



TORQUAY
COLLEGE

TORQUAY COLLEGE
OUTSIDE SCHOOL HOURS CARE

PARENT
HANDBOOK



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SERVICE PHILOSOPHY

OUR VISION

Respect | Friendship | Doing Your Best

OUR VALUES

In relation to CHILDREN

At Torquay College OSHC we view children as competent, successful and capable individuals. We value and recognize the rights of each child in our care, especially their right to be active participants of their own learning. Our service recognises that the wellbeing, safety, and best interests of every child are the paramount consideration in all decisions, practices, and interactions

In relation to FAMILIES

At Torquay College OSHC we recognise families are the first and most influential teachers. The culture, values and beliefs of families are respected. Families are encouraged to share in decision making about their child's learning and wellbeing.

In relation to EDUCATORS

At Torquay College OSHC our educators are committed to and recognise equity. Educators create a welcoming, positive, stimulating and homely environment for children to feel safe and secure.

Educators are actively involved in children's play experiences in a variety of ways, such as understanding and building on children's ideas to support and foster learning. Educators make purposeful decisions about when to observe and when to join in and guide children's play.

In relation to COMMUNITY

At Torquay College OSHC educators respect the diversity of families and communities. Educators view culture and the context of the child's family and wider community as central to children's sense of being and belonging, and their successful life-long learning.

"Embedding Aboriginal and Torres Strait Islanders perspectives is a shared responsibility of approved providers, educators, and other professionals working in early childhood, educational settings, regardless of whether Aboriginal and Torres Strait Islander children and families are enrolled in that setting." - Early Years Learning Framework

OUR PURPOSE

To provide a high quality program through our learning environments using the National Quality Standards and 'My Time Our Place' Framework as a guide for our practices. To establish a strong sense of belonging and security for the children at Torquay College OSHC during their time at Before and After School Care.

OUR LEARNING ENVIRONMENTS

At Torquay College OSHC educators provide both active and calming spaces. We promote holistic learning and play based learning approaches to learning and teaching. Educators encourage open-ended play and interactions, physically active play and games, spontaneous, risk-taking exploration, discovery and connection with nature. Our indoor and outdoor environments support all aspects of children's learning and invite conversations between children, educators, families and the broader community.



OSHC SERVICE INFORMATION

We would like to Welcome you to our OSHC service. We are proud of be operated by Torquay College and look forward to getting to know you and your children.

In this Handbook, you will find important information regarding the service and its processes, policies and procedures.

Our OSHC Service caters to primary aged children and young people (5 to 12 years). We are open Monday to Friday for Before School Care during the school term: **7.00am to 8.15am** and After School Care **3.00pm to 6.00pm**. Our office hours are **7.00am to 8.30am** and **2:00pm to 6.00pm** (during the school term).

Torquay College OSHC is governed by Torquay College. Our location is within the school premises.

CONTACT INFORMATION

Phone: (03) 52610946

Email: oshc@torquaycollege.vic.edu.au

Website: <https://www.torquaycollege.vic.edu.au/out-of-hours-school-care-ohsc>



OUR MANAGEMENT STRUCTURE

Principal of Torquay College & Director of Torquay College OSHC

Louise Khale



OSHC Coordinators & Nominated Supervisors

Carel Chang Pico



Christina Simon



OUR COMMITMENT TO CHILD SAFETY

At Torquay OSHC we are committed to providing child-safe environment and culture for all children guided by the child safe standards, school values of respect, friendship and doing your best and our OSHC philosophy.

We want our children to be happy, safe and empowered.



At Torquay OSHC, we have zero tolerance for child abuse. We have legal and moral obligations to contact authorities if we are worried about a child's safety, and we follow these obligations rigorously. The safety and wellbeing of children is our paramount consideration in all decisions and actions we take. We also have zero tolerance for inappropriate conduct towards children and take all allegations and concerns seriously. We are committed to preventing child abuse and identifying risks early, and removing and reducing these risks.

We are committed to regularly training and educating our educators and volunteers on child abuse risks.

We are committed to the cultural safety of Aboriginal children, the cultural safety of children from culturally and/or linguistically diverse backgrounds.

We have specific policies and procedures that guide and support us in achieving these commitments.

CODE OF CONDUCT

The Code of Conduct establishes the standards for all employees of our OSHC Service.

Employees are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's Code of Ethics. The values that underpin our work ethic include equality, respect, integrity and responsibility.



OUR EDUCATORS & STAFF

Our OSHC Service is made up of a team of high-quality professional educators that are committed to and passionate about school aged care. Our staff promote the human rights, safety and wellbeing of all children and consider and respect the diverse backgrounds and needs of children.

We create an environment that promotes and enables children and young people's participation and is welcoming, culturally safe and inclusive for all children and their families. Our educators take into account children's learning styles, abilities, interests, linguistic and cultural diversity and family circumstances when planning and implementing learning programs. We support and respect the history and backgrounds of Aboriginal and Torres Strait Islander people and aim to foster each child's sense of identity.

All staff are encouraged and supported to attend professional training and development to further their knowledge and skills.

All staff hold valid Working with Children Checks/Cards and all responsible persons (placed in charge of the day-to-day running of the service) have current ACECQA approved First Aid, Emergency Asthma and Anaphylaxis qualifications.

NATIONAL QUALITY FRAMEWORK

Our OSHC Service complies with the Australian Government's National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law and National Regulations, the National Quality Standard and a rigorous assessment and rating system. Our educational program and curriculum are based on the School Aged Care Learning Framework-*My Time, Our Place*.

We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our Service to identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement.

Additional information about the NQF can be found at [ACECQA/nqf/about](https://www.acecqa.gov.au/nqf/about).



REGULATORY AUTHORITY

Our OSHC Service is regulated by the national body for early education and care – the Australian Children’s Education and Care Quality Authority (ACECQA) as well as the state licensing department in our State/Territory. To contact our Regulatory Authority, please refer to the contact details below:

Department of Education

South West Vic Region

75 High Street

BELMONT VIC 3216

0352155136

Email: bsw.qar@education.vic.gov.au

EDUCATOR TO CHILD RATIOS

We comply with the National Regulations for educator to child ratios across our Service to ensure adequate supervision is provided for all children and young people. Our Service meets the prescribed educator-to-child ratio of 1:15 at all times.

EDUCATIONAL PROGRAM

We provide a range of both structured and non-structured play-based learning experiences that are designed to be stimulating, challenging, inclusive and meet the needs and interests of all children and young people attending our Service. Children and young people’s learning in school age care settings complements their learning at home, school and in the community. Our educators collaborate with children and young people to provide play and leisure opportunities that are meaningful and support their wellbeing, learning and development. Children and young people are provided with choices and control over their play, leisure and learning.



The development of our program guided by the *My Time, Our Place* Framework for School Age Care in Australia and is informed through ongoing observations, evaluations and collaboration between educators, children, families and relevant stakeholders.

MY TIME, OUR PLACE (MTOPI)

Fundamental to the Framework is a view of children and young people's lives as characterised by belonging, being and becoming. From before birth children are connected to family, community, culture and place. Their earliest development and learning take place through these relationships, particularly within families, who are children's first and most influential educators.

We will create a range of short and long-term goals for the children that we will program to and observe on which will be based on the 5 outcomes outlined in the Framework for School Age Care-*My Time, Our Place*. These are the mentioned below:

OUTCOME 1: CHILDREN AND YOUNG PEOPLE HAVE A STRONG SENSE OF IDENTITY

OUTCOME 2: CHILDREN AND YOUNG PEOPLE ARE CONNECTED WITH AND CONTRIBUTE TO THEIR WORLD

OUTCOME 3: CHILDREN AND YOUNG PEOPLE HAVE A STRONG SENSE OF WELLBEING

OUTCOME 4: CHILDREN AND YOUNG PEOPLE ARE CONFIDENT AND INVOLVED LEARNERS

OUTCOME 5: CHILDREN AND YOUNG PEOPLE ARE EFFECTIVE COMMUNICATORS

DOCUMENTATION OF CHILDREN'S LEARNING

Children and young people's learning may be documented as a part of our continual planning cycle. Documentation may be collected in a variety of ways to assist with ongoing reflection, evaluation and assessment of their wellbeing, strengths, interests, behaviours and relationships. Documentation may include:

- Mind maps
- Sociograms
- Jottings
- Learning stories
- Reflections
- Journals



- Work samples
- Child's profile

COMMUNICATION

We work in partnership with you and your family. We support and encourage communication with your child's educators about your child's unique needs and their general enjoyment of the time spent at our OSHC Service. Everybody has a preferred time and method of communication. Sometimes, mornings and afternoons can be a little rushed, and not the best time to discuss your child's day and enjoyment at the service. You are encouraged to talk to our nominated supervisor to arrange to meet your child's educator at a mutually convenient time.

We look forward to meeting you during your child's first pick up or drop off.

We have an open-door policy, and all families are welcome to come in during our operational hours and have a chat with us regarding any questions, concerns, feedback etc.

Our OSHC Service uses the Xplor Playground app to provide real time updates about your child.

We have many types of communication we use for families, including:

- o newsletters
- o phone calls
- o emails
- o letters
- o face to face
- o daily floor books
- o formal meetings



ENROLMENT INFORMATION

Thank you for enrolling with our service. Your child/children must be a student at Torquay College to be eligible to use our service.

Please find below the steps to be followed to enrol your child.

1. Xplor App

Our service uses the Xplor app as our method of enrolling children into the service. You will need to have the Xplor Home app to complete the enrolment form and to make booking requests for your child/children.



2. The enrolment form can be found the Torquay College website.

Under 'Information', select 'Out of School Hours Care Program'

Enrolment procedure
Please see the below enrolment form.

- * CRN's must be primary caregiver
- * Wait for Email from OSHC to complete enrolment process

- *Child is not enrolled until set up a password, direct debit and approve CWA in Xplor app

Should you have any further questions, please contact Carel or Christina (03) 5261 0946 between 7am to 8.15am and from 3.00 to 6.00pm on school days.

[Enrolment Form](#)

[Xplor tutorials and information](#)

[Parent Information](#)

3. A confirmation will be emailed to you, with an invitation to set up your personal details. Download the XPLOR APP and set up PIN. A short video on how to use the app is available on the school website.

4. Enrolment form

When filling your child's enrolment form please ensure you upload the following required documentation:

- a copy of your child's birth certificate or identity documents
- your child's Medicare number (if available)



- certified copies of any court order, parenting orders or parenting plans
- an immunisation history statement from the Australian Immunisation Register

Please note, the names written on the enrolment form must match the names on your child's birth certificate. Enrolment Records will be required to be updated annually or whenever your circumstances change.

FAMILY LAW AND ACCESS

We request that management is kept up to date with any parenting court orders or parenting agreements under Family Law if applicable. Our OSHC Service will uphold any responsibilities or obligations in relation to Family Law and access to the service. We require certified copies of any court order, parenting orders or parenting plans, relating to your child as part of the required enrolment documentation and request that if situations change, a copy of the Court Order is provided to our Service. We will only allow children to leave the Service with the written permission of the custodial parent/guardian. **Without a Court Order we cannot stop a parent collecting a child.**

The approved provider will ensure that any documents of the child that is required to be disclosed that contains personal information of people, must first obtain written consent prior to disclosing. These people may withdraw their consent in writing prior to personal information being disclosed. [Reg. 177 (4, 4A, 4B, 4C)]

All documentation relating to custody and access are held and maintained securely in accordance with our *Record Keeping and Retention Policy*.

INCLUSION OF CHILDREN

If your child has a disability please speak to our nominated supervisors prior to enrolment.

We provide a supportive and inclusive environment that allows each child to fully participate in quality education and care. Our OSHC Service may be able to apply for additional support through the Inclusion Support Program (SIP) to assist your child's access.



AUTHORISED NOMINEES

You will be requested to provide information about authorised nominees on your child's enrolment form. These are persons that you provide permission to:

- collect your child from the Service
- provide consent for medical treatment for your child from a medical practitioner, hospital or ambulance service
- provide consent for the transportation of your child by an ambulance service
- provide consent to go on an excursion.

Please understand that it is essential we have up-to-date information on your child's enrolment record in case of an emergency. It is important that you notify the nominated supervisor (or responsible person) of any changes to enrolment information including:

- your residential address
- health of your child
- telephone/mobile numbers
- contact details for any parent or authorised nominee
- family changes (parenting orders)
- emergency contact information details etc.

AUTHORISATIONS

The enrolment form will include additional authorisations for our Service to seek medical treatment and emergency transportation for your child if required. Authorisations will also be requested for permission to administer emergency medication to your child in the case of an asthma or anaphylaxis emergency (Ventolin or Epi-pen), permission to access medical treatment and transport in case of an emergency. Parents must also provide the name, address and contact details of any person authorised to authorise our Service to transport your child or arrange transportation for your child. This may be for authorisation for your child to go on an excursion and/or for your child to be transported by our service.

PHOTOGRAPHS, SOCIAL MEDIA AND PROMOTIONS

As part of the enrolment process, we will also ask for your permission to take photographs and video of your child during normal activities and excursions. Photographs and video may



also be used as part of our observation and programming process and shared with our Service app -Xplor Playground.

Photographs and video may also be shared parent community through social media and/or to promote our Service to the community through marketing and promotional materials.

We request families comply with the guidelines of the National Model Code and not take images or recording videos of children whilst at the education and care Service.

MEDICAL CONDITIONS- ALLERGIES, ASTHMA, DIABETES OR EPILEPSY

It is vital that we are aware of any medical condition including diabetes, epilepsy, allergies, eczema,

asthma, risks of anaphylaxis of your child including any potential triggers. Families are required to indicate any allergy or asthma on the enrolment form.

Our OSHC Service requires a medical management plan or ASCIA Asthma/Anaphylaxis Action Plan to be completed by your general practitioner to assist in managing your child's needs.

This needs to be provided prior to your child's commencement at the Service. In consultation with the nominated supervisor, you will be asked to develop a risk minimisation plan and communication plan to assist our educators and staff. Any prescribed medication that your child may require must be provided each day they attend our OSHC Service.

To ensure the safety and wellbeing of your child, please update your child's medical management plan/ Action Plan every 12-18 months or whenever a change in their medication or treatment occurs. (Australasian Society of Clinical Immunology and Allergy) (ASCIA).

FEES, REBATE AND ATTENDANCE

Before School Care: \$17.50

After School Care: \$33.00

Curriculum Day: \$100.00



STATEMENT OF FEES

Each family will be provided with individual log in details, families are reminded not to share passwords or log in details. Families are encouraged to check statements and invoices for any changes to CCS entitlements.

PAYMENT METHODS

Parents/guardians are required to complete a Direct Debit form upon enrolment. Fees will be deducted weekly. Fees must be paid via Electronic Funds Transfer (EFT).

CHILDCARE SUBSIDY

We remind families that there are some compliance areas that the Service has no influence over such as Child Care Subsidy, and timing of payments to the Service and your account. When families enrol their child into our OSHC Service, it is the family's responsibility to provide us with the required information to receive Child Care Subsidy. This includes the correct Customer Reference Number (CRN) and date of birth of the child and parent/guardian the child is linked with.

Child Care Subsidy offers assistance to families to help with the cost of child care aged 0-13 years. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- Combined annual family income
- Activity test – the activity level of both parents
- Service type – type of child care Service and whether the child attends school

Child Care Subsidy is paid directly to our Service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our Service and the subsidy amount received. This is called the '*gap fee*'.

On enrolment we will need the Customer Reference Number (CRN) of the person linked with the child, along with the child's CRN so we can confirm the attendance and ensure that you are receiving the appropriate subsidy.



Families are required to advise Centrelink of any changes to circumstances within 14 days to avoid a debt. Changes to circumstances may impact CCS payments.

Should you wish to raise concerns regarding the management of Child Care Subsidy, please speak to the nominated supervisor as soon as possible. Concerns can also be directed to the Department of Education on 1800 664 231 or email: tipoffline@education.gov.au

COMPLYING WRITTEN AGREEMENT (CWA)

A Complying Written Agreement (CWA) is an agreement between our Service and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and details of the fees to be charged. Before Child Care Subsidy can be paid, you must approve the enrolment information within the CWA via the [MyGov website](#).

ALLOWABLE ABSENCES

Parent/guardians must notify the Service by **2.00 p.m.** if a child will be absent from an After-School care session. This is so that staff aren't searching the premises for a child that has been collected or was not at school. Please note that a fee applies for failure to notify us of your child/ren's absence.

We encourage families to notify the Service as soon as possible if your child will be absent for any day or session you have booked. It is recommended that absences are notified to the Service by email or through our app.

Child Care Subsidy will be paid for any absence from an approved childcare Service your child attends for up to 42 days per child per financial year. Full fees are payable for absences after the initial 42 days. Additional absences beyond 42 days may be approved for specific reasons with supporting documentation. Please talk to the nominated supervisor about additional absences.



You can access your child's absence record on your online statement by selecting 'View Child Care Details and Payments' on your [Centrelink online account](#). You can also do this using the [Express plus Families mobile app](#).

Public holidays will be NOT be counted as an absence if your child would normally have attended the Service on that weekday, and fees have been charged for that day for your child.

If your child has not attended our Service for 14 continuous weeks, your child's enrolment will be cancelled, and Centrelink will stop paying your CCS subsidy.

Child Care Subsidy (CCS) is generally not payable for absences on the first or last days of enrolment. If a child is due to start enrolment on a set date and does not attend, CCS will not be paid until the child physically attends. Also, if the child does not attend care on their last booked day, CCS may not be paid for any period after the child's last physical attendance at the Service. There are some circumstances where CCS may be paid in these situations, please speak with the nominated supervisor for further information.

FEES IN ARREARS/ FINANCIAL SUPPORT

If fees are outstanding after two weeks, we will impose a late payment fee.

Should fees still be outstanding after three weeks, a debt recovery process will be implemented and additional late fee added to your account. Torquay OSHC reserves the right to suspend/withdraw your child's enrolment if your account is overdue.

If you are experiencing financial hardship, please speak to the nominated supervisor or director. Additional Child Care Subsidy (ACCS) may be available to support your family. We may be able to organise a payment plan before your fees go into arrears.



WITHDRAWAL FROM CARE/REDUCING ENROLMENT DAYS

We require 2 weeks written notice to withdraw and/or reduce enrolment days for your child/ren from any permanent booking. Please see the nominated supervisor to obtain the required form to complete.

Children are not able to attract CCS for any days after the last day your child physically attends our Service. *There are some circumstances where CCS can be paid after the last day your child physically attends with an approved reason.*

SERVICE CLOSING TIME AND LATE COLLECTION FEES

Please be aware our OSHC Service and program closes at **6:00pm**. In accordance with National Regulations and licensing, we are not permitted to have children in the Service after **6:00pm**.

A late fee is incurred for children collected after **6.00pm**.

The fee is \$15 per child for every 15 minutes or part thereof and will be added to your next account. The late fee is strictly adhered to, as two staff members are required to remain at the Service until all children are collected.

If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children within an hour of the Service closing, we may need to contact the Police or other authorities to take responsibility of your child.

PERMANENT AND CASUAL BOOKINGS

Permanent bookings are an ongoing booking that:

- remains the same from one week to the next
- must remain unchanged for a minimum of 3 weeks
- are chargeable regardless of attendance (unless you have provided the adequate notice to take up a make-up day)

Casual bookings are a one-off booking that:



- can be booked at the last minute for emergency care. This is provided that we have vacancies. If there is no vacancy, we will put your child on a casual waiting list and will contact you if a vacancy becomes available
- are designed to support families taking on casual work and shift work
- can be cancelled at no cost, provided 24-hour notice via email is given

WAITING LIST

Casual waiting list: We will create a casual waiting list for casual bookings that have been requested for a session that we are at capacity. If positions become available, we will allocate them in order of application whilst adhering to recommendations of Priority of Access.

Permanent waiting list: If you would like to increase your child/ren's permanent sessions but there are no permanent vacancies, your child/ren will be placed on a waiting list until a position becomes available. Positions will be allocated in order of application, whilst adhering to our Priority of Access process.

PRIORITY OF ACCESS

Our OSHC Service aims to assist families who are most in need and may prioritise filling vacancies with children who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

Priority of Access is no longer mandated in CCS guidelines. Please edit to reflect priority of access according to your service/organisation.

VACATION CARE

Our OSHC service does not run the vacation care program. This program is run by ALL STAR KIDS in the school holidays. You can contact All star kids via their website or from the bar code on their flyers displayed at OSHC.

Website: <https://allstarkids.com.au/>



SERVICE POLICIES & PROCEDURES

You will find a copy of our Service policies and procedures in the Service and office. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and Regulations and Family Assistance Law.

Educators cannot make exceptions for individuals unless the nominated supervisor or management do so on account of serious and/or extraordinary circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures meet family's needs and adhere to required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.

FAMILY CONDUCT GUIDELINES

The *Family Conduct Guidelines* work in conjunction with our Service's *Enrolment Policy*, *Dealing with Complaints Policy*, *Privacy and Confidentiality Policy*, and the Early Childhood Australia Code of Ethics. The *Family Conduct Guidelines* are in place to emphasize the commitment and ethical responsibilities each family adopts when enrolling their child/ren. If parents or family members are consistently in breach of these guidelines and following an evaluation by the nominated supervisor and/or the approved provider, any related enrolment/s may be at risk of being terminated.

Families and educators are expected to communicate openly, respectfully and collaboratively, sharing relevant information to support each child's development and learning while adopting qualities such as honesty, inclusivity and confidentiality. We encourage families to arrange a time away from the learning environment for in-depth discussions, where the educator can give families their full attention and make decisions that have been given careful consideration. All stakeholders are expected to show respect toward educators, children, and families, model appropriate behaviour in all interactions, and understand that any threatening conduct may result in police involvement.



To maintain confidentiality, families and staff are responsible for protecting personal information and refraining from sharing sensitive details or photos on social media. If you have a complaint or grievance, contact your child's educator to arrange a suitable time to discuss the issue or complete a 'Complaints/Grievance Form', forms can be returned to the Service in person or via email oshc@torquaycollege.vic.edu.au. Management will uphold confidentiality unless the complaint involves a notifiable incident, in which case the regulatory authority will be informed as required.

ARRIVAL AND DEPARTURE

For safety and security reasons ALL children must be signed in on arrival and signed out on departure using our online kiosk by an authorised person.

No child will be allowed to leave our Service with a person who is not stated on the enrolment form, unless prior arrangements are made with the nominated supervisor and advice has been given in writing. Photo identification will be required for any person collecting children not known to educators. No child is permitted to travel home or to another activity on their own.

TELEVISION, TECHNOLOGY & DEVICES

Our OSHC Service encourages the use of technology to assist with the implementation of our program, activities and research. Children and young people are able to access a range of technologies at the Service to facilitate their homework and other areas of interest (such as, song requests during group musical games). This will always be carried out under staff supervision. Permission for children to use computers and other technology is requested via email.

On occasion we may program a movie during quiet/rest time/last day of the term or wet weather. Consideration is made of the content and the suitability to the age of the children involved. All permitted media (films, music and games) are classified G or PG.

Mobile phones are not permitted to be used in our Service as we provide a balance of activities for students where a mobile device is not required. Some children and young



people with a disability or health condition, may rely on the use of a mobile device for support needs will be exempt from this restriction. Exemptions must be made to management or the approved provider and clearly documented in the child's enrolment record.

HOMEWORK

We understand that many children may need to complete homework whilst in care. Whilst we do not offer a one-to-one homework/tutoring program, we support children and young people by providing them with the space, staff support and resources to complete their homework.

If you would like your child to be encouraged to complete their homework, please notify the responsible person. Please note that educators will not force your child to do homework while in care.

FOOD/MENU

Our OSHC Service provides a nutritious menu that has been developed in consultation with the Australian Dietary Guidelines. We provide breakfast, afternoon tea and a late snack.

Children have the opportunity to contribute to the development of the menu by providing us with suggestions and feedback. We encourage families to do the same.

We cater to children's individual special dietary requirements by providing alternate options to what is being offered on the menu. Please ensure that your child's health, allergy and cultural dietary requirements are kept up to date to ensure that our team are providing appropriate food options for your child/ren.

BEHAVIOUR GUIDANCE

Educators follow a *Behaviour Guidance Policy* that extends across the whole OSHC Service giving consistency of expectations. This policy allows children and young people to develop



self-discipline, respect for others, for property and respect for self, whilst learning to regulate their behaviour in different environments.

Our OSHC Service has a set of rules which we have developed along with the children and families. We use these rules as a point of reference to guide children's behaviour in a positive manner. This ensures that children have a clear understanding of the minimum expectations of their behaviour whilst in our care.

If you require further information on this policy, please ask educators and refer to the Policy manual.

PHYSICAL PLAY

Physical play includes activities that use physical movements to allow children and young people to use their energy, enhance their concentration, co-ordination, motivation, learning and wellbeing. We feel that physical play is a vital part of everyday life and is especially important in an Out of School Hours Care (OSHC) setting given the amount of time children have been non-active in the classroom throughout the day.

Our OSHC Service provides children with a wide range of both indoor and outdoor physically active play based learning experiences.

SUSTAINABILITY

We believe in supporting children and young people to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure and teaching. Further, we support children to appreciate that sustainability embraces social and economic sustainability as we engage in concepts of social justice, fairness, sharing, democracy and citizenship.



SUN SAFETY

Children and educators will wear hats and appropriate clothing when outside. Staff will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (SPF50+ broad-spectrum water resistant) which is reapplied according to the manufacturer's recommendations. **We have a Sun Smart station where children can apply sunscreen upon arrival to After School Care.**

SUN HAT

A sun protective hat must be worn every day when playing outside for protection against the sun (this can be their school hat). Please make sure to include it in your child's bag every day regardless of the weather conditions. Please note that educators will enforce the 'no hat, no outdoor play' rule and children will be instructed to play under shelter or indoors.

PARENT PARTICIPATION AND FEEDBACK

Our OHSC Service has an *Open-Door Policy* and actively seeks and encourages families to be involved in the Service. This can range from evaluating and adding input to your child's program and observations, volunteering within the Service and sharing skills and experiences that the children and the program will benefit from and providing feedback.

You can be involved in our Family Committee. Your involvement can be as formal or active as you like as time permits. We respect that time is limited for most families and we ask that you inform us as to your preferred way of communication. We can arrange meetings with your child's educator at a time that suits you throughout the year and offer email, Newsletters, and pride ourselves on strong verbal communication on a daily basis. We seek input from families on all aspects of the Service but in particular, your child's goals, observations and program.

If, for any reason you question or do not understand any aspect of the Service or your child's experience we have a *Dealing with Complaints Policy* that supports all stakeholders in our community and like all policies, is available for families to consult and implement at any time.



Copies of our policies are available in each room, the office and parent library. You are welcome to take a copy home and review at your leisure.

FAMILY INVOLVEMENT

We welcome and encourage the involvement of all parents/families at our Service. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge. There are many ways for your family to be involved. We understand that our busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated. Here are just a few ideas.

YOUR OCCUPATION OR HOBBY

You are the most important person in their world. We welcome all parents to the Service to talk about their occupation or hobby (e.g., music, craft, cooking). Everything parents do interest children and these talks are the best educational resources you can provide for the Service.

We use information that has come from discussions about occupations and hobbies in our program and the ideas explored which can turn into interest projects providing valuable learning.

YOUR HOME CULTURE

We aim to foster relationships among families and community and invite you to share aspects of your culture, history, language and celebrations with our Service. Your involvement greatly assists us to enrich the lives of all our families and children.

READING

Children love to be read to. If you or your parents have the time, please contact your room educators to organise a day for reading. We love grandparents visiting our Service.

SPECIAL EVENTS

Our OSHC Service organises special events throughout the year. We will communicate these to families in a timely manner. We encourage parent input in all aspects of these events. Some of these include fundraising, celebrations and information sessions.



SUGGESTIONS

Parents are welcome to visit or call the Service at any time. If you have any suggestions or ideas on how we best can work together in the Service, please let us know.

If you have any concerns, please see your child's educator or the nominated supervisor. We have a grievance/complaints procedure if you would like to formally raise any concerns.

COMMUNITY INFORMATION

We have a community notice board at the entry to our OSHC Service. This board is used to display relevant programs, menus, notices, updates and reminders for children and families. Please ensure you check this on a regular basis.

Our staff can also provide information for families about a range of topics including early intervention; supported playgroups; Child Care Subsidy; Aboriginal Child and Family centres; health clinics.

HEALTH & HYGIENE

Our OSHC Service has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices.

All staff diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues.

Our educators teach and model correct hand washing techniques to children and regularly clean and disinfect high touch objects throughout the Service to reduce the spread of infection.

WHEN SHOULD I NOT SEND MY CHILD TO THE SERVICE?

Please monitor your child's health and do not bring your child to the OSHC Service if they are suffering from an infectious disease/illness or are generally unwell. Our Service cares for children and young people before or after a busy and demanding day for the bodies and



minds of our children at school. We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care.

To minimise the spread of infections and diseases, and maintain a healthy environment for all children, educators and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC)- *Staying healthy: Preventing infectious diseases in early childhood education and care services, 6th Edition*. Our policies and procedures for *Dealing with Infectious Diseases* is available for all families to view.

If your child becomes ill whilst at the Service, we will contact you or an authorised nominee to collect your child. If your child is unable to be collected, educators will contact the child's emergency contact for collection. When your child is collected, you will be provided with an *Injury, Incident, Trauma and Illness Record* completed by the educator which includes information about your child's illness, their symptoms, general behaviour and any action taken. You will be requested to sign and acknowledge the details in this record. If your child becomes ill whilst at school and returns home, please ensure our Service is aware.

Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. **If your child has been had diarrhoea and/or vomiting, they will be excluded until there has not been any diarrhoea or vomiting for at least 24 hours.** For certain illnesses, a medical clearance certificate may be required before your child returns.

INFECTIOUS DISEASES

The National Health and Medical Research Council have supplied the following information regarding minimum exclusion period for children from an early childhood education and care Service. Please inform staff if your child has any of the following infectious diseases so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained).

[Exclusion for common or concerning conditions](#) (Australian Government, National Health and Medical Research Council, Staying Healthy 6th Edition 2024)

CONDITION	EXCLUSION
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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 vaccinated children. See the guidelines for contact exclusions
Conjunctivitis or eye discharge	Exclude until discharge from the eyes has stopped (unless a doctor has diagnosed non-infectious conjunctivitis)
Ear infection	Not excluded unless they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding)
Fever	Exclude until the temperature remains normal, unless the fever has a known non-infectious cause. If the child has gone home from the Service with a fever but their temperature is normal the next morning, they can return to the Service. If the child wakes in the morning with a fever, they should stay home until their temperature remains normal. If a doctor later diagnoses the cause of the child's fever, follow the exclusion guidance for that disease.
Gastroenteritis ('gastro') <ul style="list-style-type: none">• Campylobacter infection• Cryptosporidiosis• Giardia infection (giardiasis)• Rotavirus infection• Salmonella infection (salmonellosis)• Shigella infection (shigellosis)	Exclude until there has not been any diarrhoea or vomiting for at least 24 hours
Norovirus infection	Exclude until there has not been any diarrhoea or vomiting for at least 48 hours
Hand, foot and mouth disease	Exclude until all blisters have dried
Head lice	Not excluded, as long as effective treatment begins before the next attendance at the Service. The child does not need to be sent home immediately if head lice are detected
Hib (Haemophilus influenzae type b)	Exclude until the person has received treatment for at least 4 days
Measles	Exclude for at least 4 days after the rash appeared. See the guidelines for contact exclusions



Meningitis (viral)	Exclude until person is well
Meningococcal infection	Exclude until the person has completed antibiotic treatment
Mumps	Exclude for at least 9 days or until swelling goes down (whichever is sooner)
Pneumococcal disease	Exclude until person has received antibiotic treatment for at least 24 hours and feels well
Rash	Not excluded unless combined with other concerning symptoms (fever, tiredness, pain, poor feeding)
Respiratory conditions and infections <ul style="list-style-type: none">• Bronchitis and bronchiolitis• Common cold• COVID-19 (also refer to state or territory advice)• Croup• Flu (influenza)• Human metapneumovirus• Pneumonia• RSV (respiratory syncytial virus)	<p>If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), exclude them only if:</p> <ul style="list-style-type: none">• the respiratory symptoms are severe, or• the respiratory symptoms are getting worse (more frequent or severe), or• they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding) <p>Otherwise, do not exclude.</p> <p>A person can often have an ongoing cough after they have recovered from a respiratory infection.</p> <p>If their other symptoms have gone and they are feeling well, they can return to the Service</p>
Shingles (zoster infection)	<p>Exclude children until blisters have dried and crusted.</p> <p>Adults who can cover the blisters are not excluded (they are excluded if blisters cannot be covered)</p> <p>See the guidelines for contact exclusions</p>
Skin-related infections <ul style="list-style-type: none">• Cold sores (herpes simplex)	<p>Not excluded if the person can maintain hygiene practices to minimise the risk of transmission.</p> <p>If the person cannot maintain these practices (for example, because they are too young), exclude until the sores are dry.</p> <p>Cover sores with a dressing, if possible.</p>
<ul style="list-style-type: none">• Fungal infections of the skin or scalp (ringworm, tinea, athlete's foot)• Impetigo (school sores)• Scabies and other mites causing skin disease	<p>Exclude until the day after starting treatment</p> <p>For impetigo, cover any sores on exposed skin with a watertight dressing</p>



• Warts	Not excluded
Strep throat	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well
Whooping cough (pertussis)	Exclude until at least 5 days after starting antibiotic treatment, or for at least 21 days from the onset of coughing if the person does not receive antibiotics. See the guidelines for contact exclusions
Worms	Not excluded

IMMUNISATION

When enrolling your child at our OSHC Service you will be asked to provide an Immunisation History Statement as recorded on the Australian Immunisation Register (AIR) to prove that your child is up to date with their scheduled immunisations. This statement is available through your online Medicare account through [myGov](#).

For eligibility for Child Care Subsidy and other family payments, immunisation must be in accordance with the National Immunisation Program (NIP) Schedule.

If your child is not fully immunised and an outbreak of a vaccine preventable disease occurs at the Service, your child will be considered as not being immunised and will not be able to attend the Service.

MEDICATION

If your child requires medication whilst at our OSHC Service, you must complete an *Administration of Medication Record* to give your consent for an educator to administer prescribed medication to your child. Medication must be given directly to an educator for appropriate safe storage. Under no circumstances should medication be left in children's bags.

Educators can only administer medication that is:



- prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)
- in its original packaging and have the original label clearly showing your child's name
- before the expiry/use by date.

If the child is also required to take the medication during school hours, an educator will take/collect the medication to/from the school office.

Any child's prescribed medication such as asthma inhalers, adrenaline auto injectors (EpiPen) or Insulin (for diabetes), must accompany the child each day to our Service or parents ensure our Service has adequate supplies of the required medication at all times.

Upon collection of your child at the end of the day, you or an authorised person will be requested to sign the *Administration of Medication Form*.

Children may self-administer medication provided written authorisation is provided on the child's enrolment form. Medication must be provided to educators at the start of the session. An *Administration of Medication Record* must be completed at the start of the session and at the end of the session to acknowledge the dose and time medication was administered.

INCIDENTS, INJURY OR TRAUMA

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents. We always have an educator with a First Aid, emergency asthma, anaphylaxis management and CPR qualification on shift at all times we provide education and care to children. First Aid kits are located throughout the OSHC Service.

In the event of a minor injury, first aid will be provided as required. An *Incident, Injury, Trauma and Illness Record* will be completed and when you collect your child, you will be notified about the injury and asked to acknowledge and sign the record. If your child injures their head, even if it is a small bump, you will be contacted to advise you of the injury. Our



educators will continue to monitor your child closely and advise if you should come and collect them.

If an injury or incident is serious and we believe urgent medical attention is required, the nominated supervisor will contact an ambulance immediately. We will then attempt to contact a parent or guardian or an authorised nominee to advise of the situation. If you are unable to meet the ambulance at the Service, we will send one of our educators/staff members to accompany your child in the ambulance.

Please note that Ambulance cover is the responsibility of each family.

An Incident, Injury, Trauma and Illness Record will be completed, and a parent will be required to acknowledge and sign this record. A copy of any documentation from the hospital or treating doctor will also be requested. Our Service will also be required to notify the Regulatory Authority in the event of any serious incident or injury. In these circumstances, you may be contacted by our approved provider and the Regulatory Authority to follow up the incident and actions taken by our Service.

SAFETY IN OUR SERVICE

EMERGENCY AND EVACUATION PROCEDURES

Our Service conducts risk assessments regularly and develops emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures to carry out emergency and evacuation drills. These may occur at any given time throughout the Before/After/Vacation School Care session. Emergency and evacuation drills are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire (bush fire), lock down or flood. Under regulations, we are required to practice emergency and evacuation drills every three months.

Educators are trained to use the fire extinguishers that are in the Service. An emergency evacuation plan and lock down procedure are displayed in every room and exit locations are clearly indicated.



DROP OFF AND PICK UP TIME

We ask that parents be extremely mindful of danger when arriving and departing from our OSHC Service and closely supervise your child/ren. Children and young people will be effectively supervised at all times while attending the OSHC Service.

- Please always hold young children's hands in the carpark area
- Be alert of reversing drivers in the car park as it is very difficult to see small children
- Use the kerbside, rear passenger door
- Never leave a child or infant in the car unattended
- Never leave the front entry door/gate open
- Always do a visual check around your vehicle before driving
- Please ensure children do not enter areas in the Service that are for adults/staff only.

WORKPLACE HEALTH AND SAFETY

We are committed in providing an environment that is safe and healthy for every employee, volunteer, child, family and visitor. We have made every reasonable effort to minimise the risk of serious injury and request all persons to our Service to adhere to our policies regarding Workplace Health and Safety.

Each morning and afternoon, our educators conduct safety checks of the indoor and outdoor environment and will alert management of any potential risk or hazard to children to ensure this is rectified before children use the equipment or area.

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Work health and Safety, please contact the nominated supervisor immediately.