by the Commonwealth Government to assist families using an approved child care service with child care fees. Its primary focus is to support families who are working, studying, training and looking for work. The other main client group it supports is children who are at risk. The service is funded by the Commonwealth and as a result abides by regulations and guidelines pertaining to this funding.

Family Assistance

Information pertaining to family assistance can be found under the families tab at <http://www.humanservices.gov.au/customer/information/family-assistance-website>

You will find information about the child care rebate and benefit. Information can also be accessed here about the family tax benefit.

STATE GOVERNMENT

The State Government through the Department of Education and Early Childhood Development is the regulatory authority that oversees all OSHC programs.

LOCAL GOVERNMENT

Food Safety

The State Government through the Department of Health is responsible for food regulation in Victoria. The Department of Health works with Local Government who register food businesses in Victoria.

Food safety is a significant issue for OSHC and it is the responsibility of Local Government to assist services in regard to the level of registration and compliance required to meet the Food Standards Code.

1 MANAGEMENT POLICIES

1.1 MANAGEMENT OF THE SERVICE

The Yallourn North Primary School Council, which is made up of school, parents and staff representation is the sponsor of the service.

The Committee of Management will ensure that the day management of the service meets with the requirements set by the Commonwealth's Department of Family and Community Services and legislation set by State and Commonwealth Governments.

PURPOSE:

The sponsor is responsible for all aspects of the service, including policy, program and budget development, approval of all expenditure of the budget, staffing decisions and management of staff.

COMMITTEE OF MANAGEMENT:

PURPOSE:

The primary role of the Committee of Management is to operate the OSHC service and to implement the school policy in relation to the service.

IMPLEMENTATION:

- The committee will be made up of a minimum of 4 representatives to be made up from the sponsor body, the parent group and other interested parties. The person employed as the Coordinator will have a permanent position on the Committee of Management.
- The Committee of Management will meet a minimum of four times per year. All meetings will be open to the school community.
- Representatives are elected at the Annual General Meeting and the following positions are held; President, Treasurer, Secretary, Parent Representatives and the Coordinator.
- The Committee of Management will report directly to School Council.
- The Committee of Management will ensure that the service meets all legislative requirements as set by the State and Commonwealth Governments in relation to child care services, staff, financial management and health and safety.

The Coordinator has responsibility for the day to day operation of the service and its programs.

Date approved: 2012

Revised: 2012

1.2 CHILDREN'S RECORDS POLICY

AIMS:

- Each child has an individual file that is maintained in a system compliant with requirements of the Privacy Act 1988
- Families are advised of the type of information collected in regard to their child and the purpose of this.
- The service is required to report to various government departments in order to meet funding and service requirements. All information regarding children is provided in a non identifying way except in the case of Child Care Benefit funding.

IMPLEMENTATION:

The Coordinator is responsible to ensure that:

- As an approved provider of an education and care service, we will keep a record of attendance that:
 - Records the full name of each child attending the service; and
 - Records the date and time each child arrives and departs; and
 - Is signed by one of the following persons at the time the child arrives and departs –
 - The person who delivers the child to the education and care premises or collects the child from the education and care premises;
 - The nominated supervisor or an educator.
- As an approved provider of an education and care service we will keep an enrolment record that:
 - Records the full name, date of birth and address of the child;
 - The name, address and contact details of-
 - Each known parent of the child; and
 - Any person who is to be notified of an emergency involving the child if any parent or guardian cannot be immediately contacted; and
 - Any person who is an authorised nominee; and
 - Any person who is authorised to consent to medical treatment of, or to authorise administration of medication to the child; and
 - Any person who is authorised to authorise an educator to take the child outside the education and care services premises;
 - Details of any court orders, parenting orders or parenting plans provided to the approved provider;
 - Details of any other court orders provided to the approved provider;
 - The gender of the child;

- The language used in the child's home;
 - The cultural background of the child and if applicable the child's parents;
 - Any special considerations for the child, for example any cultural, religious or dietary requirements;
 - Authorisation signed by a parent or a person named in the enrolment record as authorised to consent to the medical treatment of the child, for the approved provider, nominated supervisor or educator to seek –
 - Medical treatment for the child
 - Transportation of the child by an ambulance
- The health information to be kept in the enrolment record for each child is:
 - The name, address and telephone number of the child's registered medical practitioner or medical service; and
 - The child's medicare number.
 - Specific healthcare needs of the child, including any medical condition; and
 - Allergies, including whether the child has been diagnosed as at risk of anaphylaxis; and
 - Any medical management plan, anaphylaxis medical management plan or risk minimisation plan to be followed with respect to a specific healthcare need, medical condition or allergy; and
 - Details of any dietary restrictions of the child; and
 - The immunisation status of the child; and
 - If the approved provider or a staff member has sighted the child's health record and made a notation to that effect.
- Documentation of children's health and development is kept in individual child files.
 - Families are notified of the contents of children's files and the purpose of collecting this information. This is done through the parent handbook.
 - Records are secured in a locked cupboard or filing cabinet.
 - Records of permission to attend excursions are kept on children's files.
 - Individual medical plans are kept in children's files.
 - Only staff working directly with a child will have access to their file.
 - All information kept on a child's file is to be treated with highest level of confidentiality.
 - All documentation is kept up to date on children's files.

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Revised: 2012

1.3 NATIONAL STANDARDS POLICY

AIMS:

Yallourn North Primary School OSHC aims to meet the National Standards at all times.

IMPLEMENTATION:

The coordinator has the responsibility to ensure that:

- All new staff are provided with a copy of the National Standards as part of their orientation package.

Date approved: 2012

Revised: 2012

1.4 POLICY DEVELOPMENT

AIMS:

Yallourn North Primary School OSHC maintains a policy and procedures document which is regularly reviewed in line with State and Commonwealth legislation, industry practise and current research on child development.

IMPLEMENTATION:

The Committee of Management is responsible to ensure that:

- All policies are reviewed on an annual basis
- The Policy and Procedure document is displayed prominently in the service.
- Draft documents are presented to the Committee of Management for feedback.
- Any policy changes are in line with the service philosophy.
- Policies are ratified with the Committee of Management at School Council meetings.
- Families are consulted when policies are developed or altered.
- Families are notified of final changes to policy via newsletter and notice board.

Date Approved: 2012

Revised: 2012

1.5 QUALITY ASSURANCE POLICY

AIMS:

Yallourn North Primary School OSHC will strive to meet the highest level of Quality Assurance with the Australian Children's Education and Care Quality Authority (ACECQA).

IMPLEMENTATION:

The Committee of Management has the responsibility to ensure that:

- The service is registered with the ACECQA.
- Any fees required by the ACECQA are paid on time.
- Staff are supported in the implementation of the National Standards.

The staff team have the responsibility to ensure that:

- The service is prepared for the Quality Assurance Audit within the timelines set by ACECQA.
- Self assessment processes are undertaken prior to the ACECQA visit.
- Required processes are followed up in line with the recommendations outlined by the ACECQA.
- Staff meetings are used as an opportunity to discuss and complete Quality Assurance matters and tasks.
- Tasks allocated to each member of the team are undertaken.

Date Approved: 2012

Revised: 2012

2 ENROLMENTS, ADMINISTRATION & FEES

2.1 ENROLMENT POLICY

AIMS:

All children must be enrolled before receiving care. Children must be re-enrolled on an annual basis.

IMPLEMENTATION:

The staff have the responsibility to ensure that:

- As an approved provider of an education and care service we will keep an enrolment record that:
 - Records the full name, date of birth and address of the child;
 - The name, address and contact details of-
 - Each known parent of the child; and
 - Any person who is to be notified of an emergency involving the child if any parent or guardian cannot be immediately contacted; and
 - Any person who is an authorised nominee; and
 - Any person who is authorised to consent to medical treatment of, or to authorise administration of medication to the child; and
 - Any person who is authorised to authorise an educator to take the child outside the education and care services premises;
 - Details of any court orders, parenting orders or parenting plans provided to the approved provider;
 - Details of any other court orders provided to the approved provider;
 - The gender of the child;
 - The language used in the child's home;
 - The cultural background of the child and if applicable the child's parents;
 - Any special considerations for the child, for example any cultural, religious or dietary requirements;
 - Authorisation signed by a parent or a person named in the enrolment record as authorised to consent to the medical treatment of the child, for the approved provider, nominated supervisor or educator to seek
 -
 - Medical treatment for the child
 - Transportation of the child by an ambulance
- Enrolment forms are available from the school office or OSHC service.

- The OHSC coordinator in conjunction with the Principal have the authority to refuse or accept the authorisations made by parents in regards to benefits and their authorised nominees.

Parents/Guardians have a responsibility to ensure that:

- The policy document of the service has been read.
- The enrolment form section regarding service policy which states that they have read and agree to abide by the conditions outlined in the policy document has been signed.

Students and parents will be offered the opportunity to undertake an orientation program if they wish prior to their child starting care providing the enrolment form has been returned with all its supporting documentation.

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Revised: 2012

2.2 LATE/NON PAYMENT OF FEES POLICY

AIMS:

All fees for care are paid by the due date

IMPLEMENTATION:

The Committee of Management is responsible to ensure that:

- Payment arrangements are negotiated with families experiencing difficulties.
- Accounts falling more than 2 weeks in arrear are given a sticker of notification to pay immediately
- Accounts over \$100.00 outstanding in arrears, (who have not contacted the service or arranged alternative payment arrangements) will receive a letter from the service, excluding the child/children from care until payment is made.
- Families excluded from the service due to non-payment of fees will be provided with information regarding family support and financial advising services available in the local community

2.2A PAYMENT OF FEES POLICY

Aim: To ensure parents/guardians understand the billing cycle.

Implementation:

- Invoices will be issued weekly.
- Invoices will be sent home with the oldest child in their school bag.
- Invoices will be generated on a Monday unless extenuating circumstances exist.

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2.3 NON COLLECTION OF CHILDREN POLICY

AIMS:

Yallourn North Primary School OSHC will ensure the safety of children not collected from the service by closing time.

IMPLEMENTATION:

- Yallourn North Primary School OSHC closes at 6.30pm
- The following procedure will be followed for children remaining at the service after this time:
- The staff will attempt to contact the parents/guardians/authorised persons at 6.40pm
- If not contactable, staff will immediately contact the emergency contact numbers on the enrolment form.
- If not contactable the staff will wait for parents until 6.50PM
- the children will be reassured and made comfortable whilst staff are trying to contact the parent
- If by 7.00PM the parent/guardian/authorised persons have not been contacted, staff will contact the Department of Human Services for direction
- The staff may consider calling the police for a welfare check of the family home
- The Management Committee is contacted to advise the action offered by police and the Department of Human Services.

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2.4 ARRIVAL AND DEPARTURE POLICY

AIMS:

All children attending Yallourn North Primary School OSHC must be signed in and/or out by the parent/ guardian/ authorised person every session (signing in and out includes the date and time of arrival and departure).

IMPLEMENTATION:

Staff have the responsibility to ensure that

- Parents/guardians/authorised persons have undertaken their responsibility of signing the attendance register.
- Authorised persons are asked to provide proof of identification when collecting the child from care.
- No child is permitted to leave the centre with a person who is not authorised on the enrolment record by the parent/guardian/carer.
- Children may not be collected by persons under the age of 18.

Signing In:

- After School Care: OSHC staff will sign children in upon arrival.

Signing Out:

- The child may only leave the premises if the child:
 - Is given to a parent of the child who has no court orders prohibiting such contact; or
 - An authorised nominee named in the child's enrolment record; or
 - Has written authorisation from the child's parents as named in the enrolment record; or
 - Is given into the care of a person for medical, hospital or ambulance care; or
 - Because of another emergency.

2.5 BOOKING IN POLICY

AIMS:

Permanent Bookings are required to be made in advance.

Casual users must contact the School Office before 3pm the day of attendance and must have filled out an enrolment form prior.

IMPLEMENTATION:

- Cancellations, changes or additions to bookings are made between the hours of 9.00 am and 3.00 pm to the School Office. The direct line to the office is 5167 1233.
- Notification of a cancellation is to be made by 3.00pm on the day of cancellation or full fee will apply.

AFTER SCHOOL CARE: If requiring casual care due to unexpected circumstances parents may contact the OSHC Service or School Office by 3 pm, the day care is required to see if a vacancy is available.

Under no circumstances are any OSHC staff to be contacted at home. All bookings are to be made through the School Office.

Date Approved: 2012

Revised: 2012

2.6 CHILDREN WHO DO NOT ATTEND POLICY

AIMS:

Staff will endeavour to ensure that children booked to the OSHC Service arrive as intended.

PROCEDURE

Staff have the responsibility to ensure that:

- A roll call of children is conducted for After School Care as they arrive at the service. The roll is checked at 3.20 pm to determine whether there are children booked into the service that have not yet arrived.
- The child's teacher will be contacted to confirm that any missing child/ren attended school on that day.
- If missing children have not arrived by 3.30 pm OSHC staff will attempt to contact the parent to determine whether the child/ren are supposed to be attending the service.
- If the parent cannot be contacted or the missing child/ren is supposed to be attending the service staff will contact the Principal to determine the next course of action.

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2.7A Allowable Absence Days

An allowable absence day is a day where the service is not notified of a child's absence. CCB is paid for up to 42 allowable absence days for each child per financial year across all approved Outside School Hours Childcare

Procedure

- 42 allowable absence days are given to families at the beginning of every financial year.
- When 42 allowable absence days have been used in total full fees will apply.
- Allowable absence days can be taken for any reason with no notification needed.

2.7B Approved Absence Days

Approved absence days are when families are required to notify the service of any changes to bookings. There is no limit on the number of approved absence days a child's family may claim, providing notification has been given to the service.

Procedure

The OSHC service or School Office is to have in writing or a direct phone call when not attending due to:

- Illness
- Music
- Sport sessions
- Home with friends
- Family reasons

Families accessing care are required to notify the School Office by 3.00pm the day of care.

2.8 CHILD CARE BENEFIT POLICY

DEFINITION

“Child Care Benefit (CCB) is a payment made to families to assist with the costs of child care.”

AIMS:

All families will be notified of the availability of Child Care Benefit (CCB) and their responsibilities in accepting this funding.

IMPLEMENTATION:

The Coordinator has the responsibility to ensure that:

- At enrolment, families are provided with information and appropriate forms to apply for funding or families can call Centrelink on 13 61 50 to ascertain eligibility.
- The service displays up to date information regarding CCB on the parent notice board and in the newsletter.
- The service’s Customer Reference Number “CRN” number is displayed in a prominent position enabling families to complete necessary forms.
- The Service completes the “CRN” number on all forms provided to families to ensure correct information is passed onto Centrelink.
- Families are informed of their responsibilities in terms of access to CCB. This includes:
 - Completing and lodging the CCB application form within seven days of commencing care.
 - Lodging a new CCB application annually or as required.
 - Paying their portion of the service fee by the end of each fortnight.
 - Signing attendance records daily stating time in and out.
 - Families are responsible for ensuring they apply for all components of care required.
 - Parents also need to inform the service if the child enrolled attends any other Before, After or Vacation Care service as each child is only entitled to 30 allowable absence days across all services attended.
 - Advising the service if they have other children in a Commonwealth service such as Family Day Care, Long Day Care or any other OSHC service. (Note: Although Parent statements are no longer required, services should have some kind of information that clearly indicates that families have informed the OSHC about having another child in another Commonwealth Service).

Special Child Care Benefit will be made available to families experiencing major difficulties.

- Access to Special Child Care Benefit will be at the discretion of the Coordinator and Committee of Management.

- Quarterly statements will be submitted within the allocated timeline.
- Records are to be kept for 7 years from the end of the financial year. They must be safely stored, easily accessible, in original form and preferably in numerical or date order. The following documents must be kept:
 - Details of fees.
 - Hours of care changed.
 - Attendance and absence records.
 - Assessment notices.
 - Details of parent payments.
 - Certificates of approval for special CCB.

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Revised: 2012

2.9 LATE PICK UP FEES POLICY

AIMS:

- Preventative measures to ensure families are not continually arriving to collect their children after OSHC'S advertised closing time.
- To ensure staff are paid for the additional hours they are required to work due to the late pickup of children

IMPLEMENTATION:

- A late fee will be charged for children remaining in the service after 6.30pm

The Co-ordinator has the responsibility to ensure that:

- The OSHC Program charges the late fee of \$50.00
- The late fee is added to the family's weekly statement
- Additional time worked by staff is documented and passed on to the Committee of Management/School Office. The additional time matches the time document in the sign in and out book as signed by the child's carer.
- Parents are made aware that the late pick up fees are not covered by childcare benefit.

Date Approved: 2012

Revised: 2012

3.1 WORKING WITH FAMILIES

3.2 GRIEVANCE AND COMPLAINT POLICY

AIMS:

All parents/guardians have the right to have their concerns heard by the Committee of Management.

IMPLEMENTATION:

The Coordinator and Committee of Management will ensure that:

- Families are encouraged to discuss with the Coordinator any complaints or concerns they have about the service or staff. They will be encouraged to document their concerns on the Grievance and Complaint forms that are available within the service.
- The Coordinator will address all complaints and concerns promptly and respectfully.
- All complaints are dealt with in a confidential manner.
- The staff will endeavour to respond to families verbally within 24 hours and in writing within 5 working days.
- Complaints, which are not resolved to the family's satisfaction, will be referred to the Committee of Management.
- Complaints which cannot be resolved by the management team will be referred to an outside independent person.
- All complaints will be registered in a log which tracks complaints made, progress on outcome and final resolution.
- All serious incidents and complaints will be sent to the regional office for further action via the email address: gippsland.qar@edumail.vic.gov.au

3.3 COMMUNICATION POLICY

AIMS:

Yallourn North Primary School OSHC will provide information to families on a regular basis via a range of methods including: newsletter, notice boards and face to face communication with staff.

IMPLEMENTATION:

The Coordinator is responsible to ensure that:

- All families will be provided with a copy of the Yallourn North Primary School OSHC Handbook upon enrolment.
- Newsletters and notices are issued to families, as they become available.
- The Coordinator is available to discuss OSHC programs and activities with parents at an appropriate time.

The staff team has the responsibility to:

- Encourage parents to read the notice boards and programs planned activities displayed at the service in order to keep informed about events at the service.
- Direct families wishing to discuss matters of a more confidential nature to make an appointment with the Coordinator at an appropriate time.
- Access the translation and interpreter service for families who cannot speak or read English.
- Initiate and facilitate regular communication with parents/guardians.
- Provide parents with feedback regarding their children's progress.
- Communicate in a respectful and courteous manner.

Families have a responsibility to ensure that:

- Staff are notified of any relevant information about their child's health, development and personal matters.
- Staff are treated in a respectful and courteous manner.

3.4 ACCESS TO CHILDREN POLICY

AIMS:

All parents and authorised persons have access to the Yallourn North Primary School OSHC and their children at all times, unless relevant Court Orders are held by the service that specify otherwise.

IMPLEMENTATION:

The staff have the responsibility to ensure that:

- A copy of all Court Orders in relation to residence and specific issues must be provided to the service upon enrolment or as obtained. These documents will be attached to the child's records and treated confidentially.
- Parents need to notify the service of any changes to these documents as soon as they occur.
- If the service does not have a copy of the Court Order it will assume that both parents have equal custody of the child therefore both have access.

In the event that a parent breaks a Court Order and seeks access to the child, the parent with custody entitlements may be contacted, the staff will enact the schools emergency management plan, go into lockdown and call police. ACECQA will be notified as will the Department of Education Emergency Management. The Principal must also be contacted as part of this process.

Parents have a responsibility to ensure that:

- The service is provided with a copy of all current Court Orders in relation to their child.
- The Coordinator is notified if there are any changes to these orders as soon as they occur.

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Revised: 2012

3.5 CHILD PROTECTION/MANDATORY REPORTING POLICY

AIMS:

The health and welfare of all children in care is paramount. Yallourn North Primary School OSHC will act on behalf of children to protect their rights to safety and security in accordance with Section 64 of the Children and Young Persons Act 1989.

IMPLEMENTATION:

- Yallourn North Primary School OSHC will comply with State Government regulations in regard to the reporting of suspected Child Abuse.
- If staff are concerned about a child's health and welfare they are required to document their concerns in regard to indicators of harm or potential harm and discuss them with the Coordinator.
- A detailed protocol and procedure is outlined in the staff manual.
- All information regarding these matters is held confidentially.

Date Approved: 2012

Revised: 2012

3.6 PRIVACY POLICY

AIMS:

Yallourn North Primary School has a responsibility to comply with the Privacy Act 1988, which governs the release of personal information.

IMPLEMENTATION:

- Private information regarding children and families will not be disclosed to other families within the service or external persons.
- Yallourn North Primary School OSHC will comply with the policy on the disclosure of service information outlined in the ACECQA Outside School Hours Care Handbook.
- Staff will respect parents/ guardians rights to confidentiality when these rights do not conflict with the rights and safety of the children e.g. Child Protection matters.

The Coordinator has a responsibility to ensure that:

- Only required information and no more is collected from families.
- Collection of information from families will occur in a manner that is not too intrusive.
- All private information regarding children and families will be held in a locked and secure place. Access will be restricted to staff and the coordinator working directly with a child.
- Information which is required for the daily operation of the service, the well-being of children and staff may be exchanged between staff members in the normal course of work and will be treated confidentially.
- Family members are informed about the type of information collected in regard to themselves and their children and the purpose of this.
- All information collected is up to date, collected directly from the child's family, is accurate, and regularly updated.
- Parents are informed that they have a right to view the records held in regard to themselves and their child.
- Parents are informed about the person responsible for organising access to files and information.
- The person responsible for accessing files is the Coordinator.
- The Coordinator must inform the committee that a request for access has been made and any outcome of that process.
- The Coordinator and Committee of Management can refuse access to files based on the terms specified in the Privacy Act.

Date Approved: 2012

Revised: 2012

3.7 CULTURAL INCLUSION AND RELIGIOUS BELIEFS POLICY

AIMS:

1. Yallourn North Primary School OSHC is non-denominational and therefore does not teach religion to the children.
2. Yallourn North Primary School OSHC offers an anti-biased approach to programming which is sensitive to all cultures, religions and ethnic groups.
3. Yallourn North Primary School OSHC provides materials which depict the multicultural and diverse society in which we live.
4. Staff encourage children to respect and value each other.
5. Staff are aware of the diverse family structures that are present within the service.
6. Staff and families have access to interpreter and translation services as required.

IMPLEMENTATION:

The staff team have a responsibility to ensure that:

- Practices are reviewed to meet the individual needs of children where appropriate.
- Children's religious beliefs are catered for within the service.
- Materials used in the service are checked to ensure that they are reflective of the society which we live in.
- They model an attitude of value and respect for all cultures and religious practices.
- Children's needs and interests are responded to in a culturally sensitive way.
- Acknowledge and promote family diversity within the program.

Date Approved: 2012

Revised: 2012

3.8 CELEBRATIONS AND FESTIVITES POLICY

AIMS:

Yallourn North Primary School OSHC acknowledges that celebrations and festivals assist children to celebrate their own cultures and practices and learn about others.

IMPLEMENTATION:

The Coordinator has the responsibility to ensure that:

- The program includes a range of experiences representing everyday life for the community in which we live on an ongoing basis.
- Celebrations do not focus on one specific festival or aspect of the culture and are not the only inclusive practice undertaken.
- Staff use the opportunities of holidays and festivals to teach children that not all people approach these times in the same way as others.
- Children are encouraged to celebrate festivities related to their culture or lifestyle with the group i.e. sharing information/resources related to events celebrated at home.
- Parents are encouraged to provide ideas and help in selecting materials and celebrations for the provision of culturally relevant experiences within the program.

Date approved: 2012

Revised: 2012

4. ENVIRONMENT

4.1 ENVIRONMENTALLY RESPONSIBLE POLICY

AIMS:

Yallourn North Primary School OSHC encourages environmental awareness and provides relevant experiences and materials to enhance children's understanding of these issues.

IMPLEMENTATION:

The staff have a responsibility to ensure that:

- Children's environmental awareness is encouraged through everyday experiences and specific activities or excursions.
- Recyclable materials are used at all available opportunities.
- Children are provided with experiences that utilise natural materials where possible.
- The staff and children keep the OSHC area clean of all rubbish and dispose of all items in an environmentally appropriate manner.
- They use both formal and informal opportunities to educate children about caring for the environment.
- When considering purchases for the service staff purchase environmental friendly products where possible.
- Unused food scraps are composted where appropriate.

Date Approved: 2012

Revised: 2012

4.2 RESOURCES AND EQUIPMENT POLICY

AIMS:

Yallourn North Primary School OSHC believes that children should have access to a range of equipment which is developmentally appropriate, safe and well maintained.

A range of equipment will be provided to allow for a balanced program meeting the developmental, recreational needs and interests of all children.

IMPLEMENTATION:

The Coordinator is responsible to ensure that:

- approval for the purchase of equipment and resources is given by the Committee of Management.
- All equipment purchased or donated to the service meets Australian Safety Standards.
- An inventory of equipment is kept.
- Staff check equipment regularly to ensure it is clean, complete and safe. Any equipment not meeting this standard will be removed from use and reported to the Committee of Management.
- Equipment and resources are stored in a safe and secure place.
- Where possible children and parents will be consulted on the purchasing of new equipment to ensure that the items are both appropriate and desirable.
- Staff instruct children in the proper use of equipment and resources.
- Toys of war are not used in the service.

The Committee of Management is responsible to ensure that:

- Money is allocated for the purchase of new equipment and resources on an annual basis.
- Appropriate storage areas will be made available to the service.

4.3 VIDEOS, TELEVISION, COMPUTERS & ELECTRONIC GAMES POLICY

AIMS:

Yallourn North Primary School OSHC is an extension of home and children's leisure time. The service endeavours to reflect children's interests, therefore activities such as videos, television, computers and electronic games will be offered in a balanced program of activities.

IMPLEMENTATION:

The staff team has the responsibility to ensure that:

- The amount of time children can participate in the following experiences; television, video and films, computers and electronic games will be limited.
- Staff and children will decide together the amount of time the above experiences will be limited to as a part of the program development.
- The content of program and games is appropriate for all the children present and does not contain any physical or verbal violence or ridicule. These activities are limited to C and G ratings. PG ratings will be individually assessed by the coordinator or staff team.
- Parents will need to give written permission prior to students viewing PG rated DVD's or videos.

Date Approved: 2012

Revised: 2012

5.THE CHILDRENS PROGRAM

5.1 CHILDREN'S INDIVIDUAL NEEDS POLICY

AIM:

The Service will ensure that all children are catered for within the weekly program plan.

PROCEDURES

The staff have a responsibility to ensure that:

- The children's program offers a balance of activities, ensuring flexibility and providing for child-initiated activities.
- Experiences are adapted to meet the needs of individual children.
- Planning for children focuses on strengths and interests and ways to extend and challenge existing skills for all children.
- Support agencies are used (with parental permission) to maximize the inclusion of all children into the service.

Date Approved: 2012

Revised: 2012

5.2 DIVERSITY, INCLUSION AND EQUITY POLICY

AIMS:

All children have equal access to equipment, resources and play spaces within the service. The service will ensure that all experiences and materials are non-stereotypical in their presentation.

IMPLEMENTATION:

The staff team has the responsibility to ensure that:

- They model equity in their interactions with children, adults and other staff members.
- They encourage fairness in children's play and recreation.
- The service displays posters and other materials which portray equity in all environments.
- Children are encouraged to participate in all experiences provided in the program.

5.3 POSITIVE GUIDANCE AND BEHAVIOUR MANAGEMENT

AIMS:

Yallourn North Primary School OSHC is committed to developing a safe, secure, caring and stimulating environment, which enhances children's self esteem and encourages them to interact positively and to cooperate with others.

IMPLEMENTATION:

The staff team has the responsibility to ensure that:

- They communicate with all children in a positive and respectful manner, actively listening to what children have to say and acting upon this.
- Children are provided with a role model that reflects values and attitudes of the local community and is consistent with the service policy.
- Children are supervised actively at all times.
- Children are encouraged to be considerate and supportive to each other.
- Moral development is considered in the planning of the program.
- Children are encouraged to undertake their own problem solving and negotiation with the support of staff through a range of strategies.
- "I" messages and re-directing are methods used for misguided behaviour.
- Children are supported by staff who will assist them to label their feelings and find appropriate ways of expressing them.
- The safety and security of all children is ensured by supervising them at all times, monitoring, modelling, teaching and reinforcing safety practices.
- They encourage positive behaviour and give clear, consistent guidelines to children regarding the service's expectations and Behaviour Management Policy.
- Children are involved in developing behavioural guidelines and consequences of inappropriate behaviour for the service.
- All children and parents feel welcome, appreciated and respected whatever their socioeconomic status, culture, colour of skin, race, ability, family type, belief system or lifestyle.
- A child's parent/ guardian is consulted when their behaviour consistently conflicts with the service's behavioural guidelines.

- Children and parents are involved in the development of behavioural plans when behaviour consistently conflicts with the services behavioural guidelines.

The Committee of Management is responsible to ensure that the following system is used when inappropriate behaviour is displayed:

- 1st Warning – Verbal
- 2nd Warning – 10 Minutes time Out.
- 3rd Warning - General Incident Report (A copy will be given to the students Teacher, Parent/Carer and Principal)
- In severe cases, which is 3 incidents in 1 week, a Severe Incident Report Sheet is given to the Principal, Parents and Committee of Management in which exclusion will be immediate.

The Committee of Management is responsible to ensure that:

- Duration of exclusion is to be discussed with Committee of Management, Principal and Parents.

5.4 EVALUATION POLICY

IMPLEMENTATION:

- The coordinator and parents are surveyed regularly to ensure the program offered reflects their needs and interests.
- A variety of survey techniques are used with children which may include informal discussion, pre-enrolment surveys, suggestion box, younger children drawing what they like in the program, written surveys and children's interest checklist.
- Staff will regularly evaluate activities, the program, excursions and incursions (informally and at staff meetings).

The Committee of Management has the responsibility to ensure that:

Parents and staff work collaboratively towards continuous improvement, via service evaluations, including suggestions from parents and committee meetings.

Date Approved: 2012

Revised: 2012

5.5 ANTI-BULLYING POLICY

AIMS:

Yallourn North Primary School OSHC is committed to developing a safe and secure environment, which encourages children to interact positively with respect for others.

IMPLEMENTATION:

The staff have the responsibility to ensure that:

- They are aware of all forms of bullying behaviour – physical bullying and relational bullying.
- They make it safe for children to report bullying.
- They let everyone know the consequences of bullying.
- Children are encouraged to be considerate and supportive to each other.
- Children are encouraged and supported in developing friendship skills.
- Positive comments are made on kindness toward others so that young people know that kindness is valued.
- The safety and security of all children is ensured by supervising them at all times, monitoring, modelling, teaching and reinforcing safety practices.
- Children are taught ways to resolve arguments without violent words or actions.
- Children are encouraged to follow the list of responsibilities to ensure that bullying is minimised or eliminated in the service.
- A child's parent/ guardian is consulted when their behaviour consistently conflicts with the service's expectation that all children should feel safe whilst in attendance.

The children have a responsibility to ensure that they:

- Refuse to watch bullying.
- Report bullying incidents.
- Persuade the person being bullied to talk to an adult.
- Encourage the person being bullied to talk to them about what is happening.
- Offer to speak to an adult on the bullied person's behalf.
- Tell the bullies that they are determined to see that they stop.

The Committee of Management is responsible to ensure that:

- Alternative care has been discussed with parents/ guardians and may exclude a child from the service if all attempts to modify their behaviour fail and other children's safety is compromised.

Date approved: 2012

Revised: 2012

5.6 EXCURSION POLCY

AIMS:

Yallourn North Primary School OSHC considers excursions to be an excellent way to give relevance to learning.

IMPLEMENTATION:

As after school care is for such a short time, excursions will generally not be provided but should one be organised, the following will apply.

The Coordinator is responsible to ensure that:

- Parents will be advised in writing about planned excursions.
- Parents/ guardians sign an excursion authority to give permission for their children to participate in local and major excursions.
- Parent/ guardians written consent is filed with the child's information.
- The staff/ child ratios for National Standards for Out of School Hours Services are followed on excursions.
 - Local excursions 1 staff member : 15 children
- There are two staff on duty at all times (parent volunteers can be counted as staff for the purposes of supervision).
- Staff supervise children closely on excursions and conduct head counts and similar supervision techniques, they also require children to adhere to safety precautions.
- Staff take the following on all excursions:
 - Copies of parents/ guardians information and emergency contacts.
 - Copies of children's health information.
 - Medication and First Aid Equipment.
 - A mobile phone.
 - Copies of staff information and emergency contacts.
- A risk assessment of the proposed activity will be undertaken prior to its approval and submitted to school council via the committee of management.
- When the service visits an unfamiliar location, a staff member will attend prior to the day to gain safety information and determine the location of toilets, lunch area, play area and possible activities etc.

5.7 RESOURCE AGENCIES AND REFERRALS POLICY

AIMS:

1. Resource agencies and workers are accessed to assist staff in meeting the individual health and developmental needs of children.
2. Families are consulted before a resource agency is contacted for assistance with their child's health and development.

IMPLEMENTATION:

The Coordinator has a responsibility to ensure that:

- Permission is obtained from parents/ guardians prior to referral to any agency.
- A register of community resources is available for staff and families for reference.
- The OSHC team is represented at local network meetings and training sessions.
- Links are made with key workers and agencies.

Date Approved: 2012

Revised: 2012

6 STAFFING

6.1 COMMUNICATION AND TEAM WORK POLICY

AIMS:

1. Staff will inform each other of any matters which impact on their work as soon as is practicable either in writing or verbally.
2. Staff meetings are utilised to ensure that all staff have the opportunity to work together and receive the same information.
3. Staff will develop effective communication techniques for their daily work to ensure that all members are clear about their responsibilities.

IMPLEMENTATION:

- Staff members are encouraged to support and assist each other in their daily duties.
- Team work is encouraged including the sharing of equipment, resources and ideas.
- All staff are expected to attend and participate in staff meetings.
- A communication book is maintained to ensure that staff pass on and receive daily information in a timely manner.

Date Approved: 2012

Revised: 2012

6.2 STAFF MEETINGS POLICY

AIMS:

Staff meetings are attended and supported by all staff on a regular basis.

IMPLEMENTATION:

Staff members have a responsibility to ensure that:

- Staff meetings are held and attended on a regular basis.
- Staff participate in a positive manner in discussions and matters raised at staff meetings.
- Matters of Occupational Health and Safety and programming issues are raised at staff meetings.

The Committee of management has the responsibility to ensure that:

- Staff attending meetings are paid for their attendance through the Local Payroll if the meeting is held outside their working hours.

6.3 TRAINING / PROFESSIONAL DEVELOPMENT POLICY

AIMS:

The Committee of Management will ensure that all OSHC employees are offered training appropriate to their position, to increase work satisfaction and provide an effective service.

IMPLEMENTATION:

The Committee of Management has a responsibility to ensure that:

- Finance is available for relevant and approved training in the annual budget.
- Guidelines for acceptable training i.e. first aid, child care, safety equipment training, asthma management training and food safety are provided to staff.
- Staff receive information regarding all relevant training.

The staff have a responsibility to ensure that:

- Approval is sought from the Committee of Management to attend any training.
- An evaluation of the training is forwarded to the Committee of Management.
- Knowledge and skills gained through training is implemented in their daily work.
- Knowledge, skills and written material gained through training are shared with team members.

Date Approved: 2012

Revised: 2012

6.4 CARING FOR STAFF MEMBERS' CHILDREN POLICY

AIMS:

Staff members' children are able to enrol and attend the service as with all other children in the community.

IMPLEMENTATION:

Staff members have a responsibility to ensure that:

- The needs of the child are considered in making placement.
- The staff member is able to provide appropriate care for their child and all other children in a fair and equitable manner.
- The placement does not impact on the smooth running of the service.
- Fees for care are paid in accordance with Fee Policy

The Committee of Management has the responsibility to ensure that:

- Staff are able to perform their duties effectively.
- There is no impact on the quality of care provided to other children in the service.
- The same process of enrolment and priority of access are applied to staff members' children.
- The same fee payments are paid by staff as all other user groups.

Date Approved: 2012

Revised: 2012

6.5 VOLUNTEER POLICY

AIMS:

Volunteers will be permitted to assist with staff child ratios on excursions or to enhance the services activities.

IMPLEMENTATION:

- The service may use voluntary staff to assist, however volunteers cannot relieve or replace paid staff.
- The service coordinator will give volunteers an orientation of the service.
- Students on practicum may volunteer their time as part of their course requirements but will be supervised at all times.
- Volunteers are supervised by a staff member at all times.

The Committee of Management will ensure that:

- All volunteers are covered by the service's insurance policies.
- All volunteers have a current Working With Children check.

Date Approved: 2012

Revised: 2012

6.6 VISITORS TO THE CENTRE POLICY

All visitors are required to report to a staff member and show identification if appropriate/available

IMPLEMENTATION:

Staff are responsible to ensure that:

- All visitors are approached and asked who they are and what is the purpose of their visit.
- All visitors will be asked to show some form of identification.
- Visitors are introduced to children if appropriate.
- Children are advised of the purpose of the visit.

The Co-ordinator and Principal are responsible to ensure that:

- Staff are notified of the presence of any maintenance workers on site.

6.7 COMPLAINTS / ISSUES RESOLUTION POLICY

AIMS:

The Yallourn North Primary School OSHC will ensure that staff complaints are acknowledged, recorded and addressed.

IMPLEMENTATION:

The Committee of Management has a responsibility to ensure that:

- Staff are encouraged to voice any concerns, comments, suggestions and grievances promptly.
- Staff are aware of and practice complaint and issue resolution protocols.
- Complaints/issues are responded to promptly.
- Complaint/issues are recorded including resolution outcomes.
- If unable to resolve the issue the ACECQA is contacted for assistance.

Date Approved: 2012

Revised: 2012

6.8 RECRUITMENT POLICY

AIMS:

The Yallourn North Primary School OSHC will provide appropriate staff for the service as per the National Standards.

IMPLEMENTATION:

Yallourn North Primary School in conjunction with OSHC and School Council has a responsibility to ensure that:

- References to support the applicant's work application are checked.
- Proof of identification is received.
- Prospective staff undertake a police check.
- Those applicants on regular medication provide a medical certificate confirming their ability to care for children,
- For Insurance and Work Cover purposes medical documentation indicating an individual is physically able to perform their duties is required.

6.9 CONTRACT / LETTER OF APPOINTMENT POLICY

AIMS:

All staff will be provided with a contract or a letter of appointment outlining their conditions of employment. This will be reviewed on a regular basis.

IMPLEMENTATION:

The Committee of Management has a responsibility to ensure that:

- All new staff are provided with a contract or letter of appointment upon commencement.

The Contract will include:

- Staff hours (clarification of contact and non contact hours).
- Employment classification i.e. Part time, casual and temporary.
- Award entitlements and conditions.
- Contract period.
- Termination / redundancy process.
- Staff appraisal arrangements.

6.10 EQUAL OPPORTUNITY POLICY

AIMS:

Yallourn north Primary School will ensure that the workplace operates on the principles of fairness, equality, merit in all aspects of employment and team work.

IMPLEMENTATION:

The Yallourn North Primary School has a responsibility to ensure that:

- Staff are employed on the merit of their qualifications and experience in the field of children's services.
- Where possible flexible arrangements will be made to ensure an equitable workplace for all staff.
- All reasonable steps are taken to ensure that the workplace is free of discrimination and harassment.

6.11 POSITION DESCRIPTION POLICY

AIMS:

1. All OSHC employees have a position description, which accurately reflects their duties, accountability and standard performance.
2. The OSHC employees have appropriate qualifications as outlined in the National Standards for Outside School Hours Care.
3. Staff: child ratios are in accordance with the National Standards for Outside Schools Hours Care.

IMPLEMENTATION:

The Committee of Management has a responsibility to ensure that:

- Job descriptions are accurate, outlining in detail:
- Position Aim and Objective
- Key responsibilities/duties
- Qualifications/experience
- Professional development
- Accountability
- Performance measurements/appraisal
- Those applicants requiring regular medication will need a medical certificate confirming the applicants ability to care for children.
- As a minimum the following qualifications are needed:
 - Diploma level Children's services approved course as outlined on the ACECQA website.
 - Anaphylaxis accreditation
 - First Aid Level 2
 - Asthma accreditation

The following staff: child ratios are maintained:

- A maximum of 15 children to one staff member.
- Management will also ensure that one staff member on the premises will be trained in first aid.
- In the case of a single staff model all requirements outlined by ACECQA are met.

Date Approved: 2012

Revised: 2012

6.12 STAFF APPRAISAL

AIMS:

1. The Yallourn North Primary School OSHC shall conduct annual staff appraisal to ensure service obligations to the staff are properly met and also allow staff to make comments.
2. Staff appraisals are an opportunity for staff to receive feedback on their performance and plan for professional and career development.

IMPLEMENTATION:

The Committee of Management has a responsibility to ensure that:

- All staff receive an annual performance appraisal and six monthly review of the performance plan.
- A date is negotiated between staff and management on which the reviews to take place.
- All relevant paperwork is available i.e. Award, Job description and Contract.
- Documentation of the meeting is kept on file with the staff members and a committee members' signature.
- Any changes are implemented.

6.13 OCCUPATIONAL HEALTH AND SAFETY POLICY

AIMS:

The Management body ensures that all staff and the management team abide by State and Commonwealth Legislation in regard to health and safety of all staff, children and visitors to the service.

IMPLEMENTATION:

- Information on staff, i.e. next of kin details etc., should be accessible to all other staff in case of accidents including while on excursions.
- Immediately when an injury is reported, the Service staff must ensure that the injured worker is being attended to. It may be necessary to call an ambulance and accompany the staff member to the hospital. The Committee of Management will have to be notified and relief staff organised.
- The injured staff member is to be interviewed and all facts surrounding the injury must be documented. Regardless of the intention to deny or admit a claim, all documentation of a Workcover claim must be completed within 24 hours of the accident occurring or report received from the injured staff member.
- Staff are encouraged to report all health and safety issues to management as soon as they are identified.
- Action is taken by the Committee of Management following any reported OH&S issues within an appropriate timeline.

Date Approved: 2012

Revised: 2012

6.14 HEALTH OF STAFF POLICY

AIMS:

The Management body will ensure that staff employed by the service are free from the influence of drugs or alcohol and are fit and proper persons able to care for children.

IMPLEMENTATION:

- Staff should inform a Committee of Management member immediately if another staff member is under the influence of drugs or alcohol.
- Committee of Management members should ensure that a relief staff member is put in place immediately and the offending staff member removed from the presence of children.
- Disciplinary action taken if required.
- If a staff member requires regular medication the Committee of Management will require a medical certificate confirming their ability to care for children.
- For Insurance and Workcover purposes medical documentation indicating a staff member is physically able to perform their duties is required.

Date Approved: 2012

Revised: 2012

7.HEALTH AND SAFETY

7.1 SUN PROTECTION POLICY

This policy applies to all service events on and off site.

Rationale

A balance of ultraviolet radiation (UV) exposure is important for health. Too much of the sun's UV can cause sunburn, skin and eye damage and skin cancer. Sun exposure in the first 10 years of life is a major factor in determining future skin cancer risk.

Too little UV from the sun can lead to low vitamin D levels. Vitamin D is essential for healthy bones and muscles, and for general health.

Objectives

This SunSmart Policy has been developed to:

- Ensure all children and staff have some UV exposure for vitamin D.
- Encourage children and staff to use a combination of sun protection measures whenever UV Index levels reach 3 and above.
- Work towards a safe outdoor environment that provides shade for children and staff at appropriate times.
- Assist children to be responsible for their own sun protection.
- Ensure that families and new staff are informed of the service's SunSmart measures.

Staff are encouraged to access the SunSmart UV Alert at sunsmart.com.au to find out daily local sun protection times to assist with the implementation of this policy.

We use a combination of sun protection measures for all outdoor activities from September to the end of April and whenever UV levels reach 3 and above, the level that can damage skin and eyes.

1. Shade

- Management makes sure there is a sufficient number of shelters and trees providing shade in the outdoor area.
- The availability of shade is considered when planning excursions and all other 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 a suitable area protected from the sun.

2. Clothing

- When outside, children are required to wear loose fitting clothing that covers as much skin as possible. Clothing made from cool, densely woven fabric is recommended. Tops with elbow length sleeves, and if possible, collars and knee

length or longer style shorts and skirts are best. Rash vests or t-shirts are required for outdoor swimming.

3. Hats

- All children are required to wear hats that protect their face, neck and ears, i.e. legionnaire, broad-brimmed or bucket hats. Baseball or peak caps are not considered a suitable alternative.

4. Sunglasses

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

5. Sunscreen

- SPF 30+ broad spectrum, water resistant sunscreen is available for staff and children's use.
- Sunscreen is applied at least 20 minutes before going outdoors and reapplied every two hours if outdoors.
- With parental consent, children with naturally very dark skin are not required to wear sunscreen to help with vitamin D requirements.

From May to August in Victoria

When average UV Index levels are below 3, sun protection measures are not used from May until August unless near highly reflective surfaces such as snow, outside for extended periods or when UV levels reach 3 and above.

Staff OHS and Role modelling

As part of OHS UV risk controls and role-modelling, when the UV is 3 and above staff:

- wear sun protective hats, clothing and sunglasses when outside
- apply SPF 30+ broad spectrum, water resistant sunscreen
- seek shade whenever possible

Families and visitors are encouraged to use a combination of sun protection measures (sun protective clothing and hats, sunglasses, sunscreen and shade) when participating in and attending outdoor activities.

Communication

Our service:

- Displays the SunSmart policy for parents / carers, and discusses it with the children
- Regularly reinforces SunSmart behaviour through correspondence with families via the notice board and displays, and through children and staff activities
- Ensures information about the SunSmart policy is included in parent handbooks and other important documentation sent to families

Review

- Management and staff monitor and review the effectiveness of the SunSmart policy and revise the policy when required (at least once every three years).

Next policy review: 2017

7.2 MEDICATIONS POLICY

Generally staff of Yallourn North Primary School Combined OSHC Service will not administer medications to children, with exceptions for chronic conditions for which management plans are in place.

There is an expectation that children are old enough to take responsibility for reminding staff of their own medication requirements.

To ensure that all children placed in care with Yallourn North Primary School OSHC Service are administered medication appropriately and safely, the following requirements apply **both to prescription and non-prescription medications:**

1. All medications to be administered to children placed in YNPS OSHC Service **must be authorised on arrival by the parent in writing** using the Medication form, and the authorisation and the container or packing **must clearly state the child's name, the dose, frequency/times and duration of period** to be administered.
2. The staff must document each administration of medicine/ointment immediately after it has been administered and get parents to sign the medications form to acknowledge that it has been administered. A note must also be made when students self-administer medication.
3. Medication must be stored in accordance with label directions and in the locked medicine safe inside the fridge.
4. **If staff have a concern about a request to administer any medication to a child she/he must contact the Principal.**

The following additional requirements apply to:

1. All prescription medication must have been prescribed **for the child. Staff will not administer any prescription medication that has been prescribed for one child/adult to any other child.**
2. The first dose of a newly prescribed medication must be administered by the parent/guardian or medical professional so that a child's reaction can be observed prior to his/her arrival in care.
3. All medication must be in the original container, bearing the original label, and/or a dispensary label stating the medication name, strength, date of prescription, child's name, dosage and times to be administered, and the expiry date of medication.
4. In the case of creams or ointments, the child's name, and the amount and time of application must be stated on the tube or bottle.
5. Medications **must not** be administered if the expiry date has elapsed. This particularly applies to eye drops.
6. The dosage and times (e.g. before or after food) must be adhered to strictly. Where the label states "Take as Directed", the exact dosage must be obtained in writing from the parent.

Vitamins will not be administered by any OHSC staff and parents are asked to administer these at home.

ASTHMA POLICY

An asthma-specific policy is necessary because:

- asthma is a chronic health condition affecting 1 in 4 children;
- asthma is the most common cause of childhood admission to hospital;
- while an average of 4 people die in Victoria each week from asthma, many of these deaths are considered preventable;
- asthma can occur at any time. Any attack is potentially life threatening and should be taken seriously.

Asthma management is viewed as a shared responsibility. While YNPS OSHC Service recognises its duty of care towards children with asthma during their time in care, the responsibility for ongoing asthma management rests with the parent.

Children with asthma are to be given the same opportunities as other children in care. Staff should be aware of children with asthma in their care, and have knowledge of the symptoms, triggers and treatment procedures for each child.

Any breathing difficulty can be life threatening. The first asthma attack can occur at any time and at any age. As in the case of any serious injury or illness, **the staff are not required to diagnose or treat the condition apart from carrying out the appropriate first aid procedures.** Diagnosis and treatment are the responsibility of the ambulance officer or medical practitioner in attendance.

Staff should recognise and treat symptoms early, regardless of whether these are mild, moderate or severe.

Staff should manage their own asthma effectively.

MEDICAL INFORMATION

1. Parents are required to provide the child's asthma history at enrolment.
2. An Asthma Management Plan should be prepared by the doctor and parents. A copy must be provided to OHSC upon enrolment.
3. It is the parent's responsibility to keep the Staff informed, in writing, of any changes in the child's condition and medication as they occur.
4. An asthma attack should be recorded on the Illness Report Form and if medication is administered this should be recorded on the Medication Form/Book.

EMERGENCY MANAGEMENT

1. The **4-step emergency asthma management procedure below** should be on display in a prominent place at all times.
2. If a child suddenly develops or complains of difficulty in breathing and/or has an incessant cough or wheeze, appropriate first aid must be given immediately **WHETHER OR NOT** the child is known to have asthma, as delay may increase the risk to the child's health and safety.
3. Follow the child's emergency management plan where possible.
4. In the absence of a management plan, **follow the 4-step emergency asthma management procedure below.**
5. Contact the parents/guardian or their emergency contact person.

6. If an ambulance has been called, staff should continue to administer medication and contact the parent/guardian or their emergency contact person. The child should be handed over to the ambulance officers for treatment.
7. If administering asthma first aid removes the staff from the supervision of other children in care, the staff should contact the Principal to arrange supervision assistance.

4-STEP EMERGENCY PROCEDURE

1. **Sit the child upright** and remain calm to reassure them.
2. **Give 4 separate puffs** of a blue reliever puffer **one at a time** through a spacer, **asking the child to take 4 breaths after each puff**. Wait 4 minutes.
3. **Repeat Step 2** and if there is still no improvement **call an ambulance immediately** (dial 000).

State clearly that the child is “having difficulty breathing”.

4. **Keep giving 4 separate puffs** of a blue reliever puffer through a spacer **every 4 minutes** until the ambulance arrives.

In an emergency a blue reliever puffer from the first aid kit can be borrowed.

CLEANING OF SPACERS

Spacers that are used by more than one child (e.g. from the first aid kit) must be thoroughly cleaned after each use to prevent cross-infection using the method outlined below:

1. Wash thoroughly in hot soapy water and rinse well.
2. Allow the spacer to “air dry”. Do not wipe dry.
3. Wipe the spacer with an alcohol wipe, giving particular attention to both inside and outside the mouthpiece.

If any device is contaminated by blood, throw it away and replace the device.

TRAINING

It is compulsory for staff undertake the accredited course in Emergency Asthma Management as part of their professional development.

ANAPHYLAXIS POLICY

Anaphylaxis is a severe, rapidly progressive allergic reaction that is potentially life threatening.

The most common allergens in school aged children are peanuts, eggs, tree nuts (e.g. cashews), cow’s milk, fish and shellfish, wheat, soy, sesame, latex, certain insect stings and medication.

Staff and parents/guardians need to be aware that it is not possible to achieve a completely allergen free environment in any service that is open to the general community. Staff should not have a false sense of security that an allergen has been eliminated from the environment. Instead Yallourn North Primary School recognises the need to adopt a range of procedures and risk minimisation strategies to reduce the risk of a child having an anaphylactic reaction and to ensure that in the case of one occurring staff are adequately prepared to administer appropriate first aid.

The key to prevention of anaphylaxis in schools is knowledge of those students who have been diagnosed at risk, awareness of triggers (allergens), and prevention of exposure to these triggers.

Partnerships between schools and parents are important in ensuring that certain foods or items are kept away from the student while at school.

Adrenaline given through an autoinjector to the muscle of the outer mid-thigh is the most effective first aid treatment for anaphylaxis.

INDIVIDUAL ANAPHYLAXIS MANGEMENT PLANS

The principal will ensure that an individual management plan is developed, in consultation with the student's parents and doctor for any student who has been diagnosed by a medical practitioner as being at risk of anaphylaxis.

The individual anaphylaxis management plan will be in place prior to the student attending.

The individual anaphylaxis management plan will set out the following:

- Information about the diagnosis, including the type of allergy or allergies the student has (based on a diagnosis from a medical practitioner).
- Strategies to minimise the risk of exposure to allergens while the student is under the care or supervision of school staff, for in-school and out of school settings including camps and excursions.
- The name of the person/s responsible for implementing the strategies.
- Information on where the student's medication will be stored.
- The student's emergency contact details.
- An emergency procedures plan (ASCIA Action Plan), provided by the parent, that:
 - sets out the emergency procedures to be taken in the event of an allergic reaction; and
 - is signed by a medical practitioner who was treating the child on the date the practitioner; and
 - signed the emergency procedures plan; and
 - includes an up to date photograph of the student.

The student's individual management plan will be reviewed, in consultation with the student's parents/ carers:

- annually, and as applicable,
- if the student's condition changes, or
- immediately after a student has an anaphylactic reaction at school.

It is the responsibility of the parent to:

- provide the emergency procedures plan (ASCIA Action Plan).
- provide an up to date photo for the emergency procedures plan (ASCIA Action Plan) when the plan is provided to the school and when it is reviewed.

Steps taken if an anaphylactic reaction occurs:

Classroom.

Class teacher is to gauge appropriate action. Epi pen for each child is kept in the Sickbay Room. Epi pen is administered and teacher monitors child. Contact made with office. Office contacts ambulance and sends assistance to the grade. School pens are labelled and stored in first aid room.

Yard.

Each duty teacher has been trained. Each teacher carries a Yard Duty Folder which has pictures of affected children together with names. If a reaction occurs contact is made with office. Epi pen taken to child and administered.

Ambulance is called. Epi pen, administered and child's condition monitored.

Camps/Excursions.

Child's epi pen, medications and management plans to be taken on all camps/excursions. Grade teacher to carry pens and have these children in their groups, if necessary.

If a reaction occurs :

- Follow management plan
- Epi pen administered if needed
- Contact ambulance
- Teacher stays with child to monitor
- Contact school or venue administration.

Casual Relief Teachers.

Where possible CRT's at YNPS are few in number and are therefore aware of issues. Classroom teacher to leave this policy out as part of the planning left for CRT. Areas of concern highlighted ie. classroom, yard and location of epi pen indicated.

Out of School Hours Care

All staff will be accredited in anaphylaxis management.

- the school's anaphylaxis management policy

DIABETES MANAGEMENT.

Diabetes is becoming more prevalent in Australia. Diabetes falls into two categories. Type 1 and Type 2.

Type 1 diabetes

- is an auto immune condition which occurs when the immune system damages the insulin producing cells in the pancreas. This condition is treated with insulin replacement via multiple injections or a continuous infusion via a pump. Without insulin treatment type 1 diabetes is potentially life threatening.

Type 2 diabetes

- occurs when either insulin is not working effectively (insulin resistance) or the pancreas does not produce sufficient insulin (or a combination of both). Type 2 diabetes affects between 85 and 90 per cent of all cases of diabetes and usually develops in adults over the age of 45 years, but it is increasingly occurring at a younger age. Type 2 diabetes is initially managed with a healthy diet and life style and/or medication that could include tablets and/or insulin.

For any student who has diabetes, a Management plan must be developed between the child's doctor and family. A copy of this plan must be provided prior to the student beginning OHSC.

The management plan will specify how the student must be managed to assist them to meet their day to day needs in regards to their chronic illness.

Emergency Management

Please see the Diabetes School Action Plan (appendix 1) as to the treatment of severe hypoglycaemia (hypo). The child/student should not be left unattended. DO NOT attempt to give anything by mouth or rub anything onto the gums as this may lead to choking. If the child/student has high blood glucose levels please refer to the Diabetes Action Plan.

Diabetes Management

The child/student should eat meals/snacks every 2-3 hours

Younger children will require supervision to ensure all food is eaten

The child/student should not exchange meals with another child/student

Allow access to drinking water and toilet at all times (high blood glucose levels can cause increased thirst and urination)

COMMUNICATION PLAN

The principal will be responsible for ensuring that a communication plan is developed to provide information to all staff, students and parents about anaphylaxis, asthma and diabetes.

Each student's management plan will be reproduced and displayed in their classroom, sick bay and staffroom.

STAFF TRAINING AND EMERGENCY RESPONSE

Teachers, OSHC staff and other school staff who conduct classes/activities which students at risk of anaphylaxis or asthma attend, or give instruction to students at risk of anaphylaxis or asthma must have up to date training in anaphylaxis management and asthma management.

At other times while the student is under the care or supervision of the school, including excursions, yard duty, camps and special event days, the principal must ensure that there is a sufficient number of staff present who have up to date training in anaphylaxis, asthma and diabetes.

The principal will identify the school staff to be trained based on a risk assessment. Staff will undergo semester training.

ACCIDENT / INJURY PROCEDURES

1. For **minor injuries** staff must apply first aid to the best of his/her ability.
2. For **serious injuries** professional medical attention must be sought immediately. An ambulance should be called if there is any doubt about how serious the injuries are.
3. Make suitable arrangements for children in care if necessary.

Note that a staff member may accompany a distressed child in the ambulance **provided that** arrangements have been made for the other children in care and that this does not delay the ambulance.

4. Contact either parent/guardian as soon as possible or use their emergency contact if necessary.

5. Notify the Principal of the accident as soon as possible.

6. Complete an "Accident/Injury Report Form" with signatures and submit the report to the Principal. Notify DEECD and Emergency Management.

Date Approved: 2012

Revised: 2012

7.3 INFECTION CONTROL POLICY

Staff will follow universal precautions in regard to the management of blood / bodily fluids.

IMPLEMENTATION:

- Staff will model effective hand washing techniques to children.
- Posters outlining effective hand washing will be displayed for children and staff.
- All spills of bodily fluids will be mopped up with paper towel, placed in a sealed bag along with the gloves the staff member was wearing and disposed of in a bin with a lid. (All items can be found in the blood spills kit).
- Gloves (provided by the service) will be worn when dealing with spills of bodily fluids and will be cleaned up with bleach solution.
- Hands are washed in hot soapy water after cleaning up a spill.
- Equipment exposed to blood or bodily fluids will be cleaned with hot soapy water as soon as possible.
- Staff will be trained in effective infection control methods and reasons for these behaviours.
- Open wounds will be covered by a water-proof bandage when working.

Date Approved: 2012

Revised: 2012

7.4 COMMUNICABLE DISEASES POLICY

Yallourn North Primary School OSHC policy on infectious diseases is consistent with Commonwealth and State legislation, which outlines the exclusion practices for children who have an infectious disease or who have been exposed to an infectious disease. Yallourn North Primary School OSHC will ensure that the policy is practiced.

IMPLEMENTATION:

The staff have the responsibility to ensure that:

- YNPS OSHC follows correct hygiene practices and meets the requirements of State and Commonwealth legislation.
- Parents/guardians and approved persons are notified of any infectious diseases present at the venue or school.
- Information on common infectious diseases is available for families as required.
- The service will hold information regarding immunisation schedules, providers of immunisations and contact details of the Departments Health Office.
- The Service has access to current information pertaining to infectious diseases provided by relevant authorities.
- Children are excluded from the service in accordance with appropriate legislation.
- Details of specific individuals are not disclosed.
- Parents/guardians are notified of any symptoms their child is showing of illness as soon as is practicable.

Families have a responsibility to ensure that:

- The service is notified as soon as possible that their child has contracted an infectious disease.
- They attend their local doctor for diagnosis of infectious disease.
- The service is provided with a medical certificate stating that they are no longer infectious.
- Staff are notified at enrolment of the child's immunisation status.

7.5 HYGIENE POLICY

AIMS:

- Staff will model a high level of personal hygiene.
- Staff will encourage children to follow personal hygiene practices.
- Hygiene practices will be followed to ensure cross infection is prevented.

IMPLEMENTATION:

Staff are responsible to ensure that:

- They model a high level of personal hygiene at all times.
- The facility and equipment is kept clean at all times.
- Used tissues are disposed of immediately into a bin with a lid.
- Staff and children wash and dry their hands before and after meal times, after using the toilet, blowing their nose, handling animals and other unhygienic practices.
- Children are provided with paper towels, individual hand towels or an air drying facility for the drying of hands.

7.6 HIV / AIDS / HEPATITIS POLICY

AIMS:

- All medical details of staff, parents or children attending the centre will be kept confidential.
- The number of staff aware of a child's medical condition will be restricted to those working directly with the child who will need to detect situations where there is the potential for transmission.
- Children with moist skin lesions or abrasions are asked to cover them with a waterproof bandage whilst attending the service.

IMPLEMENTATION:

The staff have the responsibility to ensure that:

- Sound hygiene and infection control guidelines are followed at all times.
- Medical details of children are held in a confidential manner.
- Families do not feel pressured to disclose their medical condition to the service.
- Children may not be excluded on the grounds of HIV infection.

Date Approved: 2012

Revised: 2012

7.7 ILLNESS POLICY

AIMS:

When a child becomes ill the child's parent/guardian will be contacted by service staff to make arrangements for the child to be taken home as soon as possible.

IMPLEMENTATION:

The staff have a responsibility to ensure that:

- When a child becomes ill the parent/guardian or approved person is contacted as soon as practicable.
- The child is as comfortable as possible while they are waiting for the parent.
- Signs and symptoms are recorded regarding the illness.
- The illness is documented on the forms held by the service and placed on the child's file.

Families have a responsibility to ensure that:

- A child with a fever over 38 degrees Celsius should be kept at home for at least 24 hours.
- A child with an acute illness requiring medication should be kept at home for at least 24 hours.
- A child who is vomiting should be kept at home until the vomiting has stopped, they are recovered and eating again.
- A child who is experiencing diarrhoea should be kept home until they are fully recovered from symptoms.

7.8 ACCIDENT POLICY

AIMS:

1. The child's well being is of prime concern and first aid will be administered immediately by staff to ensure the best outcome.
2. Every attempt will be made to contain the situation.
3. Parents will be informed immediately if medical aid or hospitalisation is required.
4. If required an investigation of the cause will be completed.
5. The Service will ensure that staff, families and children are provided with counselling services to assist in managing stress or grief associated with a trauma or death.

IMPLEMENTATION - GENERAL

The staff are responsible to ensure that:

- The potential of accidents are minimized.
- Children are in sight of a staff member at all times to ensure prompt attention in the event of an injury.
- First aid is administered as quickly and effectively as possible to prevent any serious harm or secondary issues.
- Emergency procedures are placed in key areas within the facility for staff, parents and children to refer to.
- The 000 emergency number and the Department of Education Emergency Management number is kept near all telephones and staff inform these services of a serious incident as well as DEECD.
- Counselling is offered to staff, families and children as required.

IMPLEMENTATION - MINOR ACCIDENT

The staff are responsible to ensure that:

- An accident report is completed and signed by the staff member and the parent. The report will be shown to the coordinator and put in the child's file.

IMPLEMENTATION - MAJOR ACCIDENT

The staff are responsible to ensure that:

- Staff will administer first aid and will call for an ambulance on the 000 emergency number and inform the Department of Education Emergency Management.
- Co-worker will notify the coordinator giving details of the emergency.
- Coordinator will contact the parents and Committee of Management representative.
- Co-worker will take other children to another part of the building.
- The initial accident report will be completed and forwarded to the Committee of Management within 24 hours so it can be sent to DEECD and ACECQA.

RESPONSIBILITIES

Committee of Management:

- The Committee will sight all accident reports and ensure that preventative strategies are developed and maintained.

Coordinator:

- The Coordinator will ensure all preventative strategies are put in place and that reporting of an accident or hazard is properly documented. In most cases the coordinator will record the incident details, carry out an investigation and follow through on any recommendations arising from the investigation.

Support staff:

- Support staff will report all incidents immediately to the coordinator and provide necessary information to carry out a thorough investigation into the cause.

TRAUMA

- A death or serious injury at the service can traumatise staff, children and/or parents. Counselling will be made available to the community through appropriate channels.

ACCIDENT INVESTIGATION

The purpose of an investigation is not to lay blame, though at times the facts may indicate where fault may be found. The purpose is to:

- Learn from the event via careful fact finding.
- Make decisions and take actions to ensure a safer environment.

Date Approved: 2012

Revised: 2012

7.9 EMERGENCY MANAGEMENT POLICY

The personal safety and security of children and staff while attending the service is of primary importance.

Policy.

1. Emergency procedures will be known and practiced regularly by staff and children.
2. Staff will be trained to use necessary equipment i.e. fire extinguishers.
3. The service has written procedures for dealing with emergencies such as:
 - Dealing with a medical emergency
 - Dealing with a fire
 - Dealing with threats to staff or children
 - Dealing with a bomb threat
 - Robbery

PROCEDURES

- The emergency management and evacuation plan for the school is to be used by OHSC. The evacuation plan can be found at each door in the OHSC space.
- The 000 emergency number is placed beside each telephone along with other relevant emergency numbers.
- YNPS OSHC will practice emergency evacuations and procedures on a regular basis (minimum of once per term) ensuring all staff and children are familiar with the emergency procedures. These evacuations will be documented in the Emergency plan.
- Procedures are in place to handle harassment and or threats to children by persons known or unknown.
- Staff will receive training in the proper usage of emergency equipment i.e. fire extinguishers.
- All emergency exits will remain clear and exit signs will be checked regularly to ensure they are in working order.
- On commencement staff will receive a copy of the emergency procedures in the induction manual.
- If an emergency occurs an evaluation will follow to ensure all procedures were in place and were adequate for the occasion.

Date Approved: 2012

Revised: 2012

7.10 FIRST AID POLICY

AIMS:

In the event of an accident or a child falling ill, first aid equipment and expertise will be available.

IMPLEMENTATION:

- A first aid kit will be accessible to the staff and maintained in good order.
- All staff members on duty will hold a current Level Two first aid certificate.
- A first aid kit will be taken on excursions as will all medical information relating to the children and staff.

Date Approved: 2012

Revised: 2012

7.11 NUTRITION POLICY

AIMS:

Yallourn North Primary School OSHC will provide nutritious, balanced snacks for children reflecting children's tastes, religious, culture and health concerns.

The Role of OSHC services is to:

- Ensure that children are provided with nutritious balanced snacks.
- Provide a wide variety of foods.
- Limit fat, sugar and salt.
- Provide suitable eating environments.
- Model good eating behaviours.
- Discuss foods being eaten.

IMPLEMENTATION:

The staff team has the responsibility to ensure that:

- Nutritious snacks are supplied for all children attending after school care.
- Consideration in regard to sugar, fat and salt content of foods is taken.
- Children have access to water at all times.
- All meal breaks are monitored by staff to ensure all children eat and drink.
- Children are encouraged to be seated while eating and drinking. Staff will model this behaviour by discussing the food the children are eating along with events of the day.
- The menu is displayed for children and parents in view. The menu considers the cultural and religious beliefs of the children in attendance and presents children with a nutritious snack each week.
- Be aware of the individual dietary needs of the group. They are also aware of the foods, which cause the child's allergic reaction, allergy free food and the medical procedure and plan for dealing with an allergic reaction.
- Special dietary requirements of individual children are met.
- Yallourn North Primary School OSHC maintains a clean and hygienic area for food preparation which meets Health Department Standards for OSHC services.
- Children are encouraged to cook, serve and clean up as part of the program activities.
- Children are educated in necessary safety precautions whilst cooking.
- Children are supervised whilst cooking.
- All staff and children involved in food preparation wash and dry their hands prior to the activity.
- All staff and children wash and dry their hands prior to eating.

Date Approved: 2012

Revised: 2012

7.12 FOOD PREPARATION FACILITIES POLICY

AIMS:

- Yallourn North Primary School OSHC will comply with State and Local Authority legislation in relation to all food handling requirements.
- Yallourn North Primary School OSHC is committed to providing safe and hygienic facilities for the preparation, storage, cooking and cooling of children's food. All staff have been trained in food safety through the Victorian Government's Department of Health. All OSHC staff will undertake the online module at <http://dofoodsafely.health.vic.gov.au/welcome.php>

IMPLEMENTATION:

- Information on correct food preparation procedures will be available to staff.
- The temperature of food will be controlled at all times.
- Food will be fresh and stored to maintain optimum freshness.
- Staff will maintain a high level of personal hygiene.
- The environment and equipment will be cleaned regularly.
- Maintenance of all equipment will be undertaken with haste.
- Safe, hygienic facilities for the preparation, storage, heating and cooking of food for children, including a sink, refrigerator and hot and cold running water supply will be accessible to staff.
- Storage of food will be provided for in cupboards that are kept clean and vermin free.
- Staff will ensure that children are supervised when cooking or preparing snacks.
- Items that could be considered dangerous will be safely stored locked in cupboards e.g. knives, electrical items.

Date Approved: 2012

Revised: 2012

7.13 SMOKE FREE ENVIRONMENT POLICY

AIMS:

Yallourn North Primary School OSHC operates in a smoke-free environment as per National Standards.

IMPLEMENTATION:

- Procedures will be put in place if a staff member does smoke to maintain the staff: child ratios and abide by the above policy.
- Non-compliance will result in disciplinary action in accordance with industrial protocols.
- Signs are posted to notify that it is a smoke free environment.

Date Approved: 2012

Revised: 2012

7.14 Providing a Child Safe Environment Policy

AIMS:

1. The Yallourn North Primary OSHC will store all dangerous products in a lockable cupboard/ cabinet.
2. All staff will be trained in the storage, preparation and first aid of all dangerous products held at the service.

IMPLEMENTATION:

Management and staff have a responsibility to ensure that:

- When purchasing cleaning and other dangerous supplies, consideration is made to the purpose of the product, health and regulatory requirements and alternative products.
- Material data safety sheets are obtained for all chemicals stored on the premises.
- Material data safety sheets are easily accessible and known to staff, for all chemicals stored on the premises.

Staff have a responsibility to ensure that:

Lockable cabinets and cupboards are used for cleaning materials, disinfectants, flammable, poisonous and other dangerous substances, tools, toiletries, first aid equipment and medication.

- All chemicals and dangerous products are returned to the lockable cabinet immediately after use.
- All chemicals, medications and dangerous substances are stored in their original containers.
- Hazardous machinery, chemicals and activities which are likely to cause potential danger to children are not to be used or undertaken while the Service is in operation.
- If poisoning does occur a staff member will telephone the Poisons Information Centre, Royal Children's Hospital on 13 11 26 immediately for first aid advice.

The telephone number of the Poisons Information Centre is posted on or beside every telephone in the OSHC program

Date Approved: 2012

Revised: 2012

7.15 VENUE POLICY

AIMS:

The personal safety and security of children, staff and parents/guardians/authorised persons while at the service is of primary importance. To ensure this safety, the service will provide a safe and secure environment.

IMPLEMENTATION:

The Committee of Management has a responsibility to ensure that:

- The venue, grounds, and all equipment and furnishings used by the service are maintained in a safe, clean, hygienic condition and in good repair at all times.
- Facilities remain vermin free.
- Appropriate heating, ventilation and lighting both indoors and outdoors is provided.
- Heating and cooling units will be adequately guarded and positioned so as not to threaten the children's safety.
- Emergency exits are clearly identified.
- Hazard reports are available for staff to notify of any dangerous broken or damaged equipment and/or repairs and hazards at the venue.
- A list of appropriate emergency telephone numbers is available for staff to contact should there be damage to or repairs needed at the venue.
- Fire safety equipment is accessible to staff at all times.
- A telephone is accessible to the service at all times for incoming and outgoing calls and on excursions.

The staff have a responsibility to ensure that:

- Safe designated play areas are allocated and enforced.
- No access to pools or wading pools will be permitted unless children are supervised with correct staff: child ratios.

Date Approved: 2012

Revised: 2012

7.16 Staff Code of Conduct and responsible person present at service.

Aim:

To make staff aware of how they are expected to conduct themselves as members of the public service and to identify who the responsible person is.

Implementation.

All staff at Yallourn North OHSC will comply with the Code of Conduct that encompasses all public servants. The specific duties are outlined below.

Responsiveness – public officials should demonstrate responsiveness by:

- (i) providing frank, impartial and timely advice to the Government; and
- (ii) providing high quality services to the Victorian community; and
- (iii) identifying and promoting best practice.

(Public Administration Act 2004, s. 7)

Integrity – public officials should demonstrate integrity by:

- (i) being honest, open and transparent in their dealings; and
- (ii) using powers responsibly; and
- (iii) reporting improper conduct; and
- (iv) avoiding any real or apparent conflicts of interest; and
- (v) striving to earn and sustain public trust of a high level.

(Public Administration Act 2004, s. 7)

Impartiality – public officials should demonstrate impartiality by:

- (i) making decisions and providing advice on merit and without bias, caprice, favouritism or self-interest; and
- (ii) acting fairly by objectively considering all relevant facts and fair criteria; and
- (iii) implementing Government policies and programs equitably.

(Public Administration Act 2004, s. 7)

Accountability – public officials should demonstrate accountability by:

- (i) working to clear objectives in a transparent manner; and
- (ii) accepting responsibility for their decisions and actions; and
- (iii) seeking to achieve best use of resources; and
- (iv) submitting themselves to appropriate scrutiny.

(Public Administration Act 2004, s. 7)

Respect – public officials should demonstrate respect for colleagues, other public officials and members of the Victorian community by:

- (i) treating them fairly and objectively; and
- (ii) ensuring freedom from discrimination, harassment and bullying; and
- (iii) using their views to improve outcomes on an ongoing basis.

(Public Administration Act 2004, s. 7)

Leadership – public officials should demonstrate leadership by actively implementing, promoting and supporting these values.

(Public Administration Act 2004, s. 7)

Human Rights – public officials should respect and promote the human rights set out in the *Charter of Human Rights and Responsibilities* by:

(i) making decisions and providing advice consistent with human rights; and

(ii) actively implementing, promoting and supporting human rights.

(Public Administration Act 2004, s. 7)

- The responsible person at the service will be the OHSC coordinator who will hold the following qualifications.
 - a. Diploma as recognised on the ACECQA website; and
 - b. Asthma, anaphylaxis and first aid level 2 accreditation; and
 - c. Be responsible for the planning and delivery of the OHSC program;
 - d. In conjunction with the Principal, ensure we exceed requirements as stated in the Education and Care National Regulations.
- The responsible person (the coordinator) will be present at all times during the after school care session from 3:15 until 6:30 PM Monday to Friday.
- The ratio will be one educator to 15 students.

7.17 Interactions with Children Policy.

Aims: To make staff aware of their responsibilities when interacting with children in the OHSC program.

Implementation:

The Yallourn North OHSC service will provide education and care to children in a way that –

- Encourages the children to express themselves and their opinions; and
- Allows the children to undertake experiences that develop self-reliance and self-esteem; and
- Maintains at all times the dignity and rights of each child; and
- Gives each child positive guidance and encouragement towards acceptable behaviour; and
- Has regard to the family and cultural values, age, and physical and intellectual development and abilities of each child being educated and cared for by the service.

The Yallourn North OHSC will provide children with opportunities to interact and develop respectful and positive relationships with each other and with staff members of, and volunteers at the service. Consideration will be given to the size and composition of the groups in which students are being educated and cared for.