

FOREST LAKE STATE
SCHOOL
P&C ASSOCIATION

OUTSIDE SCHOOL HOURS
CARE

Parent
Policy and Procedures
Handbook

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CENTRE PHILOSOPHY

It is the philosophy of the Centre to provide a caring, stimulating, educational and safe environment in which parents, Educators and children can work together to provide a quality program for every child attending. All members of our centre will be treated equitably and equally in an environment free of bias and prejudice. Children are supported and have opportunities to build lifelong relationships with their peers and others. All children are encouraged to have a sense of freedom to explore their strengths, talents and abilities and for all children to feel supported in exploring new challenges. Children are encouraged to express their views, interests, want and needs to educators. Children are encouraged to offer input to the centres program, to help cater to each individual's interests and needs to have a sense of belonging and ownership.

All FLOSC members are valued and their holistic interests are respected at all times.

AIMS AND OBJECTIVES

AIMS

- We aim to provide the children with a warm, caring, safe and inclusive environment, where each child will develop to his or her full potential.
- We aim to cater to the individual needs of all children and will support their development by encouraging their participation in activities and interaction with their peers.
- To provide a flexible program that encourages the child to make their own choices (within the boundaries of the centre) to ensure all children`s needs are met.
- To help nurture the child to have a sense of self worth.
- The dignity of the child will be respected at all times.
- We will respect the rights and opinions of all children, parents and the community and encourage parent interest and participation in the centre.
- The staff will work together as a team to ensure the overall happiness and well-being of the children within the centre.
- All children will be treated equitably and with respect. Staff will acknowledge and respect each family's religious and cultural beliefs.

OBJECTIVES

- To provide a safe, caring and educational environment for children
- To teach children:
 - * To relate more effectively with others;
 - * To develop a sense of responsibility towards people and property;
 - * To be an effective and contributing member of a group;
 - * To make creative and worthwhile use of their leisure time.
 - * To be involved in an environment free of bias and prejudice.
 - * To be aware of a world filled with human diversity.

At FLOSC we cater to children from prep to year six, for Before School Care, After School Care, Vacation Care and Pupil Free Days. The centre is open Fifty weeks per year and only closes on weekends, public holidays and for two weeks over the Christmas / New Year period.

All Policies and Procedures in this manual directly relate to the legislative guidelines of the *National Law and the Education and Care Services National Regulations 2012* and the 'Child Care Services Handbook'. These documents are available at the Centre. Please ask the Centre Coordinator if you would like to access this information.

MANAGEMENT STRUCTURE AND RESPONSIBILITIES

Operation Structure

The Forest Lake Outside School Care (herein after referred to as FLOSC) centre is managed by the Forest Lake State School Parents and Citizen Association, which is accountable to the Department of Education, Training and the Arts via the State Office for Early Childhood Education and Care. FLOSC is bound by the legislative requirements of the *National Law and the Education and Care Services National Regulations 2012*. The telephone number for the information service for the Office for Early Childhood Education and Care is: 3436 6290. Please contact them at your discretion.

FLOSC is an affiliated body of the Queensland Children's Activity Network (QCAN) and operates under the guidelines of the National Quality Framework.

Management Structure

FLOSC operates under the guidance of the Forest Lake State School P&C Association:

Staff Employed at the Centre

The Centre is run by a Centre Director, Coordinator and Assistant Coordinator / Educational Leader -

- * The Centre Director priority tasks include but are not limited to enrolments, accounts, book keeping, holiday bookings, Regulations, Legislation, Policy and Procedures and is responsible for the overall management of the Centre and business.
- * The Coordinators tasks include but are not limited to planning the Program, managing staff and children attending the centre and liaises with Families, on a day-to-day basis.

All Managers have suitable tertiary and higher education qualifications, hold current First Aid Certificates and hold current Working with Children 'Blue Suitability Cards'.

All Managers are approachable regarding your concerns and will aim to resolve any matters relating to your child/ren in a professional manner.

The current Centre Director is: Kylee Morris (Advanced Diploma of Children's Services)

The current Coordinator is: Karen Heffell (Diploma of Children's Services)

The current Ass Coordinator / Educational Leader is: Amy Layton (currently studying Diploma in OSHC)

Our centre employs a mix of permanent and casual staff. Majority of our casual staff are university students with an interest in childcare, teaching and education. We have employed permanent staff members to ensure consistency and to bring familiarity for all children and their families.

Permanent Educators are:
Georgia Ellis – Senior Educator
Ursula Wenlock – Senior Educator

All staff must undergo a 'Working with Children Suitability Check' before gaining employment, and at least 1 staff member with a First Aid Certificate and relevant qualification will be present at all times. Several of these staff members have completed prior qualifications in addition to their current studies.

Staff are requested to attend regular meetings and workshops to further their knowledge and contribute their ideas to the make-up of the Vacation Care, Before and After School Care programs. The Managers of the Centre frequently monitor and assess the progress of all staff members who are currently undertaking tertiary studies. Our “Staff Evaluation and Learning Plans” ensure the timely completion of all required studies is adhered to and further desired courses and areas of interest are noted for follow up by the Managers. The staff members are very approachable, so please get to know them.

All staff members are required to sign confidentiality statements before commencing their positions at FLOSC.

HOURS OF OPERATION

Before School Care

Before school care (BSC) operates between the hours of 6.30am – 8.30am, Monday to Friday during the school terms. Children in years 1 – 6 leave for school at 8.20am. Prep children are escorted to their classrooms by our staff at 8.25am and signed in to their appropriate classes once arrived.

Sign In

It is a Legislative requirement that all children must be signed in on arrival at the Centre. Parents are not to simply drop their children off in the car park or drop of zone and leave.

The rolls are set out in 4 colour descriptive groups by alphabetical order:

Pink Folder – A-B

Orange Folder – C-G

Blue Folder – H-O

Green – P-Z

Should children need to leave before 8.20am, written permission is to be given daily by parent/guardian in the ‘Leaving Early Register’ provided on the sign on table.

Breakfast is not supplied. You may bring breakfast for your child / ren to eat at the Centre, though please note: this food must be nutritionally viable as we have an established Food and Nutrition Policy.

At BSC, children have access to books, games, oval area and assembly hall. Access to the television is limited to 1-2 days per week to give the children opportunities for other activities.

Fees: Before School Care: \$10.50 per child per session

After School Care

After school care (ASC) operates between 2.45pm – 6.00pm, Monday to Friday during the school terms. Upon arrival children place bags onto bag racks and sit in assembly hall for roll call. Staff will then sign in each child on arrival and children are seated in four alphabetical groups, according to their surname. Prep children are picked up from their classrooms and escorted to the centre by our staff.

Sunscreen is supplied on arrival before children venture outside for afternoon tea.

Once all children are accounted for, a short assembly takes place then children are instructed to wash hands and have afternoon tea. If any child is unaccounted for, the Manager on duty will phone parent/guardian to check on the child's whereabouts. **Parents/Guardians must notify the centre if their child will be absent.** An additional fee of \$5.00, per call we make to you, will be incurred if we are not notified of absences.

We provide craft, oval games, hall games, computer and Xbox / PS4, PC games, indoor games, homework assistance and sports. The afternoon is well supervised with plenty of activities for children. The children also have access to music ie Ipod, Singstar and Just Dance , DVD player, DVD`s and televisions at particular times each week.

Afternoon tea will be offered to all children attending after school care and is accessible to parents for viewing. We operate under the guidance of Nutrition Australia and Staying Healthy in Childcare and therefore aim to provide a healthy, well balanced menu.

Special dietary needs are catered for where necessary. Parents need to put these requests in writing.

Sign Out

All parents must sign out their child/children each day they attend.

This is very important especially in the case of an emergency. If the centre needs to evacuate for any reason, the sign out sheets need to be checked. If your child/children have not been signed out, the supervisors can only assume that they are still on the premises.

Please give a courtesy call to the centre if you will be late picking up your child/children in the afternoon.

Absences

If your child is absent for a session, you must initial the roll the next time you are at the centre where the absent occurred. Failure to do so, may result in your CCB, CCR being cancelled.

Fees: After School Care: \$19.00 per child per afternoon – includes afternoon tea.

Late Fee \$15.00 / 15 minutes or part thereof after 6.00pm

Any changes made to a Before or After School Care enrolment must be supplied in writing. If cancellations are necessary, two weeks notice must be given. Fees will be charged for all enrolled days if two weeks notice is not given for cancellations. We are not a pay-as-you-use service. Parents are expected to pay for all sessions their child / ren are booked in to.

Families booked into Before and / or After School Care must book separately for Vacation Care.

If your child is absent on their last day of care then your CCB will not be applied to your account for that day.

Vacation Care

Vacation Care (VAC) operates throughout Forest Lake State School holidays, between **6.30am to 6.00pm**. Bookings take place four weeks before the holiday period begins, on a *first come, first serve* basis. Priority will be given to parents who are working full time / part-time – more than 15 hours per week. **All bookings are final and fees will be charged for all days children are booked in.**

Any changes made to an enrolment must be supplied in writing. If cancellations are necessary, two weeks' notice must be given. Fees will be charged for all enrolled days if two weeks' notice is not given for cancellations. If the cancellation occurs on an excursion day, and notice is not given, parents will incur the bus cost also. If absent on an Incursion day you will incur the cost of the incursion if the cost is to be divided by attendances.

A Vacation Care enrolment form must be fully completed each holiday period. First time families need to fill in an enrolment form for the Centre, to obtain contact details for the children as well as a Vacation Care enrolment form. Existing families are required to complete a Vacation Care enrolment form before bookings can be made. **Before and After School Care children are not automatically enrolled into Vacation care.**

The Centre is closed for two weeks over the Christmas / New Year period. A Vacation Care Program will be available for families who are booked in upon completion of enrolment.

The centre welcomes new enrolments for the Vacation Care period, however, please note; as stated in our policy and procedures, newly enrolled children that have not yet attended the centre are unable to attend excursions for this period.

The program informs families of the activities and excursions / incursions planned, and of anything the children may need to bring along each day.

The Vacation Care program generally includes one excursion and one incursion a week and we try to keep down the cost as much as possible. All excursions are compulsory, unless specified otherwise. Whilst excursions are generally compulsory, the excursion costs can *sometimes* be added into the formula when calculating Child Care Benefit. The centre does not guarantee additional costs will be covered by CCB.

Children must be at the Centre ½ an hour before departure time on excursion days. This enables children to be grouped and allows the Coordinators to speak to the children about the excursion and what is expected of them. On excursion days' parents/guardians must notify the centre prior to departure time if their child / ren will not be attending or are running late.

Parents/guardians must sign their child/children in and out each day. If your child is absent for a day, parents/guardians must sign where the absent occurred.

Morning and afternoon tea is provided on VAC Care, unless specified otherwise. Each child is expected to bring their own lunch and drink in accordance with our Centre's Nutrition Policy.

Please apply sunscreen to your child/children before they arrive at Vacation Care. Sunscreen will also be applied at regular intervals throughout the day. Sunscreen is provided at the centre.

In accordance with our SunSmart Policy, all children must come dressed in appropriate "sun smart" clothing for Vacation Care i.e. no singlets, crop tops, sleeveless tops, inappropriately short shorts / skirts or clothing with offensive slogans or language.

Ideal clothing for vacation care is Shorts, T-shirt, Sandshoes, Socks and a Bucket Hat (No Caps)

We also aim to maintain Health and Safety standards and therefore require all children and staff to wear fully enclosed footwear at all times whilst at the Centre i.e. no Sandals, Thongs or Slip-ons.

We reserve the right to send home any child that we feel does not meet either of these Policy requirements. Parents will first be contacted with any concerns.

Vacation Care Fees: \$40.00 per child per day. This includes morning and afternoon tea (unless specified).

Excursion / Incursion costs and Bus costs **are not** included in the above prices.

Late Fee: \$15.00 /15 minutes or part thereof after 6.00pm.

Pupil Free Days

Pupil Free Days are scheduled according to Forest Lake State School. The centre is open from 6.30am to 6.00pm on these days. The procedures and costs set out for Vacation Care apply on these days.

Pupil Free Day Fees: \$40.00 per child per day. This includes morning and afternoon tea (unless specified).

Late Fee: \$15.00 / 15 minutes or part thereof after 6.00pm.

Eligibility

Priority of Access

The program is open to all children attending the Forest Lake State School. Children from other schools may access the service during Vacation care. Our service may be used on a full-time, part-time, casual or emergency basis. The program may be used when parents are at work, become ill or hospitalised, or when emergencies arise. If demand for places exceeds those available, then priority of access must be given as set out in the 'Child Care Service Handbook 2013 - 2014 (2008 Department of Education, Employment and Workplace Relations), Section 6: Service Delivery, as follows:

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

Second Priority: A child of a single parent who satisfies, or of parents who satisfy, the work, training, study test under section 14 of the *A New Tax System (Family Assistance) Act 1999*

Third Priority: Any other child

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

- * Children in Aboriginal or Torres Strait Islander families
- * Children in families which include a disabled person
- * Children in families from a non-English speaking background

* Children in socially isolated families

* Children of single parents

‘An Outside School Hours Care service *has the discretion to provide child care to children with high support needs and disabilities*’ (2008 Department of Education, Employment and Workplace Relations: Section 2 – Types of Service). Forest Lake OSC reserves the right to decline enrolment to any child if it is deemed the environment and capacity to provide adequate care is not of a necessary standard.

PAYMENTS AND FUNDING

Funding

FLOSC no longer receives Commonwealth Funding Grants; however, funds do come to the centre in the form of Child Care Benefit Subsidies. Fund Raising activities, therefore, may be periodically conducted to supplement funds to assist with the general cost of operating the FLOSC program.

Payments and Fees

Families need to remain up to date with regular fortnightly payments. Any family 2 weeks behind in payments will receive a reminder notice account via email. This account will stipulate that they have 5 working days to finalise their account. Failing to make payments may result in care being suspended or denied to the particular family - permanently or until the account is up to date. Legal action will be sought to recover unpaid money owing to the Centre.

Accounts are issued fortnightly. These are generally processed every second Monday. Please check your emails regularly.

On occasion when a child is booked in and will not be attending, parents must phone the centre to inform staff. Fees are still due for absent days.

A late fee of \$15 per 15 minutes or part-there-of applies after 6pm during both After School Care and Vacation Care.

A fee of **\$5.00** per phone call applies to after school care should the parent/guardian fail to notify the Centre of their child/children’s absence.

Families experiencing financial difficulties should notify the Centre Director of the circumstances, and a Payment Plan may be arranged at the discretion of the P&C Executive Committee. Confidentiality will be maintained at all times.

Payment options include:

*Direct Credit – transfer from your account to ours – please reference the payment with the Account holders surname.

Account Details:

Name: FLSS P&C ASSOC OSC

ACC NO: 207 865 67

BSB: 124 054

Please provide Account name as reference.

*In person payments – Cash or Eftpos. Eftpos is preferred as *change is not given*.

Unless prior arrangements have been made regarding outstanding fees, the committee may forward names onto a debt collector or small claims court to ensure payment.

Compulsory Registration Fee:

- \$130.00 (\$30.00 administration fee and \$100.00 deposit – to be refunded at completion of enrolment on condition that two weeks written notice has been given and parent account has been fully finalised)
- Paid once only per family (BSC, ASC and VAC families)
- \$30.00 admin fee is non-refundable
- Families using FLOSC on a casual (shift workers only) basis pay the registration fee before the first casual care use.
- Is not covered by CCB
- The registration fee of \$130.00 is payable at the time of enrolment for enrolment to be excepted.

Child Care Benefit – Family Assistance Office

Families eligible for CCB Allowance / CCR need to contact the Family Assistance Office (it is the parents responsibility to do this). Parents are expected to provide a copy of their up-to-date statement of usage to the Centre Director. It is the parent's responsibility to inform the Centre Director if the family has external children in care. Parents must be aware that when claiming CCB, that each child is entitled to 42 allowable absences per financial year. Once these absences have been exceeded full fees will be charged per child per session, where an absence occurs.

The P&C Association has the right to review fees at any time with two weeks notice to registered users of the program. The registration fee of \$130.00 is payable at the time of enrolment for enrolment to be excepted.

ENROLMENT AND BOOKING PROCEDURE

Enrolments

An enrolment form is to be completed for each child prior to commencement at the Centre. This form remains strictly confidential. It is the parent/guardian's

responsibility to inform the Director immediately upon any change of details contained on the enrolment form, eg. change of address, work contact, telephone numbers, authorised persons to collect children etc. If parents have any special requests or instructions regarding medical attention etc for their child/children (eg: religious or cultural considerations), this information must be provided on the enrolment form and discussed with the coordinator.

Bookings

Bookings for children who will attend on regular days each week should be made by consulting with the Director and resubmitting details as changes occur. Bookings for children attending on a casual basis can be made by advising the Director **the Thursday** prior to the date, except in exceptional circumstances. This includes parents on a roster basis. As much notice given to the Director would be appreciated. If notice is not given, full fees will be charged for the nominated days.

Vacation care bookings will be taken four weeks before the end of each term. Parents will be informed of holiday dates by email and on the parent notice board at the Centre. Priorities will be given to working parents then it is first in first served.

Excursions

When the Managers decide to take the children on an excursion, approval is sought first from the Committee. The Educational Leader will then make the necessary arrangements and extra staff will be rostered on for the excursion day. When a bus is required, it must be equipped with seat belts, and first aid kits.

Please note all children enrolled on an excursion day will partake in the excursion. The centre does not provide care for children unable to attend the excursion. Please find alternate arrangements for care if you choose for your child not to attend or excursion is fully booked out.

The centre welcomes new enrolments for the Vacation Care period, however, please note; as stated in our policy and procedures, newly enrolled children that have not yet attended the centre are unable to attend excursions for this period.

ATTENDANCE REGISTER AND GENERAL PROCEDURES

Arrival and Signing In

Before school / Vacation care Arrival and Signing In

All children attending the Centre **MUST BE SIGNED IN PERSONALLY BY A PARENT GUARDIAN** as mentioned on the Enrolment Form.

After School Care Arrival and Signing In

On leaving the classroom and immediately upon arrival at the FLOSC program each child is to report to the Centre staff to be signed in. The rolls are set out in 4 colour descriptive groups by alphabetical order:

Pink Folder – A-B

Orange Folder – C-G

Blue Folder – H-O

Green Folder – P-Z

Departure

Parents (or persons nominated to collect child/children) are responsible for signing their child out of the FLOSC program each day. This includes a signature on the attendance register and the time of collection. **SIGNING OFF IS ESSENTIAL**. If an alternate person, other than the regular person/s stated on the enrolment form is to collect a child/children, a message to that effect must be received from the parent. **This should be in writing**. If a minor has been authorised to collect a child/children from the program, these minors must leave the grounds immediately upon collection. In the case of a person under 18 picking up a child, they must inform a staff member of their arrival and the staff member will sign the child out upon authorization from the parent / guardian.

Staff members will sign out the children as they leave for school in the mornings and sign the children in as they arrive each afternoon at 3.00pm.

Absences

If a child is unexpectedly absent from school on a nominated day, the parent are expected phone the Coordinators immediately, preferably before commencement of the daily program. If the absence from the program is pre-planned, please ensure that the Coordinator is advised two weeks in advance in writing. Upon your return to the centre, you are required to sign the roll where the absent occurred. Failure to do so maybe result in your CCB / CCR being cancelled.

Our contact Numbers are:

Centre: 3714 1253 (6.30am - 8:30am; 12:00pm – 6:00pm)

Please leave message if Centre is unattended.

Fax: 37141294

Email: oscar3@eq.edu.au

The amount of allowable absent days are 42 per child per financial year. If you exceed the allowable days, upon absences thereafter your CCB / CCR will not apply and full fees will be charged

Late Arrival

In the event that a child who is booked in fails to arrive by the usual time, the parent/guardian contact number will be called. If necessary, the emergency contact number will be called.

Safety Precautions

Boundaries advising safe areas of play are set out in the section 'Guidelines for Children'. No child is permitted to leave the school grounds for any reason unless they have been signed out by the parent or authorised person.

PRIVACY POLICY

Personal information about your family is required to ensure a high quality of care for your children. Forest Lake Outside School Care's Privacy Policy incorporates National Privacy Principles contained in the *Commonwealth Privacy Act 1988*. FLOSC is committed to being open about how we use your personal information.

Your right to privacy

You have the right to have your personal information kept private, in addition to strict confidentiality laws, you have the right to:

- Be told why your personal information is being collected and whether it can be given to anyone else
- See what information is held about you and have it corrected if it is incorrect or out of date
- Have your personal information stored securely and protected from unauthorised access or misuse
- Know how your personal information will be used
- Make a complaint if you believe your privacy has been infringed

What does personal Information mean?

Personal information is any information about you by which your identity can be reasonably determined. It can range from an opinion (of a staff member) to

sensitive information such as health or custody records. Generally, sensitive information can only be collected with your consent or when it is required by law.

What information do we collect and why?

When you enroll your child / ren into our program you will need to provide us with your family's personal details, including:

- Name
- Occupation
- Current address
- Place of work
- Contact phone numbers
- Children's names
- Children's and Parent's date of births
- Children and Parent CRN numbers
- Children's special requirements
- Emergency contacts
- Custody arrangements
- Medical practitioner
- Children's medical conditions

How do we collect personal information?

We collect information in a number of ways, including:

- Directly from you, through phone conversations or in documents such as enrolment forms
- From third parties such as the Department of Families, Family Assistance Office or your representatives

How do we use your personal information?

Generally we only use your personal information to ensure we provide the highest level of care for your children. Other ways in which your information may be used are:

- To inform you of changes in services provided by the program, from time to time
- To administer and manage those services, including charging, billing and collecting debt
- To communicate with government and regulatory authorities and other organisations, as required or authorised by law
- To report to our professional advisers, including our accountants, auditors and lawyers
- To communicate with your authorised representatives, for example your accountant

How do we protect your information and its accuracy?

Only authorised staff have access to your personal information. Our program takes all reasonable precautions to ensure the information we collect, use and disclose is accurate, complete and up to date. The accuracy of that information depends on the details you provide, therefore, it is essential you let us know if there are any errors or changes in your personal information. Keep us up to date with changes such as your contact numbers or children's medical conditions.

Can you access the personal information we hold about you?

You may request access to any of the personal information we hold about you. A summary of personal information, such as your name and address details etc, is available to you by contacting us. For security reasons however, we will not give information over the telephone unless the person making the request is able to confirm their identity. Depending on the information requested, you may be required to put your request in writing.

You are not permitted to access information about any other person.

We may retain your personal information for a period of time after you have ceased your usage with us.

Worried about privacy?

If you have any questions in relation to privacy, confidentiality or access to information, please contact us on 3714 1253. If you believe we have breached your privacy or confidentiality you can make a complaint to the Coordinators. Your complaint will be taken seriously and investigated thoroughly. If you are not satisfied with the service's investigation or resolution, you can make a complaint to the Parent Management Committee or alternatively, the Privacy Commission.

1.12 Parent Code of Conduct

Educators are available for parents to speak briefly to at all times the service is open. Longer, more confidential appointments can be made to speak with the Director or Coordinators. If you wish to speak to someone other than the Managers you can follow the **Complaints Handling Policy** outlined in the Policy and Procedure Manual. This ensures an opportunity for you to express any concerns you may have regarding the operation of the service in a suitable manner.

There will be no swearing or raised voices

- **Staff members have the right to ask a person to leave the premises if they**

feel intimidated and or threatened in any way

- **Police will be called if the person does not respond to requests to leave the premises**
- **Please note you are not to approach any children if there is a concern! please speak to the Managers with your issue or complaint**

PREMISES AND EQUIPMENT

All facilities and equipment accessed by staff and children should be checked prior to use to ensure that safety regulations have been adhered to. This includes areas such as public parks, hired buses, excursion venues, etc. Facilities and equipment that are assessed to have potential for injury will not be used or action will be taken to allow safe usage. In the case of items that cannot or should not be rectified by the staff, the Management Committee will be advised in writing of the problem and then will issue a directive for the staff to follow.

USE OF SCHOOL EQUIPMENT

The school's Principal shall provide the Centre with rules of use for school property and areas in the grounds which the Centre may use. It is the Coordinator's responsibility to ensure these rules are upheld. The cost of any damages to school property caused by the children or staff is to be met by FLOSC. A venue agreement between Forest Lake State School (FLSS) and Forest Lake Outside School Care (FLOSC) details the above arrangements and venues.

GUIDELINES FOR CHILDREN / BEHAVIOUR MANAGEMENT

Guidelines for Children

- Children are to report to the Centre staff as soon as they leave their classroom, and not go off with their friends to play.
- Parents are to notify the Coordinators if they they're child / ren are going home with a friend, attending a party, having sports practice, or they are to be collected by a different person. (i.e. other than the person/s nominated on the enrolment form.)
- Children are not to leave the school grounds until the person collecting them has signed them out.

- Children are to be polite to the staff and to each other and look after each other and any equipment belonging to the Outside School Care Program.
- Children are to abide by, and respect, the rules that the group has established in conjunction with the staff.
- Children are only allowed to play in the areas as directed by staff.
- Children must not play beyond the tree line that runs parallel to the road, or anywhere past the end of the cricket pitch, unless accompanied by a staff person. Children must not play around the outside of the school hall. This includes along the covered walk ways, unless a staff person is present.
- Children are to return all equipment to its proper place after they have finished using it and board games are to be packed away properly.
- These guidelines set out above are developed in conjunction with the input from the children, to give them a sense of ownership of what happens in “their” space. These guidelines are displayed around the centre for the children and staff to refer to.

Behaviour Management

FLOSC Behaviour Management consists of a three step program:

Step 1:- If a child has broken a rule they will get a verbal warning from the Educator on duty in the area of play.

Step 2:- If the same child breaks another rule or the same rule again they will be seated in time out for 5-10minutes, depending on age.

Step 3:- If a rule is broken by the same child a third time they will have to do a behaviour plan, this is a sheet of paper with the headings

- “**What I did**”
- “**What happened next**”
- “**What is it I should have done**”
- “**What I will choose to do next time**”

While doing this behaviour plan the child will be seated in the after school care room with the Educator (if ok with the child). The behaviour plan must be completed to the Educators satisfaction. Unrealistic goals will not be set for the children, e.g. a younger student may draw pictures of what happened.

Should a child be required to complete a behaviour plan, parents will be notified and asked to sign the document. In cases of persistent misbehaviour or inappropriate behaviour, the Director and Coordinators may approach the parents of the child / ren involved to discuss the problem. If misbehaviour continues, the Director or Coordinator/s will escort the child / ren to the office to see the school principal. If inappropriate behaviour continues, the Director will approach the P&C Executive Committee who shall decide what action should be

taken this may result in the child / ren being suspended from the program or in extreme cases this may lead to the permanent exclusion of the child / ren from the program.

If the child has an accumulation of suspensions over a period of time this may also result in the child / ren being permanently excluded from the program.

ADDITIONAL STAFF

Students and Volunteers

Our centre welcomes volunteers and practicum students. All must hold an approved Working or Volunteer with Children 'Blue Suitability Card' prior to beginning with us.

All will be taken through the staff manual and be relatively familiar with procedures and policies of the centre. They will also be required to sign a confidentiality statement.

Students and volunteers will be treated like any paid staff member and will be given equal opportunities to improve their skills while with us. Volunteers and practicum students will not be left alone at any time with children and will at all times be paired with another staff member capable to assist them.

Parent Participation

(refer also to management structure and responsibilities)

Parents are encouraged to attend the monthly P&C meetings. Regular notices are distributed and signs displayed, notifying of time and date of next meeting in the school newsletter.

Input and ideas from parents is welcomed and encouraged.

Any parent volunteering within the centre is to abide by all staff guidelines as per the staff handbook.

If a parent / guardian is a regular helper at the Centre they will need to apply for and obtain a Working With Children "Blue Suitability Card". People under the age of 18 are not required to hold this card.

GREIVANCE POLICY

Should you have any grievances regarding the Centre, parents/guardians are invited to speak to either of the Director or Coordinators or attend monthly P&C

meetings. All grievances are kept confidential and will be dealt with in a professional matter, with the aim of satisfying all parties involved.

The Director or Coordinators will first tend to the problem to enable it to be sorted discreetly and will speak to all parties concerned.

Should the Coordinators be unable to resolve the issue, the matter will be taken to the Director who will then make a decision, or discuss the situation with the P&C Executive Committee at the monthly P&C meeting. Confidentiality will be maintained at all times.

The P&C Executive Committee shall speak to all parties involved until a satisfactory outcome has been resolved. All information will be documented and filed for future information.

Staff of the Centre have a separate Grievance Policy, which is set out in their Staff Handbook.

HEALTH, NUTRITION, ILLNESSES AND MEDICATION

Health of Children and Medical Conditions

Upon enrolment in the FLOSC program, parents are asked to inform the Director of any health and dietary requirements, or chronic/ intermittent medical conditions of their children, e.g. asthma, epilepsy. This includes recording the information on the enrolment form and discussing with the Coordinators of the program.

If Asthma an Asthma Care Plan for Education and Care services is required. This Plan is to be signed by a Medical Practitioner with a photo applied.

If Anaphylaxis a signed and completed by a Medical Practitioner Anaphylaxis Plan is required to be supplied before the child commences at the centre.

Nutrition and Diet

The FLOSC program aims to always provide nutritious food and drinks for the children. A menu is displayed along with the weekly program for the perusal of the parents, located on the back of the door at the front of the room. On occasion, "treats" are prepared by the staff and also by the children during cooking sessions. The program is very supportive of special dietary requirements of children. Parents should feel free to discuss their child's dietary needs with the program Coordinators. It is advised that parents maintain healthy food choices in support of the Centre's nutrition philosophy.

We ask that parents also be mindful of the increasing instances of allergies and reactions to particular foods .e.g. nuts, eggs etc. Forest Lake Outside School Care is a nut free zone.

Food Handling Policy

All food that is handled (which includes preparing, eating or storing it) at the service is to be handled using all care to ensure that the food is not contaminated, nor allowed to become contaminated, or unfit to be eaten. Gloves are worn at all times during food handling and preparation. All staff involved in food preparation, wash and dry their hands before they commence.

Hand Washing Policy

Children are required to wash and dry their hands before each meal. Soap and paper hand towel is provided to the children. Our Staff supervise this process and ensure all hands are clean before food and drink is allocated. A bin is provided to ensure correct waste disposal procedures.

Staff are required to wash and dry their hands as they enter the Centre to commence their shift. Soap and paper towels are provided to enable this process.

Food and Nutrition Policy

This service encourages and promotes the health and wellbeing of children through a healthy nutritious diet. We also encourage a positive atmosphere during meal/snack times where good nutritional foods and habits are developed in a happy, social environment. Parents are encouraged to participate in this approach to nutrition for their children.

- Children will have access to water at all times.
- Lunch boxes (during vacation care) should be sealed and clearly named.
- If requested, lunches will be refrigerated.
- Parents/guardians will be advised if child is not eating well.
- Children will wash their hands before handling food.
- Parents/guardians should ensure that lunches contain something from each food group:

Bread & Cereals

Fruit & Vegetables

Milk & Milk Products

Meat/meat alternatives

Fats & Oils

e.g. a sandwich

an apple

yogurt/cheese/milk

meat on a sandwich

butter/margarine on bread

We **do not** encourage the children to bring:

- Chocolates, lollies or soft drinks
- Cream cakes or cream buns

- Chips, Chewing gum
- Left overs
- Microwavable meals eg. Noodles, Mac n cheese

In accordance to the Health and Nutrition Guidelines the centre is unable to reheat food that has been cooked previously.

Kitchen Safety Policy

The children are not permitted in the kitchen area of our Centre without adult supervision. This supervision will only occur during a cooking or craft activity. The children will at no time be in close proximity to kitchen fittings. Under no circumstance are the children permitted to access plastic bags of any type or sharp knives and cooking utensils. The children are not permitted to stand near the stove or oven at any time while the oven or stove is on. A safety switch for the oven/stove is located on the wall next to the sink. The children are not permitted to touch this switch. Other kitchen items such as the microwave, kettle and dishwasher are also off limit at all times.

Forest Lake Outside School Care also has access to a second kitchen, where all meals for the children are prepared. The door to this kitchen is kept locked at all times and children are not permitted in this area unless involved in a supervised cooking activity.

Illness in Children

Should a child arrive at the program unwell or become unwell, the staff will attempt to keep him/her comfortable and quiet until collected. If a child's condition deteriorates, or she/he is seriously distressed, every attempt will be made to contact parents/ guardian to make suitable early collection arrangements. All illnesses are reported on an "Illness Form" to be signed by the parent on arrival at the Centre.

Infectious Diseases

Parents are notified via notices around the centre of any contagious diseases. Please ask Coordinators at the centre about the recommended periods of exclusions.

The program is not able to cater for children with contagious illnesses. Should there be any onset of serious illness; the same arrangements will apply as for emergencies (see emergency procedure).

Medication

Prescribed medication can be given during program hours if required, providing that the parents have undertaken to inform program staff by completing a Required Medical Form. The medication, stating the child's name, doctor's instructions, methods of giving medication, time when medication is to be administered, quantity, etc, is to be handed to the Coordinator once the Medical Form has been signed. The program staff will not administer non – prescribed medication. Medication will be kept in a secure place and unused medication returned to the parent. The principal, teaching staff and office staff of FLSS cannot pass on medication to FLOSC staff and have no responsibility for these after 3:00pm. Therefore, separate arrangements must be made with both the school staff and the OSHC staff if a child requires medication in these different time periods. In special cases, with written approval of a parent and coordinator, children can be responsible for their own medication, eg: asthma inhalers.

EMERGENCY PROCEDURES

Incident / Accident Forms

Any accident sustained by children is recorded here, dated and signed by a staff member.

Serious Accidents

If a child requires urgent medical attention (due to accident or sudden onset of serious illness), the following procedure will be adopted:

- Render immediate first aid
- Contact parent/s if possible
- If appropriate, and will not cause undue delay in cases where hospital attention is indicated, either a family doctor or local doctor known to program staff will be contacted.
- If necessary, the child will be taken by ambulance to the nearest hospital. Parent/s will be advised, if contact was unable to be made earlier.
- The centre has ambulance cover for all children in their care, including days when they go on excursions.

Fire Drill/Lockdown procedure

The FLOSC staff will be responsible for familiarising all children attending the program with the fire drill / lockdown procedures and conduct these drills at regular intervals. Signage of all evacuation procedures are displayed in several places around the FLOSC room.

USE OF “WALKIE TALKIES” POLICY

For safety and security reasons FLOSC have incorporated the use of “walkie talkies” into our day-to-day procedures. Staff may wear these devices during ASC or VAC care sessions. It is our intention to communicate effectively with one another at all times, so as to ensure the best possible care for your children. The use of these devices also ensures we are in frequent compliance with required child to staff ratios. Careful attention is paid to ensure only appropriate language is transmitted. Children are not permitted to touch or use these devices.

CLOTHING AND COMFORT POLICY

In meeting the service’s duty of care, it is a requirement that management and staff implement and adhere to the service’s Clothing and Comfort Policy. Effective clothing and comfort strategies, including sun protection clothing, are important factors in ensuring a child feels secure and safe in a child care service environment. It is understood by all staff, children and families that there is a shared responsibility between the service and other stakeholders that the Clothing and Comfort Policy and procedures are accepted as a high priority. FLOSC will endeavour to consult with families about their child’s individual needs and to be aware of the different values and parenting beliefs, cultural or otherwise that are associated with clothing and footwear.

In this service the term ‘clothing and footwear’ encompasses:

- sun protective clothing, including hats and swimwear
- **NO HAT = NO PLAY**
- clothing for messy play, including art and craft aprons (supplied by the Centre)
- appropriate clothing for changing weather conditions and temperature of play environments, including jumpers
- clothing to facilitate self-help, including role play props and additional or spare clothing
- safe footwear for all play experiences including climbing and running.

Clothing and footwear not permitted in the service

- The service has identified clothing and footwear that is not recommended by the service because it:
 - poses a potential health and safety risk. For example, hooded jumpers with cords increase the risk of choking, or wearing thongs to run around in or climb outdoor equipment
 - restricts movement, the child’s ability to play or inhibits the development of self-help skills. For example, overalls are often

difficult items of clothing for children to remove when they are utilising toilet facilities

- is too revealing and may potentially place a child at risk. For example, some styles of swimwear, midriff tops
- contravenes the sun protection policy. For example, strapless tops or singlets; or
- offends others. For example shirts or baseball caps with slogans, images or language that may potentially provoke a negative response or offend a particular cultural group.

At FLOSC we believe children learn through example and role modeling, therefore we have also established clothing and comfort policies for all staff. These policies provide important strategies for staff and adults in children's services to maintain quality standards.

INSURANCE

Public liability

The FLSSPCA QCPCA public liability policy has been extended to cover the FLOSC program.

PROCEDURE FOR SUSPECTED ABUSE/ NEGLECT

If Educators have any reasonable suspicions that a child is being abused and / or neglected either through physical signs, the child disclosing information, or otherwise, it is Mandatory for them to report the suspicion to the Director or straight to the Department of Child Safety and who may then contact the school principal or local office of Child Safety.

Appendix:

Fire Drill Procedures:

Designated Area: **Cricket Pitch on Oval**

Designated Signal: **Continual Ringing of Bell**

Coordinator / Homework Supervisor:

- Will calmly phone fire department – 000 and explain the situation, the address and location of the fire
- Will then calmly assist the Craft supervisor with escorting the children from the main ASC room.
- Will check the office and storeroom and make sure the room is empty before leaving. Will then assist other staff members at the designated area.

Craft Supervisor:

- Calmly assist the children to move to the designated area, ensuring that children leave their personal belongings in the room.
- Grab the sign in/out books to check all children are accounted for.

Hall Supervisors:

- Assist children to exit the far hall door in corner and walk straight up the stairs, around the years 5 & 6 building and out onto the oval to designated area.
- One staff will lead children and the other will be last to leave following all children.
- Second staff member will also check the toilets to ensure all children have left the building.
- All sporting equipment is to be left in the hall.
- Staff will accompany children to designated area to assist with checking names etc.

Oval Supervisors:

- Gather all children together and go straight to cricket pitch to meet up with other children.
- Check all of oval area
- Equipment is to be left on ground

Special Needs Supervisors:

- Ensure these children are safe and present in the designated area.

Lockdown Procedures:

Designated Area: **ASC Room**

Designated Signal: **Continual Blowing of Whistle**

Coordinator / Homework Supervisor:

- Will calmly phone police or 000 and explain the situation and the address of the centre.
- Will then calmly assist the Craft supervisor to quickly clean up as much as possible and instruct all children to sit quietly on the floor.
- Will check the office and storeroom and ensure all children are seated.

Craft Supervisor:

- Calmly assist the children to move to the designated area.

Hall Supervisors:

- Instruct the children to stop what they are doing put equipment on floor and make their way back to the ASC room and sit on the floor.
- One staff will lead children and the other will be last to leave following all children.
- Second staff member will also check the toilets to ensure all children are moving back to the ASC room.
- All sporting equipment is to be left in the hall.
- Staff will accompany children to designated area to assist with checking names etc.

Oval Supervisors:

- Gather all children together and go straight to the ASC room to be seated and have name marked off.
- Check all areas of oval
- Equipment is to be left on ground

Special Needs Supervisors:

- Ensure these children are safe and present in the designated area.

Coordinator

- Shall turn off all lights and ensure doors are locked to keep children in and strangers out.
- Will encourage the children to sit quietly and wait until it is safe to return outside.
- Will if keep in contact with police department as necessary.
- Will not put him / her self in danger or that of the staff.

Notes: