

Eltham East OSHC

Parent Handbook 2017



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1 PARENT HANDBOOK

Welcome to Eltham East Out of School Hours Care. We aim to provide your children with care of the highest possible standard within a safe, secure and stimulating environment. This handbook has been created as a guide for families to Outside School Hours Care referred to as OSHC. The OSHC Educators are available to answer any questions or concerns you may have.

We hope you and your children enjoy the time spent in our Service.

2 INTRODUCTION

2.1 Our Shared Vision

Eltham East Primary School OSHC is committed to providing a nurturing, respectful environment which supports and inspires our children to be actively involved in their learning, to grow in self-awareness, resilience and social responsibility and to contribute in a positive way to the world around them.

2.2 Mission Statement and Philosophy

Eltham East OSHC provides high quality care by ensuring a safe, stimulating and caring environment for all children inclusive of their age, abilities, background, gender and race. We provide a service that supports and nurtures children's wellbeing and enhances their development through different experiences and opportunities. Through these experiences children will develop friendships, independence, positive attitudes and respect.

The program operates as an integral component of the school community and complements its principle values of enjoyment, teamwork, respect, responsibility and learning. The relationship with school management and teachers is supportive and co-operative.

2.3 Our OSHC Area

We are located in the hall with a downstairs kitchen and craft area and in-house toilets and washrooms. Upstairs there is a carpeted recreational space with lounges for relaxing and access to a small book collection and DVD library, games and non-messy creative activities. The children in Years 4, 5 and 6 enjoy their own room where they are able to play games, read, and use iPads with age appropriate software. A separate office is used to ensure administration can be managed professionally.

Outdoor areas are easily accessed and include a sandpit and garden, play equipment in the 3-4 playground and the adjacent oval and two basketball courts. The hall is available if the weather is unsuitable for outdoor play.

We have a diverse range of resources for craft and 'performance' (puppet theatre and music), board and construction games, exercise and sports. Programming is a collaborative effort by staff and children in the context of the school age care framework, 'My Time, Our Place'. It is flexible, adaptable, equitable and open-ended, designed to guide and encourage children to explore, initiate and establish a variety of skills which foster active participation through self-expression, confidence, independence and decision-making. Development of social skills is actively encouraged in the context of inclusive, co-operative, courteous, responsible and reflective behaviour.

2.4 Eltham East OSHC Contact Information

Eltham East Primary School

Grove Street

Eltham

Vic, 3095

Phone number: 03 9431 2228

Email: oshc.eltham.east.ps@edumail.vic.gov.au

2.5 Hours of Operation

Before School Care:

6:45am-8:45am

Breakfast served till 8:00am

After School Care:

3:30pm- 6:30pm

Afternoon snack provided

Curriculum Day:

7:00am-6:00pm (Up to 30 children)

Afternoon snack provided

2.6 Before School Care

A healthy, varied breakfast is provided each morning until 8:00am as part of the Service. The Service also provides an extensive program of creative and recreational experiences for the children. Bookings are essential, emergency care is available if staffing and places allows. Children must be signed in upon arrival by a parent/guardian and are not to leave the centre until signed out by a staff member.

2.7 After School Care

A nutritious afternoon tea is provided after school as part of the Service. The Service also provides an extensive program of creative and recreational experiences for the children. Bookings are essential, emergency care is available if staffing and places allows. Children are not allowed to leave the centre until signed out by an authorised parent/guardian.

2.8 End of Term or Early Finishes

All care provided on the last day of term/year or any early finishes will occur an additional fee for the additional hours of care provided.

2.9 Curriculum Day/Pupil Free Days

This is a full day of care offering a variety of fun and creative activities for the children to experience. Daily activities are subject to change. Separate bookings are essential for these days. Children must be signed in upon arrival and signed out when collected during the day. Children need to bring morning tea and lunch. An afternoon snack will be provided and breakfast before 8am. Children are not allowed to leave the centre until signed out by an authorised parent/guardian.

3 MANAGEMENT OF THE SERVICE

3.1 School Council

Eltham East OSHC operates under the guidance of the Eltham East Primary School Council. The School Council has the responsibility for the financial, administration, accounting and reporting processes and tasks of the Service.

3.2 The Coordinator

The Coordinator is responsible, in conjunction with the Principal to ensure that the day-to-day management of the Service meets the National Quality Standard under the National Quality Framework.

3.3 Educational Leader

The role of the Educational Leader is to lead the development and implementation of educational programs at the Service. The Educational Leader has a thorough understanding of the appropriate approved learning framework, such as the My Time, Our Place Framework for School Age Care and the Early Years Learning Framework for Victoria.

3.4 National Quality Frameworks

The Commonwealth and State Governments have jointly developed the National Quality Framework for childcare Services. These standards express a national view about the level of care all Australians should expect to find in the different kinds of childcare Services available to them. The State Government is responsible for implementing these standards for early childhood education and care.

3.5 Australian Children's Education & Care Quality Authority (ACECQA)

ACECQA is an independent national authority. It guides the implementation of the National Quality Framework for Early Childhood Education and Care nationally and ensures consistency in delivery. Further details can be obtained at www.acecqa.gov.au.

3.6 Local Government

The State Government through the Department of Human Services is responsible for food regulation in Victoria through the administration of the Food Act (1984). The Department of Human Services works with Local Government who registers food businesses in Victoria. Food safety is a significant issue for OSHC Services 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 Act (1984) and Food Standards Code. For more details on food safety refer to the State Government website: www.foodsafety.vic.gov.au.

4 COMMENCING CARE

4.1 Enrolment and Attendance

Enrolments forms must be completed in full before a children can attend Eltham East OSHC, these forms are obtainable from the Service. One form per family must be completed in line with Departmental/Licensing requirements and parents/guardians need to complete a new enrolment form each year.

Before children attend OSHC an administration fee of \$5.00 per family per year must be paid. There is a limit of 60 places available for before school care and 120 places for after school care. Any changes to information provided on your enrolment form must be notified in writing to the OSHC Coordinator immediately, especially if there are any changes to permanent care arrangements.

Children must be booked in for the sessions they will attend. All bookings and cancellations must be made by email or writing in the parent communication book at the Eltham East OSHC office. Bookings or cancellations on the day can be made by phoning 9431-2228. It is imperative that the Service is notified of any cancellation prior to the commencement of the program in which the child is booked.

Children must be signed in and out of the program on the day's attendance roll.

Only people that are listed on the enrolment form are authorised to collect children. Prior written permission from a parent/guardian is required if another person not listed on the enrolment form is to collect the child from the Service. People collecting children must be 18 years old or older.

In case of an emergency the parent/guardian must phone and inform staff of the person that is collecting their child. Photo identification must be produced when collecting the child.

4.2 Absences/ Cancellations

To ensure the safety of the children, parents/guardians must advise the Service if their child will not be attending their booked session.

All bookings must be paid for regardless of a child's attendance/notification of absence unless:

- 7 days' notice is given in writing
- A medical certificate covering the missed session is supplied

4.3 Late or non-collection

If a child is not collected by 6:30pm the parent/guardian or one of the nominated emergency contacts will immediately be telephoned. Two OSHC staff members will remain with the child until the contact arrives. A late fee will be applied.

5 SERVICE ADMINISTRATION AND FINANCIAL MATTERS

5.1 Centrelink

Centrelink is responsible for Child Care Benefit and Family Tax Benefit payments. Centrelink can be contacted on 13 61 50. Further information can be obtained from the OSHC Coordinator regarding this funding.

5.2 Child Care Benefit

Child Care Benefits are funded by the Commonwealth Government to assist families using an approved childcare service with childcare fees. Its primary focus is to support families who are working, studying, training and looking for work.

All families will be notified of the availability of Child Care Benefit (CCB) and their responsibilities in accepting this funding upon enrolment. Families can then contact the Family Assistance Office (FAO) on 13 61 50 to ascertain eligibility.

5.3 Allowable Absences

An allowable absence is the number of days per year the child does not attend their booked care, but still receive rebates.

If the parents are entitled to any Child Care Benefits (CCB) or Child Care Rebate (CCR) they will receive these entitlements for the first 42 absences (allowable absences) in each financial year. After 42 allowable absences have been taken within one financial year parents will be charged the full fee with no government benefits applied.

Refer to the OSHC Coordinator or Family Assistance Office if you would like further details.

Parents also need to inform the Service if the child enrolled attends any other Before, After or Vacation Care service. They also need to inform staff if they have other children in a Commonwealth funded service such as Family Day Care, Long Day Care or any other OSHC Service.

5.4 Fees

Fees are set to cover the cost of the Service. They are reviewed annually. Fees are charged on a per session basis, per child. If your child will not be attending booked sessions, please notify the OSHC Coordinator in writing. Parents are not charged for permanent bookings that fall on public holidays, curriculum days or teacher strike days.

5.5 Payments will be accepted through the following method

Payments are made by direct debit for all OSHC fees. Eltham East OSHC has partnered with Ezidebit to provide this service to families. Ezidebit Pty Ltd is a fully compliant Direct Debit service. Ezidebit is an Australian Financial Services licensee (AFSL 315388) and has a stringent set of compliance and quality assurance measures in place. A form can be obtained from the Service should you have not received one upon registering your child/ren.

Dishonoured payments are due to insufficient funds being available to cover payments. A dishonour fee of \$10 will be charged to families if a payment does not process, and will be added to the family's account in the next fortnight. Please ensure there are sufficient funds in your account and that we have your up to date details to avoid this fee.

5.6 Late Pick Up Fees

The After School Care Program closes at 6:30pm each evening with the exception of Pupil Free Days when it closes at 6:00pm. If you are delayed, you should contact one of the emergency contacts to arrange an alternative person to collect your child.

Two OSHC Educators will remain with the child until the contact arrives.

Late fees are:

- \$50 charge for collection after 6.30pm for the first 10 minutes and \$1 per minute thereafter
The late fee is added to the family's fortnightly account.

5.7 Late/Non Payment of Fees

All fees for care must be paid by the due date. If you are experiencing financial difficulties please contact the OSHC Coordinator to discuss payment options. Children may be excluded from attending the Service if fees are not paid.

6 WORKING WITH FAMILIES

Eltham East OSHC is committed to working with families in a collaborative manner in order to provide a high quality child care service that meets the needs of children, families and the community. Parent/guardian participation and communication are critical to the success of the program.

6.1 Communication

The role of the family in the Eltham East OSHC Service is paramount to its success and outcomes for children. Family members have a great deal of knowledge about their child that can be shared with the Service. Educators will tell families about their child's time in the program. Families are encouraged to share relevant changes, issues, needs and interests of the child with the staff. This ensures the best possible care is provided to each individual child within the program.

The Staff are available to discuss the program and activities at any time the centre is open. However families wishing to discuss matters of a more confidential nature are encouraged to make an appointment to meet with the Coordinator. In order to provide the best possible care for your child it is important for staff to be notified of any relevant information about your child's health, development and relevant personal/family matters.

You are encouraged to read the Reflection Journal and School Newsletter contributions in order to keep informed about our program.

6.2 Parental/guardian requests

Eltham East OSHC Educators will consider and respect all requests made by families in regard to their children. Many requests that fit within the realm of the legal and legislative framework of the Service will be able to be actioned.

Where a parental/guardian request cannot be fulfilled due to legal or legislative requirements or is not practical, an explanation will be provided. A discussion will be held with the family in regard to the benefits of experiences provided to the children in the Service. The educators will respect each family's right to make decisions on behalf of their child.

6.3 Access to children

All parents/guardians/authorised persons have access to Eltham East OSHC and their children at all times, unless relevant Court Orders are held by the Service and specify otherwise. 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/guardians are asked 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/guardians have equal custody of the child therefore both have access.

In the event that a parent/guardian breaks a Court Order and seeks access to the child, the parent/guardian with custody entitlements will be contacted immediately along with the police.

6.4 Privacy Act

Eltham East OSHC has a responsibility to comply with the Privacy Act 1988, which governs the release of personal information. This means that private information regarding children and families will not be shared with other

families within the Service or to other persons. Educators will respect parent/guardian rights to confidentiality when these rights do not conflict with the rights and safety of the children e.g. child protection matters.

All private information regarding children and families will be held in a locked and secure place. Access will be restricted to educators working directly with your child.

Information that is required for the daily operation of the Service, the wellbeing of children and staff may be exchanged between staff members in the normal course of work and will be treated confidentially.

You have a right to view the records held in regard to yourself and your child and may request this via the OSHC Coordinator. The Service has a right to refuse access to files based on the terms specified in the Privacy Act 1988.

6.5 Complaints

Families are encouraged to discuss with the Coordinator any complaints or concerns they have about the Service or staff. The Coordinator is expected to address complaints promptly, respectfully and in a confidential manner.

7 CHILDREN'S PROGRAM

7.1 Program planning – General Information

Eltham East OSHC provides a fun, safe and stimulating program that caters for school age care children. This will promote the social, intellectual, emotional and physical growth of each child. The program will ensure that the following outcomes are met as per the National Quality Standards:

- The child will have a strong sense of identity
- The child will be connected with and contribute to their world
- The child will have a strong sense of wellbeing
- The child will be a confident and involved learner
- The child will be an effective communicator.

Children will be provided with choice and opportunity to do things on their own, to accept appropriate responsibility and to use their free time creatively. Experiences offered will be both active and passive within the indoor and outdoor areas. Planning is undertaken for both individuals and the whole group. Children are provided with opportunities to work on and complete individual and group projects over a period of time. Experiences provided are developed to suit the age and developmental ranges of all children attending the Service. Games and activities are altered, where appropriate, to ensure all children are able to participate fully.

Eltham East OSHC acknowledges that celebrations and festivals assist children to celebrate their own cultures and practices and learn about others. An inclusive approach to programming, which is sensitive to all cultures, religions and ethnic groups, is undertaken at all times.

7.2 Environmentally Responsible Program Planning

Children's environmental awareness is encouraged through every day experiences and specific activities. Recyclable materials are used at all available opportunities including the use of 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.

7.3 Outdoor Play and Recreation

Eltham East OSHC encourages all children to participate in outdoor play and recreational activities on a daily basis. Outdoor equipment provided is appropriate to the developmental levels of all children. Children have access to materials and equipment that can be used in a range of ways to provide challenge, problem solving and physical development. Both passive and active experiences are provided outdoors and experiences are focused both on individuals and groups. However, energetic play is encouraged whilst outdoors.

7.4 DVD, Computers and Electronic Games

The program endeavours to reflect children's interests, therefore activities such as DVDs and, iPad, will be offered in a balanced program of activities.

Eltham East OSHC provides children with a diverse range of activities and experiences which may include using iPad and watching appropriate DVDs and movies. All iPad applications, DVDs and movies shown will have a classification of a (G) rating. Where the classification rating is different from (G) written permission is required from parents/guardians.

The amount of time children can participate in these experiences is limited. Educators and children decide together the amount of time these experiences will take as a part of the program development.

7.5 Toys from Home

Eltham East OSHC discourages children from bringing valuable toys or personal items from home. Any toys brought in from home are the responsibility of the child and should remain in their school bag.

7.6 Children's Snacks

Eltham East OSHC will provide nutritious, balanced food for children reflecting children's tastes, religious, cultural and health concerns. In preparing food we will take into consideration the five food groups and the sugar, fat and salt content. Children have access to water at all times. The menu is displayed for children and parents to view.

The educators are aware of the individual dietary needs of the children in the group where the Service has been advised by parents/guardians. Children with specified allergic reactions are only served allergy free food. Staff are trained in dealing with allergic reactions should they occur. Children are required to be seated while eating and drinking. Educators will model this behaviour by sitting with the children and discussing the food the children are eating along with events of the day.

Eltham East OSHC maintains a clean and hygienic area for food preparation that meets National Standards for OSHC Services. All educators and children involved in food preparation wash and dry their hands prior to the activity. All educators and children wash and dry their hands prior to eating.

8 WORKING WITH CHILDREN

8.1 Staffing

The children are provided with ample supervision and care by the staff team. The National Standards ensure that the following minimum staff child ratios are implemented:

- 1 staff member to 15 children
- 1 staff member to 8 children on excursions
- All staff have a current Working With Children Check

8.2 Behaviour Support Guidance

Eltham East OSHC has a positive school culture underpinned by the school values:

- Enjoyment
- Teamwork
- Respect
- Environment
- Learning

There are a number of programs at the school that proactively teach these values. These can be viewed the Student Wellbeing policy on the school website. It is important that the Eltham East OSHC program is consistent in our expectation that the children follow the school values whilst in the OSHC program to help the children become responsible for their behaviour. From time to time children make mistakes and may behave in a way that is unsafe or unfriendly. When following the process we need to be mindful of the need to remember that each child is an individual and must always be treated with respect.

Eltham East OSHC staff communicate with all children in a positive and respectful manner, actively listening to what children have to say and acting upon this. It is important that children are provided with role models who reflect values and attitudes of the local community.

To ensure all children are cared for effectively they will be supervised actively at all times by the staffing team. Children are encouraged to be considerate and supportive to each other and moral development will form part of the program plan.

8.3 Catering for Children's Individual Needs

All children have equal access to equipment, resources and play spaces within the Service. Planning for children focuses on strengths and interests and ways to extend and challenge existing skills for all children. The Service will ensure that all children are catered for within the weekly program plan. The educators will ensure that this occurs by offering a balance of activities, ensuring flexibility and providing for child-initiated activities. Experiences provided will be able to be adapted to meet the needs of individual children.

9 HEALTH AND SAFETY

9.1 Medication

Medication will only be given with permission from parent/guardian or in the case of an emergency, with permission of a medical practitioner. This procedure is in line with the National Standards for Outside School Hours Care. Authorisation, in writing, from a parent /guardian will include the child's name, the name of the medication, the dosage and times or circumstances of administration, along with details of last dosage taken prior to attending the Service. Where children require medication regularly, approval, in writing, from parents/guardians will be updated on a regular basis. Notification, in writing, will also need to be obtained from parents/guardians where a child self-administers the medication.

Medication will only be given if it is clearly marked with the child's name, contained in the original container, within its expiry date and kept in appropriate storage. Children will not be given a higher dosage than that written on the label.

9.2 Health Management

On enrolment, requests for updated first aid information will be required, including requests for any Medical Management Plans such as asthma and anaphylaxis.

All Medical Management Plans will be displayed in the first aid folder in the kitchen or on the wall for asthma and anaphylaxis management plans. Copies are held in the medical folder to be collected in the case of an evacuation emergency.

Parents of children who have ongoing medical conditions are expected to inform the OSHC Coordinator in the response to the medical condition and to keep staff updated.

Regular administration of medication to a child requires a medical action plan to be completed, signed and dated by a relevant medical practitioner. A child medical consent form to administer medication is required when any medication needs to be given and is available from the OSHC office.

No medications will be administered to children unless it is for specific conditions that have been discussed with parents and appropriate written authority (as set out above) is provided.

9.3 Hygiene

In order to ensure that the spread of infection is kept to a minimum all educators will model a high level of personal hygiene to the children in the Service and ensure hygiene practices are followed to ensure cross infection is prevented.

Educators and children wash and dry their hands before meal times, after using the toilet, blowing their nose, handling animals and other unhygienic practices. The children are provided with paper towels for the drying of hands.

9.4 Infection Control

In order to ensure all educators and children are safe whilst at the centre, sound hygiene and infection control guidelines are followed at all times. Educators will follow all required precautions in regard to the management of spilt blood/bodily fluids. A blood spills kit is provided within the facility and any used syringes found on the premises are placed in a syringe container. Children are encouraged to report any syringes found and not to touch them.

9.5 Infectious Diseases

Eltham East OSHC follows correct hygiene practices and meets the requirements of State and Commonwealth legislation. Parents/guardians are notified of any infectious diseases present at the Service or school and information regarding common infectious diseases is available for families as required. Details of specific individuals are not disclosed.

The Service will hold information regarding immunisation schedules, providers of immunisations and contact details of the Department's Health Office. Upon enrolment your child's immunisation status will be requested to ensure that you are notified of any outbreak of infectious diseases which may affect your child. Parents/guardians are notified of any symptoms their child is showing of illness as soon as is practicable. Families are referred to their local doctor for diagnosis of possible infectious disease. Children suffering an infectious disease will be excluded from the Service in accordance with appropriate guidelines. Refer to the schedule of infectious diseases and exclusion details.

9.6 First Aid

In the event of an accident or a child falling ill, first aid equipment and expertise is available. A first aid kit is maintained in good order and is accessible by all educators. All educators hold current First Aid Qualifications.

9.7 Illness

When a child becomes ill, the child's parent/guardian will be contacted by staff to make arrangements for the child to be taken home as soon as possible. Whilst your child is awaiting your arrival they will be made as comfortable as possible and signs and symptoms of the illness will be recorded. This information will be placed on your child's file.

It is recommended that families consider the following guidelines in terms of their child's health and wellbeing:

- A child with a fever over 38 degrees Celsius should be kept at home for at least 24 hours after the fever has passed.
- A child with an acute illness requiring medication should be kept at home for at least 24 hours after the illness has passed.
- A child who is vomiting should be kept at home until the vomiting has stopped.
- A child who is experiencing diarrhoea should be kept home until they have been diarrhoea free for at least 24 hours.

9.8 Accidents

Sound accident prevention strategies are monitored and practiced by staff. These strategies are designed to reduce the incidence of any accidents occurring. Your child's wellbeing is of prime concern and first aid will be administered immediately by educators to ensure the best outcome. Parents will be informed immediately if medical aid or hospitalisation is required.

Staff maintain visual contact with children at all times to ensure prompt attention is provided. 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. Counselling can be arranged for staff, families and children if required.

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

- learn from the event via careful fact finding
- make decisions and take actions to ensure a safer environment
- prevent similar accidents from occurring in the future

9.9 Emergency Management

The personal safety and security of children and educators while attending the Service is paramount. Therefore the centre has emergency procedures that are known and practised regularly by staff and children. The Service has written procedures for dealing with emergencies such as medical emergency, fire, threats to staff or children, bomb threat and robbery.

9.10 Sunsmart

Children are required to wear hats for outdoor play during designated dates in accordance with the school's Sunsmart policy. Students may keep a named hat in a tub at OSHC.

Sunscreen (factor 30+, broad-spectrum, hypo allergenic, water resistant) will be provided by the OSHC Service. Children are encouraged to apply sunscreen, even children playing in shaded areas. Information regarding the sunscreen type and brand can be provided to parents to assist in the prevention of allergic reactions to the cream. Children with allergies may use their own sunscreen which can be stored in the office.

9.11 Smoke Free Environment

In accordance with Government policy our Service is a smoke free environment. We ask that all family members and visitors meet this requirement whilst on the premises.

9.12 Safety

The personal safety and security of children, staff and family members while at the Service is of primary importance. To ensure this safety, 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. Appropriate heating, ventilation and lighting are provided.

Emergency exits are clearly identified and fire safety equipment is accessible to staff. A telephone is accessible to the Service at all times for incoming and outgoing calls. Staff will position themselves to ensure maximum supervision of all children at all times. A head count of children is undertaken throughout the session and checked against the sign in and out register. Staff ensure that children are supervised going to the toilets. The venue is secure and a closing routine is undertaken when leaving the premises. Adequate lighting is provided during the winter months to ensure safe arrival and departures to and from the Service for parents, children and staff.

10 BEHAVIOURAL GUIDANCE

10.1 Eltham East Outside School Hours Care

Children will be required to observe the expectations of the schools values. The first priority always is to discourage unacceptable behaviour by highlighting acceptable good behaviour, eliminating situations where unacceptable behaviour might occur and providing programs which teach understanding, processes and skills that lead to acceptable behaviour. Where unacceptable behaviour does occur, it will be dealt with consistently, systematically and cooperatively with parents and students, using processes designed to move such behaviour to more acceptable forms.

All OSHC children have the right to play in a safe and orderly environment. In the event of any child behaving in such a way as to prevent this happening, the following process will take place:

- Child will be given a verbal warning from an educator
- If unacceptable behaviour continues, the child may be withdrawn from an activity
- OSHC Coordinator will be contacted who will consult with the Principal and the child's parent/guardians to discuss behaviour strategies

A child may be removed from the program if:

- They behave in such a way as to constitute a danger to the physical and/or emotional health of any child or staff member
- They consistently and deliberately fail to comply with a staff member's direction