

Tweed Shire Vacation Care Inc.

After School Care

And

Vacation Care

Family Handbook



Tweed Shire Vacation Care Inc.

**Located in the grounds of South Tweed Primary School
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WELCOME TO TWEED SHIRE VACATION CARE Inc.

The Management committee and educators are pleased to offer your child/children a place at our centre. We hope that your experience with us will be happy and beneficial.

This booklet is intended to help you become more familiar with many aspects of the centre by understanding the policies and practices underpinning Tweed Shire Vacation Care Inc. (TSVC Inc.) which provides After School Care (OOSH) and Vacation Care (TSVC). Tweed Shire Vacation Care Inc. is known as TSVC and OOSH.

We thank you for your co-operation in taking the time to read this information. If translation services are required, please speak to the Centre Director or Coordinator. If you have any queries or concerns, please do not hesitate to discuss these with the Centre Director or Coordinator.

It is a requirement, on accepting a place in TSVC Inc. or OOSH that all parents sign an enrolment form stating that they intend to read the contents of the Tweed Shire Vacation Care Inc. Parent Handbook, and raise any queries or concerns prior to their child commencing care.

The Centre's Policies and Procedures are available at any time. Please ask the Director or Coordinator if you would like to read or review these policies. A copy is available above the sign in table.

TSVC and OOSH are Out of School Hours Care programs catering for children of preschool age and over. Special needs children and Grade 7 children may continue to attend once they are in high school provided programs are appropriate and we can still provide adequate care. (subject to the discretion of the Director and on a case by case basis). Our centre was established in 1984 by a group of working parents who dedicated their time and efforts into developing a high quality child care service.

OPENING HOURS

After School Care is open Monday to Friday 2.30 pm to 6.00 pm (6.30 pm during DST) during the term. Vacation Care is offered during the NSW school holidays and operates between 7.30 am and 6.00 pm Monday to Friday (6.30 pm during DST). Care is also available on NSW pupil free days.

We are closed on NSW and National Public Holidays.

MANAGEMENT

The centre is a non-profit community organisation and is managed by a volunteer parent management committee. Membership of the TSVC Inc. Management Committee is open to all parents who use the service. Members are elected each year at the Annual General Meeting. The Management Committee consists of the Office Bearers (President, Secretary and Treasurer) and other members. The role of the Management Committee is to ensure that the service is managed according to the National Quality Framework, My Time Our Place, Early Years Learning Framework, the Centre's Constitution and any other relevant Guidelines, Acts or Regulations.

The term parents includes persons with parental responsibility. At times the parents may have the opportunity to also be involved by carrying out specific functions on the committee's behalf. Getting involved in the TSVC and Tweed OOSH Management Committee can be a challenging and rewarding experience.

The Centre Director is responsible for the daily management and operations of TSVC and Tweed OOSH.

AIMS AND OBJECTIVES / GOALS

The Centre

- To provide a comfortable and supportive environment for families, educators and children and strive for open communication and good relations between all parties.
- To provide a safe environment.
- To provide a clean environment.
- To provide a caring environment.
- To provide a friendly and welcoming environment.
- To provide high quality care for children of preschool age and over.
- To have equipment and facilities that are suitable to the needs and abilities of the child.
- To encourage good nutrition through the provision of nutritious snacks and by modelling healthy eating habits.

The Families

- To provide for the needs of families who are working, looking for work, studying or who need child care.
- To open for hours that allow families to travel to and from their place of employment or study.
- To make families feel welcome and valued.
- To accept and value every family member regardless of race, cultural background, religion, sex or ability.
- To help them feel confident in the centre's quality of care for their child.
- To keep them informed and updated on issues relating to the service.
- To encourage family involvement in decisions on policy and programming issues.
- To encourage feedback and input from families in relation to the program, policies or other issues relating to the centre.
- To encourage open communication between families and the centre.
- To maintain positive relationships between families, educators and management.
- To meet the current needs of families through continual update and review of relevant issues.

The Children

- To accept and value every child regardless of race, cultural background, religion, sex or ability.
- To maintain positive communication and relationships between educators and children.
- To encourage individual interests.

- To foster children's independence and self-help skills.
- To provide children with opportunities for self-expression and self-direction.
- To provide an environment that will foster the child's self-esteem.
- To help children develop self-discipline skills through positive example and direction.
- To help children appreciate and care for each other and their surroundings.
- To encourage children to be involved in the planning, implementation and evaluation of activities in the centre.
- To develop and implement a balanced program that is stimulating, interesting and exciting which allows for opportunities to explore and develop new skills.
- To develop a mixed program which is appropriate to the developmental and leisure needs of all individuals and reflects the centre's cultural diversity.
- To provide a place for children to play with friends.
- To encourage children to participate in decisions about the centre.

The Educators

- To create an enthusiastic and positive atmosphere for the educators which encourages personal initiative and co-operation.
- To help develop mutual respect, courtesy and understanding for all.
- To provide support and assistance where needed.
- To provide relevant training and development.
- To ensure educators are aware of all expectations and duties.

The Community

- To provide for the changing needs of the local community.
- To be sensitive to the needs of residents around the centre in relation to noise and other considerations.
- To ensure the cultural diversity of our community is valued and respected.
- To develop positive relationships with local schools, local council, government, other agencies and local businesses.
- To maintain open communication between the schools, neighbours and other relevant groups in the area.
- To keep the relevant groups informed of any major changes within the centre.
- To keep up to date with any current issues in the local area.
- To participate, where possible, in community events.

CENTRE PHILOSOPHY

The central tenant of TSVC and Tweed OOSH is to provide families with a high quality out of school hours care service. We will provide an environment where children can learn, grow and develop through set activities and free play. Our service is a safe, secure and happy environment for all children.

Every aspect of care is founded upon the following principles:

- To maintain an environment which is safe, enjoyable, inclusive, suitable and provides a rich and diverse range of experiences which promote children's learning and development.
- To provide informal, semi-structured recreational areas and activity centres designed to stimulate and engage the development of life skills whereby the children of preschool age and over of the local community can learn from, interact and play with others.
- To create and maintain an environment where relationships are responsive, co-operative, respectful and promote children's sense of security, self-worth and belonging.
- To maintain an environment where every child's health and wellbeing is safeguarded and promoted. The environment will be anti-discriminatory and free from prejudice based upon race, gender, cultural beliefs, religion, age, ability or perceived social status. We will educate and assist the children to become responsible for their own health and well-being, giving them the necessary tools in order to maintain this.
- To build and enhance collaborative partnerships with educators and families which focuses on formal and informal structures and whereby families actively contribute to children's wellbeing and learning. Families will therefore have confidence and trust in our educator's professionalism while maintaining confidentiality at all times.
- To maintain a positive and welcoming environment whereby staff and management contribute to an environment where children feel emotionally safe, secure and happy.
- To maintain an environment where effective leadership contributes to sustained quality relationships and environments that facilitate children's learning and development. We will focus on our Quality improvement practices to ensure we are consistently providing a quality service to the children and families of our local community.

Our programming will be reflective of My Time Our Place and the Early Years Learning Framework and we will endeavour to meet the National Quality Standards in all areas at all times.

The TSVC Inc. philosophy and following guidelines have been developed and instituted with the express desire to acknowledge and implement the United Nations Convention and the Rights of the Child.

Of particular relevance to our centre is Article 31: The Child's Right to Play.

The child has the right to rest and leisure, to engage in play and recreational activities and to participate in cultural and artistic life. The State undertakes to provide appropriate and equal opportunities for the realisation of these rights.

THE STAFF

TSVC and Tweed OOSH adheres to the National Quality Framework, My Time Our Place, The Early Years Learning Framework and the National Standards for Outside School Hours Care Centres which states the educator to child ratio of 1:15 (1:10 for preschool age children) must be maintained at all times, with a maximum of 8 children to 1 educator for excursions. In accordance with the National Standards, TSVC and Tweed OOSH ensures that a minimum of 2 staff members are present at any one time while children are present.

Our centre also ensures educators are appropriately qualified, trained and/or have experience within the childcare sector. There is a minimum of 1 qualified educator to every 30 children, or part thereof.

TSVC and Tweed OOSH adheres to The Child Protection (Prohibited Employment) Act 1998. This Act ensures any person undertaking a "child related" role are screened by the Department of Community Services to check suitability. All persons employed at TSVC and Tweed OOSH, in a paid or unpaid capacity, complete the "Working with Children Check" or "Prohibited Persons Declaration" prior to the commencement of duties.

STUDENTS

As part of their training, students from TAFE and other registered training organisations studying a relevant field, such as child care, teaching, recreation or community services may undertake practical experiences throughout the year at TSVC and Tweed OOSH.

Students from local high schools who wish to gain work experience as part of a school program may attend for 1-2 weeks work experience.

VOLUNTEERS/VISITORS

Volunteers and visitors may be invited to TSVC and Tweed OOSH to enhance the children's program. Volunteers and visitors may include local people, parents with a skill or ability to share with the children, staff or local community resources such as police, fire brigade etc.

All other visitors must make an appointment with the Centre Director at a convenient time. Any unwelcome visitor will be politely asked to leave the centre. If they refuse to leave the centre, the Centre Director or educator directed by the Centre Director will call the police for removal.

CENTRE GUIDELINES

TSVC and Tweed OOSH guidelines have been developed and instituted within the ambit of the TSVC and Tweed OOSH philosophy. The guidelines are focused upon implementing and maintaining the physical and psychological right and safety of each individual child and promoting a positive co-operative play environment.

TSVC and Tweed OOSH believes that child management is leading, guiding, encouraging and instructing children within a framework of rights, responsibilities and rules. These three strands of discipline should work together to create a caring community atmosphere.

In giving consideration to the individual child's rights and associated responsibilities, TSVC and Tweed OOSH have also given consideration to the rights and responsibilities of all others involved in the successful operation of the centre such as educators and families.

ENROLMENT

As mentioned previously all parents are required to sign an enrolment form stating they intend to read the TSVC and Tweed OOSH Parent Handbook and raise any queries or concerns with the Director or Coordinator prior to their child commencing care.

An enrolment form must be fully completed for each child before commencing care at TSVC and Tweed OOSH. The Centre Director or Coordinator will assess the form prior to your child/ren starting care to ensure all the details have been completed and to offer assistance if required.

Enrolment forms need to be updated when there are changes to your family's circumstances.

It is essential for your child's well-being and care, and the parent's responsibility to keep the centre informed of any change to:

- Your home address or telephone number
- Your mobile telephone number or pager number
- Your work telephone number
- Emergency contact person's telephone number (This person must be available to pick up your child at any time)

In the event of an emergency, TSVC and Tweed OOSH will not be held responsible if contact details and numbers have not been updated and centre educators are not able to inform you of a serious incident and/or accident involving your child and /or affecting the care of your child.

All enrolment forms are kept confidential from all but the approved persons who enrolled the child, relevant educators, management and Commonwealth and/or State Department Officers. Depending on availability of care, children may be enrolled at any time throughout the year.

PRIORITY OF ACCESS TO CARE

At TSVC and Tweed OOSH, we do not discriminate against any families needing care however, priority of access is given to children at risk of abuse or neglect, families in crisis, working parents, parents seeking work or parents studying for work purposes. Acceptance of children is at the discretion of the Centre Director and is determined by the Federal Government Guidelines mentioned above. For evidence of priority, parents may need to provide documents i.e. pay slips or a copy of a TAFE/University enrolment form.

A waiting list is maintained. Placement on the waiting list is determined by priority of access guidelines, siblings of children already in care, date of placement on the waiting list and required days of care.

LEGAL PARENT OR GUARDIAN

Parents who have sole legal custody of their child/ren must provide a current copy of 'parenting orders' and/or 'specific issues orders' to the Centre Director. TSVC and Tweed OOSH must have a copy on record plus any subsequent alterations registered by the court.

If a non-custodial parent attempts to collect a child/ren from TSVC and Tweed OOSH the centre educators will:

- Clarify the legal position with the non-custodial parent.
- Ask the person politely to leave.
- On refusal to leave, call the police.
- Inform the custodial parent of incident as soon as possible.

IMMUNISATION

At the time of enrolment, whether in After School Care and/or the Vacation Care program, parents must provide the centre with documented evidence of their child's immunisation status. This is part of the enrolment process.

We do respect the right of individual parents whether to or not to immunise their children. However, in the event of any outbreak of a vaccine-preventable disease at the centre and/or school, upon the direction of the Public Health Unit's Medical Officer, unimmunised children will be excluded for the incubation period of the disease or the duration of the outbreak.

However, under the No Jab No Pay measure, parents who do not fully immunise their children up to 19 years of age will no longer be eligible for family assistance payments, with exceptions for children with medical contraindications or natural immunity for certain diseases and those on a recognised catch-up schedule. (More information about the No Jab No Pay measure is available at www.education.gov.au/NJNP) It is the responsibility of the Centre Director to notify The Public Health Unit if any child contracts a vaccine-preventable disease.

ILLNESS AND INFECTIOUS DISEASES

If a child arrives at the centre unwell or becomes ill at TSVC and Tweed OOSH, parents will be notified and the child made comfortable and cared for until he/she can be collected.

A child is considered unwell if he/she:

- Sleeps at unusual times
- Has a fever over 38 degrees Celsius
- Is crying constantly from discomfort
- Vomits or has diarrhoea
- Is in need of constant one to one care
- Has symptoms of an infectious disease
- Drowsiness
- Breathing difficulties
- Poor circulation
- Red or purple rash

TSVC and Tweed OOSH is not able to care for any child if they are ill with any contagious disease or illness. This includes diarrhoea and conjunctivitis. The period of exclusion is based on the recommendations outlined by the Department of Health. This is to avoid further infection of other children and/or adults attending or visiting TSVC and Tweed OOSH.

Exclusion periods:

Condition	Exclusion of case	Exclusion of contacts
Campylobacter infection	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Candidiasis (thrush)	Not Excluded	Not Excluded
CMV (Cytomegalovirus infection)	Not excluded	Not excluded
Conjunctivitis	Exclude until discharge from the eyes has stopped, unless a doctor has diagnosed non-infectious conjunctivitis	Not excluded

Cryptosporidium	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Diarrhea (No organism identified)	Exclude until there has been no loose bowel motion for 24 hours	Not excluded
Fungal infections of the skin or nails (e.g. ringworm, tinea)	Exclude until the day after starting appropriate antifungal treatment	Not excluded
Giardiasis	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Glandular fever (Mononucleosis, EBV(Epstein-Barr Virus) infection)	Not excluded	Not excluded
Hand, foot and mouth disease	Exclude until all blisters have dried.	Not excluded
Haemophilus influenzae type b (Hib)	Exclude until the person has received appropriate antibiotic treatment for at least 4 days.	Not excluded Contact a public health unit for specialist advice
Head lice (Pediculosis)	Not excluded if effective treatment begins before the next day at the education and care service. The child does not need to be sent home immediately if head lice are detected	Not excluded

Hepatitis A	Exclude until a medical certificate of recovery is received and until at least 7 days after the onset of the jaundice	Not excluded Contact a public health unit for specialist advice about vaccinating or treating children in the same room group
Hepatitis B	Not excluded	Not excluded
Hepatitis C	Not excluded	Not excluded
Herpes simplex (cold sores, fever blisters)	Not excluded if the person can maintain hygiene practices to minimise the risk of transmission. If the person cannot comply with these practices (e.g. because they are too young), they should be excluded until the sores are dry. Sores should be covered with a dressing, where possible.	Not excluded
Human Immunodeficiency Virus (HIV)	If the person is severely immune compromised, they will be vulnerable to other people's illnesses.	Not excluded
Human Parvovirus B19 (fifth disease, erythema infectiosum, slapped cheek syndrome)	Not excluded	Not excluded
Hydatid disease	Not excluded	Not excluded
Impetigo (School sores)	Exclude until appropriate antibiotic treatment has started. Any sores on exposed skin should be covered with a watertight dressing.	Not excluded
Influenza and influenza-like illnesses	Exclude until person is well.	Not excluded

Listeriosis	Not excluded	Not excluded
Measles	Exclude for 4 days after onset of rash	Immunised and immune contacts are not excluded. For non-immunised contacts, contact a public health unit for specialist advice. All immunocompromised children should be excluded until 14 days after appearance of rash in the last case.
Meningitis (viral)	Exclude until person is well	Not excluded
Meningococcal infection	Exclude until appropriate antibiotic treatment has been completed	Not excluded Contact a public health unit for specialist advice about antibiotics and / or vaccination for people who were in the same room as the case.
Molluscum contagiosum	Not excluded	Not excluded
Mumps	Exclude for nine days or until swelling goes down (whichever is sooner)	Not excluded
Norovirus	Exclude until there has not been a loose bowel motion or vomiting for 48 hours	Not excluded
Pertussis (whooping cough)	Exclude until 5 days after starting appropriate antibiotic treatment, or for 21 days from the onset of coughing	Contact a public health unit for specialist advice about excluding non-vaccinated contacts, or antibiotics
Pneumococcal Disease	Exclude until person is well	Not excluded
Roseola	Not excluded	Not excluded

Ross River virus	Not excluded	Not excluded
Rotavirus infection	Exclude until there has not been a loose bowel motion or vomiting for 24 hours	Not excluded
Rubella (German measles)	Exclude until the person has fully recovered or for at least four days after the onset of the rash	Not excluded
Salmonellosis	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Scabies	Exclude until the day after starting appropriate treatment	Not excluded
Shigellosis	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Streptococcal sore throat (including scarlet fever)	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well	Not excluded
Toxoplasmosis	Not excluded	Not excluded
Tuberculosis (TB)	Exclude until medical certificate is produced from an appropriate health authority	Not excluded Contact a public health unit for specialist advice about screening, antibiotics or specialist TB clinics

Varicella (Chicken Pox)	Exclude until all blisters have dried. This is usually at least 5 days after the rash first appeared in non-immunised children and less in immunised children.	Any child with an immune deficiency (for example, leukemia) or receiving chemotherapy should be excluded for their own protection as they are at high risk of developing severe disease. Otherwise not excluded.
Viral gastroenteritis (viral diarrhea)	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Worms	Exclude if loose bowel motions are occurring. Exclusion is not necessary if treatment has occurred	Not excluded

HEAD LICE

Head lice are tiny insects that live in hair where they breed and feed on blood from the scalp. They are about the size of a sesame seed, have 6 legs and range from tan to greyish white in colour. They live up to 30 days and cannot survive for more than 2 days away from the human scalp.

Lice are spread from head-to-head contact with an already infested person. Another possible risk comes from wearing and sharing hats, scarves, hair ribbons, scrunchies and by using infested combs and brushes that have been used by an infested person.

Symptoms include:

- Tickling feeling of something moving in the hair
- Itchy scalp from lice bites
- Fine black powder (lice faeces) or pale grey lice skins may be seen on the pillow

Families are asked to examine their child’s hair for signs of lice infestation on a regular basis. If you find your child has a case of headlice, a specialised treatment can be purchased from a chemist without a prescription. Follow the instructions provided and then treat again after 7 days. After the first treatment the infected child may return to care at TSVC and Tweed OOSH.

It is the responsibility of the families to inform the Centre Director or Coordinator if their child/ren has headlice so that all families can be encouraged to examine their own child’s hair to reduce the risk of reinfestation. Confidentiality will be maintained.

If a child attends TSVC and Tweed OOSH with a case of headlice the family will be notified on pick up by the Centre Director or Coordinator so that arrangements can be made to start appropriate treatment by the parent. After treatment the child may return to care at TSVC and Tweed OOSH.

FIRST AID AND ACCIDENTS

TSVC and Tweed OOSH aims to ensure the safety and wellbeing of educators, children and visitors, within the centre and on excursions, through proper care and attention in the event of an accident. The centre will make every attempt to ensure sound management of the injury to prevent any worsening of the situation.

TSVC and Tweed OOSH adheres to the National Quality Framework, My Time Our Place and The Early Years Learning Framework and ensures that a minimum of two educators are present at all times when children are on the premises and ensures that at least one is currently qualified in first aid, asthma management and anaphylaxis management. When rendering first aid educators follow procedures and practices as set out in the NSW Health Universal Guidelines.

A fully stocked and updated first aid kit is kept in a designated area at the centre that is easily accessible to educators and kept inaccessible to children. If a child requires immediate medical attention all reasonable attempts will be taken to ensure this attention, and to notify the parent of the accident.

The centre maintains records of all accidents which occur at the centre. If your child is injured during their time at the centre you will be asked to sign an Accident Report to acknowledge you have been informed of the details of the incident.

FEES

Fees are payable by cheque, direct deposit, money order, cash, Eftpos or credit card. Fees are to be paid for the days the child is booked into TSVC and Tweed OOSH, unless cancellations are made by approved time:

OOSH - Cancellations by 12.00 midday on the day of the booking

Vacation Care - Cancellations by 10.00am on the day prior to booking

Weekly Vacation Care accounts will include all excursion and/or extra activity costs.

TSVC and Tweed OOSH does not charge for Public Holidays or scheduled school holidays when the child does not attend. Receipts are issued for all payments and will be placed in the appropriate alphabetical pocket at TSVC and Tweed OOSH. Statements of account will be issued weekly for OOSH and within a month of each Vacation Care period to satisfy federal government funding regulations. Statements are available at any time on request.

We understand emergencies do occur and such circumstances will be dealt with accordingly. Parents are encouraged to discuss any difficulties in relation to payment with the Centre Director or Finance Officer so that arrangements can be made.

Fees are to be paid weekly. Fees must be paid in full by the end of each term. Vacation Care & OOSH bookings may not be accepted until outstanding accounts are settled.

Late Afternoon Pickup

All children will be collected from TSVC and Tweed OOSH Inc. by 6.00 pm sharp (6.30 pm DST). Any parent who collects their children after 6.00 pm (6.30 pm DST) will incur a late fee of \$10.00 per child for every 15 minutes. The late fee will be automatically charged to your account.

Wherever possible parents are requested to advise centre educators when they will be late to collect their child. If a parent consistently collects a child after 6.00 pm,(6.30 pm DST) the Director will discuss other options with them, and suitable arrangements made or the child's place in the centre may be cancelled.

CHILD CARE BENEFIT (CCB)

TSVC and Tweed OOSH are approved child care services able to offer Child Care Benefit (CCB) to eligible families enrolled at the centre for After School Care and/or the Vacation Care program.

CCB is a payment made to families to assist with the costs of child care. Families are able to choose to receive CCB through fee reductions or as a lump sum. Families who want to receive their CCB as a lump sum need to advise the Family Assistance Office (FAO).

For families choosing to receive CCB as a fee reduction, the level of fee reduction is based on your estimated annual taxable income. The Family Assistance Office (FAO) is responsible for decisions in relation to families' assessments.

To be eligible for CCB parents must:

- meet Australian residency requirements; [and]
- have a child attending care in a Commonwealth approved child care service and be
- liable to pay for this care; [and]
- comply with immunisation requirements.

Parents can apply to the FAO for CCB by phoning 13 61 50 between 8 am - 8 pm weekdays.

It is the parents/carers responsibility to advise our office of the number of children in care at other centres in the same week. For families receiving Jet Funding, we require a letter from the FAO before we can apply this subsidy.

All families receiving CCB by fee reduction must notify the FAO of any changes in circumstances that may affect your entitlement to CCB i.e. changes in family income, changes in partnering arrangements such as commencing or ending a marriage, or marriage-like arrangement.

CCB is paid in certain circumstances when a family is charged for care that their child does not attend. The circumstances are categorised into two groups - (1) allowable absence days and (2) approved absence days.

CCB is paid for up to 42 allowable absence days for each child for each financial year. Allowable absence days can be taken for any reason. CCB ceases once the 42 allowable absence days are used for any individual child.

CCB is also payable for absences taken for the following reasons:

- illness (with medical certificate)
- non-immunisation
- rostered days off
- rotating shift work
- temporary closure of a school or pupil-free days
- public holidays
- periods of local emergency
- court ordered shared custody

The parent must provide supporting documentation to the Centre Director for any approved absence day.

Under the No Job No Pay measure, parents who do not fully immunise their children up to 19 years of age will no longer be eligible for family assistance payments, with exceptions for children with medical contraindications or natural immunity for certain diseases and those on a recognised catch-up schedule. (More information about the No Job No Pay measure is available at www.education.gov.au/NJNP)

CHILD CARE REBATE (CCR)

CCR is a payment made to working/studying families of 50 per cent of your out-of-pocket childcare expenses up to the annual cap. If you meet the requirements you can choose to receive your CCR as a fee reduction from the service, or paid to your bank account by the FAO quarterly or annually.

FUNDRAISING

The centre is involved from time to time in fund raising activities to assist with the purchase of equipment that our budget may not otherwise be able to meet. It is vital for us to have the support and co-operation of families at these times so that the activities are successful. The more funds raised means a greater variety of equipment can be obtained for use by your child.

DROPPING OFF AND PICKING UP

We aim to provide a procedure for dropping off and picking up children, which is clear and ensures the safety and well being of the children in our care. Families are required to follow specific communication procedures to ensure we can provide appropriate and quality care at TSVC and Tweed OOSH.

Dropping Off

Children must not be brought into the centre before 7.30 am during the Vacation Care program. No children are to be left unattended at the centre outside operation hours.

TSVC and Tweed OOSH duty of care commences once the child is signed 'in' by an adult or authorised person.

On arrival the person bringing in the child is responsible to sign the child 'in' on the attendance sheets next to the child's name indicating time of arrival. Children are not permitted to sign themselves in.

It is the parent's responsibility to ensure that their child/ren are accompanied on their arrival at the centre. ***TSVC and Tweed OOSH reserves the right not to accept any child who arrives at the centre unaccompanied by an adult or authorised person.***

Any points of information, questions or concerns, such as any particular requirements for the day or any changes to who will collect your child, can be recorded in the 'Messages' sheet, located at the parent information desk. Should a child require medication of any kind, parents ***must*** verbally inform an educator then complete and sign a 'Medication Form'. This form will be provided by the TSVC and Tweed OOSH educator. The educator will then arrange appropriate storage of any medication that is required to be administered.

Families are encouraged to communicate any special needs relating to the care of their child with centre educators.

It is requested that the person dropping off the child ensure that an educator is aware of the child's presence before leaving the centre. Upon arrival, educators will always attempt to greet parents, families and children at TSVC and Tweed OOSH and it is expected that the same courtesies are supported and encouraged by families.

Picking up of children

Each child must be collected by the closing time of TSVC and Tweed OOSH at 6.00 pm (6.30 pm DST)

The authorised nominee is to sign their children 'out' on leaving in the afternoon, on the attendance sheets next to the child's name, indicating time of departure. Children are not permitted to sign themselves 'out'.

TSVC and Tweed OOSH duty of care ceases when a child is signed 'out' by an adult or authorised person.

It is requested that the person collecting the child from the centre ensure that an educator is aware that they are taking the child from the centre. Educators will always attempt to farewell families and children leaving TSVC and Tweed OOSH and it is expected that the same courtesies are supported and encouraged by families.

Educators are to be notified if the person collecting the child is to be later than usual. The child will be notified to avoid any anxiety.

Older siblings are only to collect your child after prior arrangement with the Centre Director or Coordinator. Families are asked not to sit outside in their cars and send older siblings into TSVC and Tweed OOSH to collect children.

It is of the utmost importance that the Centre Director or Coordinator is informed, prior to pick up, if any person other than the parents or authorised person/s stated on the enrolment form is/are to collect the child. This change must be confirmed in writing if it is to be a permanent authorised person, and the person asked to bring identification. The centre will not release the child to anyone who is not authorised without prior consent and in line with centre policy.

In the case of an emergency in which the parent or authorised person cannot collect the child, a telephone authority will be accepted from the parent. The parent will be required to indicate who will collect the child, give a description of the alternative arrangements and ask the indicated person to provide the centre with proof of identity eg Drivers licence or Medicare card.

If the centre has not been notified and someone other than the parent or authorised person comes to collect the child, the centre will ring the parent to get his or her authorisation. The child will not be released from the centre until proper authorisation has been received.

Authority for children to leave TSVC and Tweed OOSH by themselves

As a general policy children are not permitted to leave TSVC and Tweed OOSH by themselves and must be collected by an adult or authorised person.

However, at TSVC and Tweed OOSH we understand that the time and occasion may arrive where an older child in Year 6 may request to start walking home from the centre. As a parent it is your responsibility to discuss this need with the Centre Director or Coordinator so that a mutually agreeable arrangement can be decided upon.

Once an arrangement is clearly agreed upon a permission note will be provided that will outline the arrangement and clearly state a time that the centre's duty of care will cease. The parent is requested to read and sign this authority form and return it to the Centre Director or Coordinator prior to the commencement of any arrangement. Children with permission to leave the centre by themselves will be signed out by the Centre Director or Centre Co-Ordinator at the agreed time. After this time TSVC and Tweed OOSH can not be held responsible for the care and welfare of the child. Children may only leave the centre with prior notification and permission.

ABSENT CHILDREN

It is essential and the responsibility of the parent to advise the centre if your child will be absent on a day that they are booked into care. This can be done in writing, verbally by speaking to an educator at the centre or by telephoning during centre operation hours. Messages may be left on the center's answering machine outside operational hours.

CHANGING DAYS OF ATTENDANCE

If you wish to reduce the number of days per week your child/ren attends TSVC and Tweed OOSH you must notify the Centre Director or Coordinator. Cancellations received before 12.00 pm on the booked day for After School Care and before 10.00 am the previous day for Vacation Care will not be charged for. If you wish to increase the days your child/ren attend you will need to discuss this with the Centre Director or Coordinator. The Centre Director or Coordinator will inform you if a place is available to do so. If a place is not yet available your child/ren's name/s will be placed onto a waiting list.

PARKING/CAR ACCESS

Whilst picking up children from OOSH please drive into the parking area supplied in the school grounds and park in the allocated areas. The speed limit whilst in school grounds is 5 kmph. Children must be accompanied at all times when in the car park area.

Please, always be aware of children when approaching the building in your car.

VACATION CARE

When dropping off or picking up children from Vacation Care please park in the allocated car park area. Please allow room for others to turn in car park area. Please also ensure that children are in the care of a responsible adult whilst in the car park area.

NON SMOKING ENVIRONMENT

TSVC and Tweed OOSH Inc. is a non smoking area. It is the policy of the Department of Education that smoking is not allowed either inside the buildings or in the school grounds. Families are required to comply.

COMPLAINTS AND GRIEVANCES

Parents/guardians

- The service will support an individual's right to complain and will help them to make their complaints clear and try to resolve them.
- A complaint can be informal or formal. It can be anything which an individual thinks is unfair or which makes them unhappy with the service.

- Families will be provided with clear written guidelines detailing the grievance procedure.
- All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place away from children, other families or educators that are not involved.
- If an individual has a complaint or comment about the service, they will be encouraged to talk to the Coordinator who will arrange a time to discuss their concern and come to a resolution to address the issue.
- If the complaint is not handled at this level to the satisfaction of the person making the complaint they should discuss the issue with the Nominated Supervisor (If different from the Coordinator) or representative/s from the Management Committee, either in writing or verbally.
- Management will discuss the issue with the Director and/or Coordinator and develop a strategy for resolving the problem. This would be discussed further with the individual or if necessary a meeting will be organised with the Director and/or Coordinator and individual to resolve the problem.
- All complaints will be recorded and dated indicating the issue of concern and how it was resolved. All information on complaints and grievances will include evidence that complaints are investigated within satisfactory timeframes and have led to amendments to policies and procedures where required.
- The Director/Coordinator or Management will inform the person making the complaint of what has been decided regarding the issue. Educators will also be informed of any relevant issues that they need to address or be aware of. This could be done verbally or if the issue has been dealt with on a more formal basis then the committee or Director/Coordinator will write personally to the individual making the complaint.
- If any complaint cannot be resolved internally to the person's satisfaction, external options will be offered such as an unbiased third party.

Child

- Our service values and respects the rights of children attending our services and values their feedback. If a child has cause for concern on any issue we encourage them to discuss their feelings with educators, management and/or their families.
- Ideally most problems can be resolved at the source and in a timely manner. We encourage children to discuss their opinion with the person with whom they are disagreeing. If the child is not confident to do this or the other party is unwilling to co-operate the child should enlist the help of an educator to mediate.
- If the problem cannot be resolved in this manner the educator would refer the child/ren to their Coordinator who would then refer it to the Centre Director if required. Centre Management would then inform families of the initial concern and outcome

PARTICIPATION AND ACCESS

Educators will accept and value every family and child regardless of race, cultural background, religion, sex, ability or sexual preference and perceived social status of parents. No discrimination will be made against any family. We aim to provide a caring and supportive environment where everyone feels welcome and valued.

Families are encouraged to become involved with the centre by:

- becoming a management committee member;
- collecting craft materials;
- sharing skills, interests, traditions and customs;
- supporting fundraising activities;
- attending social events;
- offering assistance in working bees and other special events.

TWEED OOSH NEWSLETTER

Tweed OOSH Newsletter is a centre newsletter distributed once a term. Contributions are welcome from families, committee members, educators and children.

PROGRAMMING

We aim to develop and implement a balanced program that is stimulating, interesting and exciting and that allows opportunities for children to play, explore and develop new skills and is appropriate to the developmental and leisure needs of all children. Our programs are also all about the children choosing the activities they want to be part of.

Our program reflects the cultural diversity of today's society and we aim to help foster an awareness and acceptance of other cultures within each child, through the thoughtful integration of a variety of cultural activities in the program.

The program is to:

- promote the importance of play;
- reflect the cultural and language diversity of the local and wider community;
- consider all developmental areas;
- consider the age range of the children;

It is requested that a family representative attend the TSVC and Tweed OOSH Annual General Meeting. This meeting is held in September each year and is an opportunity for families to be actively involved in the operation of TSVC and Tweed OOSH. TSVC and Tweed OOSH relies on parent involvement and support for the continued success of the centre.

- consider the individual and group interests, needs, skills, talents and abilities;
- be balanced, providing a range of indoor/outdoor activities, quiet/active times and areas, structured/unstructured activities;
- provide a variety and choice of activities for the children;
- be stimulating, interesting and exciting, to allow for opportunities to explore and develop new skills;
- provide a variety of toys and equipment available to all children regardless of age or gender;
- foster children's independence and self-help skills;
- foster friendships and encourage co-operative responsible behaviour among children;
- provide children with opportunities for self-expression and self-direction;
- provide an environment that will foster the child's self esteem;
- help children develop self-discipline skills through positive example and direction;
- help children to appreciate and care for each other and their surroundings;
- make the children feel welcomed and valued at TSVC and Tweed OOSH;
- Be referenced to an approved framework– My Time Our Place or The Early Years Learning Framework.

Unstructured play experiences offered at TSVC and Tweed OOSH include constructive play, imaginative play, board games, computers, beading, painting, drawing, various craft activities, water play and the use of a variety of sporting equipment.

Parents are encouraged to incorporate their views, ideas and specific interests into the program.

Children are also encouraged to be actively involved in the planning, implementation and evaluation of the program through a consultation process. All children's opinions will be listened to and given serious consideration. Tweed OOSH has a Kids Committee, elected annually, who act as an information gathering resource. The Kids Committee collect ideas on menus, programs, equipment from the children and relay this information to educators. This information is then used in the evaluation and preparation of programs.

The program is evaluated on an ongoing basis to ensure it meets the needs of individual children and the families in the centre.

EXCURSIONS

Excursions are an integral part of our Vacation Care program. All excursions planned take into consideration the children's ages, abilities and interests. All excursions are the subject of a risk assessment prior to implementation. Details of excursions are provided on the Vacation Care activity program. Additional excursion costs apply.

Transport arrangements and further destination details for excursions are clearly stated on the program and permission to attend can be recorded on the permission sheet, which must be signed prior to the

excursion. No child will be taken out without the parent's authorisation. TSVC and Tweed OOSH ensures that all excursions comply with transport legislation and regulations.

The educator/child ratios as outlined in the National Quality Framework, The Early Years Learning Framework and My Time Our Place will be met at all times. There will be a maximum of 8 children to 1 educator for excursions.

Bush walking excursions will only be undertaken in well known areas. Children and educators remain on well-defined pathways and tracks.

Educators ensure the following information and equipment is taken on an excursion:

- a list of all children, with relevant personal details and family contact phone numbers. (A list of children on excursions will also be left at the centre)
- a list of all educators on the excursion
- fully stocked portable first aid kits
- spare drinking water
- a fully charged mobile phone
- SPF 30+ broad spectrum water resistant sunscreen
- any medication for the children attending the excursion
- other information / equipment noted on the Risk Management Plan

TSVC and Tweed OOSH emergency, accident, illness and medication, sun protection policies will be implemented on excursions as required.

VIDEOS, FILMS AND COMPUTER GAMES

At times videos, films and computer games are used as part of the program of activities after giving thoughtful consideration relating to the content and message of the video, film or game. Educators ensure all videos, films and computer games are suitable for the children's ages and where necessary parental permission has been given.

At TSVC and Tweed OOSH videos and films will only be viewed that have a G or PG rating. Videos and films will not be used as a daily activity. Only computer games with an appropriate rating for the ages of the children attending the centre will be used. Games must be rated G or PG only. Children are not permitted to bring in USB storage devices or any other games to play in the centre that are not suitable for children.

From time to time educators record videos of the children involved in various activities; both in centre and on excursion. These videos are used as records of our programs and are viewed by the children, educators and parents in centre only.

MOBILE PHONES, I PODS, MP3, ELECTRONIC GAMES etc

Parents/guardians are requested to not allow children to bring mobile phones to Vacation Care.

Children are able to request for an educator to make a call on their behalf while at the Centre or the Centre's mobile phone during excursions if they need to contact their parents urgently. Any mobile phones brought to the Centre will be held in the office until parent/carer collects the child.

Families and children must not take photographs using their mobile phones or any other electronic device while in the centre or on excursions unless it is a photograph of their child only.

Children who bring I Pods, MP3, and Electronic Games etc. to the Centre do so on condition that they accept all responsibility for safe keeping of such equipment.

All music should be age appropriate and not contain bad language or offensive subject matter.

All electronic games should be age appropriate and not feature violence or other offensive subject matter.

Children are not allowed to photograph, make a video or record other children using their electronic devices while attending TSVC and Tweed OOSH.

FOOD AND NUTRITION

Our service believes that good nutrition is essential for a child's healthy growth and development. For this reason the service will provide nutritious, good quality food that is consistent with the *Dietary Guidelines for Children and Young People in Australia*.

We will aim to provide a relaxed and enjoyable environment for children to eat their meals and snacks ("*My Time, Our Place*" 1.1, "*Early Years Learning Framework*" 1.1). All food served at the service will be consistent with the child's own dietary requirements, and take into consideration the children's likes and dislikes as well as meet any cultural requirements of families ("*My Time, Our Place*" 3.2, "*Early Years Learning Framework*" 3.2).

High standards of hygiene will be maintained throughout all food preparation. We will encourage the development of the children's good eating habits through the modelling and reinforcing of healthy eating and nutrition practices by educators. Families will be encouraged to share family recipes and traditions to enrich the variety and enjoyment of food by the children and support the children's development of respect for and understanding of diversity ("*My Time, Our Place*" 1.3, "*Early Years Learning Framework*" 1.3).

Where possible we will seek out opportunities to learn about growing our own food and collaborate with children to produce our own opportunities to use food we have grown ourselves in our menu planning ("*My Time, Our Place*" 3.4, "*Early Years Learning Framework*" 3.4).

- a) A menu developed using the principles set out in the Australian Dietary Guidelines for Children and Adolescents, will be on display for families and children at all times. The menu will be an accurate representation of the food and drink that is being served.
- b) All children's individual needs such as allergies, cultural requirements, and health needs etc. will be addressed in the menus and families advised if they will be required to supply specific foods for their child.
- c) Educators will keep a record of individual child's allergies or food restrictions near the food preparation area for educators to refer and implement.
- d) Food and drink consistent with the menu will be provided for afternoon tea as well as small nutritious snacks available as necessary.
- e) Fresh drinking water will be available at all times for the children and educators.
- f) During vacation care, families will be asked to provide their child's lunch and drinks, unless otherwise stated on the program. No menu will be required where food and drink is not provided by the service.
- g) Children and families will be encouraged to share family and cultural traditions, ideas and recipes to contribute to the menu.
- h) Education of healthy eating habits will be developed through ongoing example, specific activities, notices, posters and information sheets to families.
- i) The denial of food will never be used as a punishment.
- j) Containers are to be cleaned and stored appropriately to ensure pests are not able to contaminate them.
- k) Children's cooking activities will be encouraged to develop life skills.
- l) Educators are required to attend regular professional development on nutrition and food safety practices and document changes to practice as a result.
- m) The majority of food will be from the five food groups (grains, cereals, fruit, vegetables and dairy) with sweets and treats only available occasionally.
- n) If a child arrives at our service during vacation care without sufficient food, we will feed the child with food already in the service. If an educator is notified that a child doesn't have food by either the child themselves or by the child's family, then the educator will ensure that they make sufficient food for the child or children if from the same family. This will then be communicated to the coordinators of the room for which it is applicable.

In order to try and reduce the risk of dental decay, we ask that you try and follow:

- Avoid giving the children fruit juices, cordials or soft drinks
- Avoid using food as a behavioural reward
- Offer water to drink in preference to carbonated drinks, flavoured milks or juices
- Limit the time that snacks are offered each day. When snacks are offered use a varied selection of nutritious foods such as vegetables, fruits, dairy products such as yoghurt or cheese and bread with spreads.

- It is requested that glass bottles, cans, chocolate bars and lollies are not brought to the centre.
- Chewing gum is not permitted.

BIRTHDAYS, NAME DAYS AND/OR ST DAYS

If you wish to celebrate your child's birthday, name day and/or St Days at TSVC and Tweed OOSH Inc., please bring a cake or other appropriate food for a celebration on the appropriate day. A celebration will be held at afternoon tea with the children at the centre.

SUN PROTECTION

Our service aims to balance the risk of skin cancer from too much sun exposure with maintaining adequate vitamin D levels in our children. We aim to take a sensible approach to sun protection in our service that empowers children to take responsibility for their own health and well-being (*"My Time, Our Place" Outcome 3, Early Years Learning Framework Outcome 3*)

The sun's ultraviolet (UV) radiation is both the major cause of skin cancer and the best source of vitamin D. We need vitamin D to maintain good health and to keep bones and muscles strong and healthy.

We aim to ensure that all children in attendance at the service when the UV forecast is 3 or above will be protected from harmful rays of the sun. All staff will model appropriate sun protection behaviour and enforce the sun protection policy. We will display the forecast UV Index daily.

Evidence suggests that childhood exposure to UV radiation contributes significantly to the development of skin cancer in later life. Ultraviolet (UV) radiation cannot be seen or felt and can be high even on cool and overcast days. This means our service educators will teach children not to rely on clear skies or high temperatures to determine the need for sun protection and provide them with exposure to resources and materials that will reinforce this message and assist children to understand the complexities of their environment (*"My Time, Our Place" Outcome 2, "Early Years Learning Framework" Outcome 2*).

Strategies for teaching sun protection in the service will be based on children actively practicing and monitoring their own implementation of sun protection strategies as active learners (*"My Time Our Place" Outcome 4, "Early Years Learning Framework" Outcome 4*). This will include children having opportunities to access UV alerts and monitoring the exposure to the sun of both themselves and their peers (*"My Time, Our Place" Outcome 5, Early Years Learning Framework" Outcome 5*). Our service believes that implementing a best practice Sun Protection Policy will have a major impact on reducing the chance of our children developing skin cancer in later life.

The following procedures will be implemented when scheduling activities when the UV Rating is 3 or above.

- a. Where appropriate, outdoor activities will be scheduled outside of peak UV times or planned for shaded areas with sun protection used for all children.

- b. In non-daylight saving time (April-Sept) outdoor activities can take place at any time as long as sun protection (hats, clothing, sunscreen, shade) is used when the UV index is 3 or above.
- c. Where the UV index for that day is not known, sun exposure will be minimised between the hours of 10am and 2pm (11am and 3pm during day light saving).
- d. When planning all outdoor activities (including excursions), sun protection will be included in the risk assessments for service participation.
- e. All sun protection practices will be maintained while staff are escorting children to and from school and on any excursions.
- f. When outdoors children will be encouraged to wear sun safe clothing with sleeves, collars or covered necklines.
- g. Midriff, crop or singlet tops do not provide adequate protection and are not recommended.
- h. Children will be encouraged to wear sun safe hats that protect the face, neck and ears when outside. Recommended hats are bucket hats and broad brimmed hats. Baseball caps and visors are not recommended.
- i. Children who do not have a hat must play in a sheltered area. Staff are to enforce the rule that where a child has not got a hat or is wearing clothing that is not recommended as appropriate they must access shaded areas in which to play.
- j. Children will be encouraged to not share hats with each other.
- k. Children's hats should not be stored in the same container. Where the centres spare hats are used, they are only to be used by one child. All spare hats which are used will be washed prior to another child wearing the same hat.
- l. Tweed Shire Vacation Care has a supply of sun safe shirts. These shirts are to be worn by all children and educators on swimming or beach excursions. All shirts are laundered after each use.
- m. SPF 30+ Broad Spectrum water-resistant sunscreen will be available at the service for children and educators to use.
- n. Educators will ensure there are regular reminders (minimum every 2 hours) to apply sunscreen prior to outdoor play during the months of October to March between 11am and 3pm or when the UV index 3 or above.
- o. Permission to apply sunscreen will be included in the service enrolment form. Educators will respect the parents' right to refuse authorisation to apply sunscreen however will require children to wear appropriate clothing or play in the shade.
- p. Where children have allergies or sensitivity to the sunscreen, parents/ families will be asked to provide an alternate sunscreen, and/or the child will be encouraged to play in the sheltered areas.

MEDICATION

If a child is undergoing treatment and needs to take any medication while at TSVC and Tweed OOSH, parents must advise educators, complete the appropriate 'Medication form' and provide the following information:

- Name of the child
- Name of the medication
- Date, exact time and dosage to be administered
- Signature
- Any other relevant information e.g. with food

Parents and educators are to ensure the details on the form are clear and clarify any questions. Authorisation from anyone other than the parents cannot be accepted.

Medication must be given directly to a TSVC and Tweed OOSH educator and not left in the child's bag. Educators will store the medication in an appropriate designated place and ensure it is kept out of reach of children at all times.

Prescription medication will only be administered to the child for whom it is prescribed, from the original container bearing the child's name and with a current use by date.

WE ARE UNABLE TO ADMINISTER OVER THE COUNTER MEDICATIONS E.G. PANADOL WITHOUT PRIOR WRITTEN AUTHORISATION BY THE ENROLLING PARENT.

Where medication for treatment of long term conditions such as asthma, diabetes, epilepsy, anaphylaxis or ADHD is required, TSVC and Tweed OOSH will require an individual medical management plan from the child's medical practitioner or specialist detailing the medical condition of the child, correct dosage of any medication prescribed and how the condition is managed.

NO MEDICATION CAN BE GIVEN WITHOUT PARENT PERMISSION.

If children are receiving medication at home or school but not at the centre, families should inform the Centre Director or Coordinator of the nature of the medication, it's purpose and of any side effects it may have so that educators can properly care for the child.

MEDICAL CONDITIONS

Families will be asked to inform the service of any medical conditions the child may have at the time of enrolment. This information will be recorded on the child's enrolment form.

Upon notification of a child's medical condition the service will provide the family with a copy of the policy in accordance with regulation 91.

Specific or long term medical conditions will require the completion of a medical management plan developed in conjunction with the child's doctor and family.

It is a requirement of the service that a risk minimisation plan and a communication plan is developed in consultation with the child's family. The Coordinator will meet with the family and relevant health

professionals as soon as possible prior to the child's attendance to discuss the content of the plan to assist in a smooth and safe transition of the child into the service.

Content of the management plan will include:

- Identification of any risks to the child or others by their attendance at the service
- Identification of any practices or procedures that need adjustment at the service to minimise risk e.g. food preparation procedures
- Process and time line for orientation or training requirements of educators
- Methods for communicating between the family and educators if there are changes to the child's medical management plan

The medical management plan will be followed in the event of any incident relating to the child's specific health care need, allergy or relevant medical condition. All educators including volunteers and administrative support staff will be informed of any special medical conditions affecting children and orientated regarding the necessary management. In some cases specific training will be provided to educators to ensure that they are able to effectively implement the medical management plan.

Where a child has an allergy the family will be asked to supply information from their doctor explaining the effects if the child is exposed to whatever they are allergic to and to explain ways the educators can help the child if they do become exposed.

Where possible the service will endeavour to not have that allergen accessible in the service.

All medical conditions including food allergies will be placed on a noticeboard near the kitchen area out of sight of general visitors and children. It is deemed the responsibility of every educator at the service to regularly read and refer to the list.

All relief staff will be informed of the list on initial employment and provided orientation on what action to take in the event of a medical emergency involving that child.

Where a child has a life threatening food allergy and the service provides food, the service will endeavour not to serve the particular food allergen in the service when the child is in attendance and families will be advised not to supply that allergen for their own children. Families of children with an allergy may be asked to supply a particular diet if required (e.g. soy milk, gluten free bread).

Where it is necessary for other children to consume the particular food allergen (e.g. milk or other dairy foods) the child with a food allergy will be seated separately during meal times and all children will wash their hands before and after eating.

Where medication for treatment of long term conditions such as asthma, diabetes, epilepsy, anaphylaxis or ADHD is required, the service will require an individual medical management plan from the child's medical practitioner or specialist detailing the medical condition of the child, correct dosage of any medication as prescribed and how the condition is to be managed in the service environment.

Where a child attends the service and requires specific medication as prescribed by the child's medical practitioner in relation to the child's specific health care need, allergy or relevant medical condition and they attend without bringing the medication, they will not be able to stay at the service until they have the medication with them.

In the event of a child having permission to self-medicate this must be detailed in an individual medical management plan including recommended procedures for recording that the medication has been administered. The doctor must provide this plan. In one off circumstances the service will not make an exception to this rule and will require the families to complete the procedure for the educators to administer the medication.

BEHAVIOUR GUIDANCE

Our service believes that children have the right to feel physically and psychologically safe. We aim to provide an environment where all children and educators feel safe, cared for and relaxed and which encourages cooperation and positive interactions between all persons ("My Time, Our Place" Outcome 1, "Early Years Learning Framework" Outcome 1).

This behaviour management policy is based on guidance, redirection and positive reinforcement. Educators will aim to guide rather than control the behaviour of the children in our care.

Basic rules will be established based on safety, respect for others, order and cleanliness and will be communicated to all families, children and educators along with consequences for inappropriate behaviour. The service recognises the importance of children's input into developing the basic rules and helping to determine appropriate consequences for inappropriate behaviour ("My Time, Our Place" Outcome 2, "Early Years Learning Framework" Outcome 2). Our service promotes a positive approach to managing the behaviour of all children. Children will be encouraged to resolve problems, defeats and frustrations where appropriate. This can be achieved by exploring possible solutions, and helping children understand and deal with their emotions. This will depend on the child's age and level of development ("My Time, Our Place" Outcome 3, "Early Years Learning Framework" Outcome 3).

The service will ensure no child being cared and educated for by the service is subjected to any form of corporal punishment or any discipline that is unreasonable in the circumstances.

The service will ensure that every reasonable precaution is taken to protect children being cared for or educated by the service from harm and any hazard likely to cause injury.

Guidelines

Educators will ensure that expectations relating to children's behaviour are clear and consequences for inappropriate behaviour are consistently applied. Educators will act as a positive role model for acceptable behaviour and encourage and reward acceptable behaviour.

Educators will have access to training and support in positive approaches to behaviour management. This will be made available as part of the training budget.

Whilst at the service, we expect that the children will comply with the following basic rules:

- Respect each other
- Respect other people's property and that of the service
- Share with other children and be inclusive
- Accept and respect individual needs and differences
- Clean up after activities
- Be polite to educators and to each other
- Follow the instructions from educators
- Play only in the allocated areas and as directed by educators and not enter areas that educators have designated as “out of bounds”
- Remain in the supervised area of the program until the authorised person collecting them has signed them out
- Not participate in physical fighting (play or real), for example, spitting, throwing toys, stones or dangerous objects.
- Not bully or engage in any form of aggressive behaviour
- Use appropriate language at all times.

Guiding Children's Behaviour

Steps that educators take towards establishing good behaviour management include:

- Establishing positive relationships, which are the foundation for building children's self-respect, self-worth and feelings of security
- Observing children to identify triggers for challenging behaviours. Paying attention to the child's developmental level and any program issues that may be impacting on the behaviour
- Using positive approaches to behaviour guidance. Some of these include positive acknowledgement, redirection, giving explanations, encouragement, giving help, collaborating to solve problems and helping children to understand the consequences and impact of their behaviour
- Supporting children by providing acceptable alternative behaviours when challenging behaviour occurs
- Ensure the child is aware of the rules and/or limits and what is appropriate behaviour whilst at the centre
- Ensure the expectations are appropriate for the child's level of development and understanding
- Ensuring limits are consistent, carried out in a calm, firm manner, followed through and that children are helped to behave within the limits
- Involving the family and the child in appropriate ways in addressing challenging behaviour

- Using other professionals when necessary to help with behaviour guidance, for example, the Inclusion Support Facilitator (ISF)
- Identifying children's strengths and building on them
- Seeking support from other educators and management.

Correction Steps

When a child's behaviour is deemed inappropriate to either him/herself or others, or if a child's behaviour is intrusive to another person's enjoyment, then educators will actively intervene and take steps to attempt to resolve the situation.

Inappropriate behaviour can include bullying, being uncooperative, not listening to reasonable requests from educators, or consistently disregarding the basic rules. In these instances, the following steps will be taken:

- The educator will explain to the child that this type of behaviour is inappropriate.
- Give the child simple rule reminders
- The educator will re-direct the child to a different activity within the room (or outdoors).

If aggressive or inappropriate behaviour continues, the child will sit away from the group to calm down and think about their actions. After a short period of time, the educator will have a discussion with the child with respect to their actions, and then the child will return to play. If the behaviour continues, the child will spend some time with the Director/Coordinator until the family member arrives.

Record all incidents that occur in relation to inappropriate behaviours, indicating what happened before and after the incident, the date and time, who was involved and how the incident was handled.

A discussion will be held with the child's family when the child is collected.

Persistent inappropriate behaviour:

If inappropriate behaviour continues over a period of time, a meeting between educators, nominated supervisor, child and family will be arranged. A Management Committee Member may be invited to attend this meeting to discuss the behaviour/s of concern and overall expectations whilst the child is in care in accordance with the TSVC and Tweed OOSH Child Management Policy.

The meeting agenda will cover

- Alternative approaches to behaviour guidance
- The child's life outside the service
- Any problems that may be causing the behaviour
- A mutual strategy for improving behaviour will be discussed and closely monitored by educators, the nominated supervisor and the child's family. Should it be necessary, and with the consent of the family, advice and assistance will be sought from relevant external specialists to

address the matter. A trial period of one week may be recommended, during which the child's behaviour will be monitored.

- Where a child deliberately injures, or deliberately engages in behaviour that could easily result in injury to another child, the Centre Director reserves the right to immediately suspend the child concerned.
- Any incident outlined below will result in immediate suspension. Parents will be contacted as soon as possible and requested to arrange collection of their child immediately:
 - Threats to self, other children, or educators with an object used as a weapon
 - Use of an object as a weapon, causing harm to a child or educator
 - Attack on another child or educator that is considered dangerous or harmful
 - Serious and deliberate vandalism or damage to the property of other children, educators, TSVC and Tweed OOSH, and/or the school.
 - Extreme danger of anger towards educators and/or children accompanied by abusive language

In extreme cases, to protect other children and educators, the service reserves the right to exclude the child from the service; this may be a temporary or permanent measure.

Exclusion will only be considered after:

- The child's family has been notified and given the opportunity to discuss their child's behaviour
- Educators, Nominated Supervisor and Approved Provider, have given careful consideration to the problem.
- Adequate support and counselling is sought (if necessary)
- Clear procedures have been established for accepting the child back into the service.

TSVC AND TWEED OOSH PLAY AREAS

TSVC and Tweed OOSH boundaries, inside and out, are defined and reinforced by educators for the maintenance of appropriate supervision. These boundaries are displayed at TSVC and Tweed OOSH and are referred to in the TSVC and Tweed OOSH rules. Families should assist by reinforcing the importance of staying within the boundaries.

CHILD PROTECTION

TSVC and Tweed OOSH is firmly committed to the belief that children have the right to feel safe at all times.

The Management Committee and educators consider child protection is a community responsibility and as a child care service, incorporate these responsibilities in the operation of TSVC and Tweed OOSH. Educators and management have a responsibility to take action to protect children they suspect may be abused, neglected or at risk of harm.

Our centre will carry out responsibilities of mandatory reporters as indicated under The Children and Young Persons (Care and Protection) Act 1998.

EMERGENCY PROCEDURES

We aim to provide an environment that provides for the safety and well being of all at the centre at all times. All children and educators will be aware of, and practised in, emergency and evacuation procedures. The emergency evacuation procedure will be practised at least once per term, in all types of care; after school and vacation care.

The Emergency Evacuation Procedures are clearly displayed at TSVC and Tweed OOSH at the main entrance. It is requested that you take the time to read through the procedures and discuss the steps with your child/ren. In the event of an emergency, natural disaster or threats of violence these procedures will be immediately enforced by those at the centre.

TSVC and Tweed OOSH is equipped with fire extinguishers that are maintained in accordance with Australian Standard 2444. In relation to fire safety TSVC and Tweed OOSH also has installed smoke detectors and a fire blanket.

HARASSMENT AND THREATS OF VIOLENCE

If a person known or unknown to the service harasses or makes threats to children or educators at the centre or on an excursion, educators will:

- Calmly ask them to leave the centre or the vicinity of the children
- Be firm and clear and remember their primary duty is to the children in care
- If they refuse to leave, it may be necessary to call the police to remove them
- If they still do not leave, call the police.
- If the Centre Director is unable to make the call another educator should be directed to do so
- Where possible educators will calmly direct the children away from the person
- No educator will attempt to physically remove the unwelcome person, but try to remain calm and keep the person calm as possible and wait for the police
- Educators should be aware of any unfamiliar person on the premises and find out what they want as quickly as possible and try to contain them outside the TSVC and Tweed OOSH / school area.

PRIVACY POLICY

It is vital that the following information on all children and families using the TSVC and Tweed OOSH be collected, updated regularly and kept on file for use by the educators and management of TSVC and Tweed OOSH.

Although the Director is responsible for collection of families and children's history it may be required that an educator may be asked to collect the information.

Information that you may need to provide includes:

- Child's name
- Child's date of birth
- Parents name
- Parents date of birth
- Parent's & child's CRN
- Child's relevant health information
- Any ongoing medication
- Any relevant behavioural history
- Your home address.
- Your mobile phone or pager number.
- Your work phone number.
- Any emergency contact persons details.

All educators and management committee members are required to sign an agreement of confidentiality.